



## South West Acute Inpatient & Crisis Resolution & Home Treatment Network Update

March/April 2009 (6)

Welcome to the sixth update on 'Acute Care' developments from both the National and Regional prospective.

### **Next Acute Network News**

#### **Next Acute Network Meeting (rescheduled)**

##### **23 April 2009 - 'Making Count Me in Count' – Canalside Bridgwater 9.30 -15.30 hours**

Following the cancellation of the original event due to bad weather in February we have rescheduled for April. The event builds upon the publication of the Healthcare Commission (HCC) Report of the 2008 Count me in census and HCC Pathway to Recovery report on the adult Acute Care. The meeting will focus on equity and diversity issues for Acute Services and assist provider Trusts in the achievement of HealthCare Commission Acute Standards as required by NHS South West and local PCT's. We intend to address some of the issues for service users, carers and acute staff with the South West. Within the workshop we will identify common issues and attempt to find shared solutions to improving the care and treatment for individuals from ethnic background. The event includes **Unsent Letters' Theatre Performance by Hearth Productions** – written and developed in association with the CSIP SW BME Service User Network and staff working at Fromeside Clinic – Avon & Wiltshire Partnership Trust. A booking form is available at:

<http://www.southwest.csip.org.uk/silo/files/making-count-me-in-count.doc>

##### **2008 Count me in census**

Healthcare Commission report re the 2008 Count me in census and press release

[http://www.healthcarecommission.org.uk/newsandevents/mediacentre/pressreleases.cfm?cit\\_id=1516&FAAr ea1=customWidgets.content\\_view\\_1&usecache=false](http://www.healthcarecommission.org.uk/newsandevents/mediacentre/pressreleases.cfm?cit_id=1516&FAAr ea1=customWidgets.content_view_1&usecache=false)

##### **Regional Acute Care Support and Network to continue into 2009/10**

The provision of high quality adult acute care provision remains a priority within the South West and consequently the South West Development Centre will continue to provide support for the development of acute inpatient and crisis service provision. Alan Howard will continue in his role as development Consultant two days per week and will be available to support local projects to enhance acute care provision as outlined with the HCC standards. In the coming months Alan will contact all Acute Care Forum Leads to discuss potential initiatives. In addition, as previously requested we intend to continue the Network in 2009/10 and provided there remains the demand for a Crisis Resolution Home Treatment and Adult Acute Inpatient Network we will continue run quarterly events. With the Support of the NHS South West we will be able to continue to provide a regional focus to the development of local acute services. If you would like assistance with a particular project to improve acute service provision please contact Alan Howard.

In addition to running the events within a central South West location we are happy for local provider Trusts to host sharing of good practice events. This provides the opportunity to show case good practice from within your own Trust.

**If you would like to contribute to future event or share your local good practice initiatives, please contact** Alan Howard CSIP SW Acute Lead at [alan.howard@dhft.nhs.uk](mailto:alan.howard@dhft.nhs.uk) or on 07876 453497

## **Maintaining a National Profile for Acute Care**

Acute Care will remain on the agenda for 2009/10 with the National Project Board for Acute Care taking a key role in its ongoing development. The Project Board brings together all the key stakeholders for Acute Care from the Department of Health, Strategic Health Authorities, key government departments, NHS Confederation and Royal Colleges and provides an opportunity to both coordinate and influence the direction of Acute Care Services in England. This summer the Project Board are organising a National Acute Summit with key stakeholders, the event aims to develop an 'Acute Care Declaration' that will set out the direction of quality acute care provision and outline a National Action Plan to achieving this. If you would like to know more about the Project Board or have copies of its minutes please contact Alan Howard.

## **Planned National Network for Acute Care Forums**

To support the development of local Acute Care Forums we are planning to establish in collaboration with the NHS Confederation an Association for Acute Care Forums. This is still in the early planning stage and I would welcome your views on its terms of reference and potential role.

## **Healthcare Commission Adult Mental Health Inpatient Service User Survey 2009**

In 2008, the Healthcare Commission published its findings from a national review of acute inpatient mental health services. The report, *The Pathway to Recovery*, highlighted the lack of information that could be used to assess the performance of trusts from the perspective of people using these services. The report recommended establishing a data source that reflects the experience of those who use acute care services. It is hoped that this survey will go a long way to addressing this recommendation and will ensure that the views of those using acute inpatient mental health services are incorporated as a key element in Healthcare Commission's assessment of NHS mental health providers for 2009/2010. In addition to providing a national picture of service users' experiences of acute mental health hospital services, the information for this survey will be used by the Healthcare Commission to cross-check trusts' self declarations of performance against national core standards and as the basis of the 'experience of patients' indicator which will form part of the annual health check performance rating for mental health provider trusts in 2008/2009. All trusts will receive individual reports of the results to enable them to identify areas of strengths and areas where further improvement is required. These reports will also enable trusts to benchmark their performance with other organisations.

### **Key dates for the survey are:**

- **By 9 March 2009:** each trust draws their local sample for the survey
- **3 April 2009:** the questionnaire is sent out to everyone in the selected sample
- **17 April 2009:** the first reminder is sent out to those who have not responded
- **1 May 2009:** the final reminder is sent out to those who have not responded
- **19 May 2009:** All data are submitted to NatCen

### **Where can you get further information about this survey?**

The survey guidance and all other documents, including a full timetable and details for planning the survey, was published on NatCen's coordination centre website ([www.nhspatientsurveys.org.uk](http://www.nhspatientsurveys.org.uk))

In addition the HCC plan to publish in collaboration with Star Wards Project a Service user & Carer focused report on the 2007 Acute Inpatient Review it will be available this summer

## **Integrated Care Pathway & Outcomes**

### **Integrated Care Pathway Guidance**

This publication & PDF with supportive web links, outlines agreed standards of acute service provision. It is anticipated that you will be able to use this toolkit establish a baseline upon which to measure service provision, monitor variation and hopefully reduce duplication. This document is expected to be published at the end of March early April.

### **Outcomes Compendium – helping you select the right tools for the best mental health care practice in your field**

An outcomes compendium that reviews the variety of assessment tools used within mental health services has recently been published by the Department of Health. A copy of the compendium can be downloaded from

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_093316](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_093316) or you can order hard copies from; [www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)

## **Crisis Resolution and Home Treatment (CRHT) Service News**

### **“On the Bounce” Understanding Mental Health Systems in the North West**

In September 2008 NHS North West commissioned Julie Clark, Service Improvement Lead for NW CSIP to review CRHT services within the North West Region. The report makes interesting reading and contains a number of recommendations that are potentially relevant to both commissioners and providers of crisis services within the South West. A copy of the report is available at:

<http://www.northwest.csip.org.uk/silo/files/mhcommissionreportonthebounce.doc>

### **The National Audit Office Crisis Resolution & home Treatment Value For Money Report & Service User and Carer Report**

Following its excellent report on CRHT the National Audit Office have published an additional report based on service user and carers experiences of CRHT services.

Both reports are available in electronic copies; The NAO Value for Money can be downloaded from:

<http://www.nao.org.uk/publications/naoreports/07-08/07085.pdf>

The NAO CRHT service user and carer views from [http://www.nao.org.uk/publications/nao\\_reports/07-08/crisis\\_solution\\_home\\_treatment.pdf](http://www.nao.org.uk/publications/nao_reports/07-08/crisis_solution_home_treatment.pdf)

## **Star Wards**

Marion Janner and the Star Wards Project continue to influence the National Agenda. Planned projects for this year include:

- A magazine style version of the HealthCare Commission Acute Review and Standards for Service user & Carers
- “Talk well” a resource to assist mental health workers in managing conversations with acutely unwell individuals. Follow up publications will include “sleep well” and “group well”.
- Work is also starting on Star wards III. The focus will be on ‘alternatives.’ Please contact Marion with your good practice examples.
- Finally, this years Star Wards festival could go on tour, so watch out for the “magical mystery tour!”

Remember if you haven't already joined Star Wards or would like to find out more about this contact Marion and her colleagues on [www.starwards.org.uk](http://www.starwards.org.uk)

## **NPSA Seven steps to safety in mental health**

The NPSA Seven steps to safety in mental health is now available at;

<http://www.npsa.nhs.uk/nrls/improvingpatientsafety/patient-safety-tools-and-guidance/7steps/mental-health/>

## **NIMHE /Royal College of Psychiatrists Pilot Program for safe and appropriate care for young people on adult wards**

Adult Mental Health wards can use the standards to identify what changes they need to undertake to make young people safer. See NIMHE Legislation for more details site : <http://mhact.csip.org.uk>

The Royal College of Psychiatrists are still encouraging working age providers of in patient services to have a look at the standards and if they have not already done so, consider being part of the pilot project.

You can still use the standards internally if you don't wish to be part of the pilot, and we hope that working age services commissioners build this in as part of their quality assurance process.

The audit tool is available:

<http://www.rcpsych.ac.uk/clinicalservicestandards/centreforqualityimprovement/safecareforyoungpeopleaudittool.aspx>.

## **Management of Violence & Criminal Justice**

The definitive guidance of the therapeutic management of violence is currently being agreed with the Department of Health and will include additional sections on: children and adolescents; older people; and sexual safety. The launch will coincide with the final agreement on the national scheme for the regulation of trainers and accreditation of training. Continue to watch this space still no new news on this long awaited article.

Be aware that the soon to be published Bradley Review, currently with ministers, may impact upon local service provision.

## **New Ways of Working & Laying the Foundations for Better Acute Mental Health Care**

The final and long awaited guidance on reviewing acute teams' skill mix has been published "***More than just staffing numbers***". The guidance complements the '***Laying the foundations for better acute mental healthcare***'. As previously stated in this news letter don't expect a statement of minimum staffing levels the booklet aims to provide guidance on the skill mix of new teams to meet local need. It will supplement the existing NWW and Creating Capable Teams approaches.

***More Than Just Staffing Numbers*** is available at:

<http://www.southwest.csip.org.uk/silo/files/more-than-just-staffing-numbers--a-workbook-for-acute-care-workforce-redesign-and-development.pdf>

***Laying the foundations for better acute mental healthcare*** is available at:

<http://www.nimhe.csip.org.uk/silo/files/csip-finalpdf.pdf>

If you wish to review your skill mix you may consider using the Acute Capacity Calculator Tool Kit. The Toolkit assists in the development of a skill mix based on data collected on ward activity. If you are interested in this project you will need to contact Alan Howard or Mark Norman at CSIP SW to discuss the implementation of this. Please note the toolkit can be initially time consuming and Trust level support in addition CSIP specialist support is essential in its application.

## **Self Injury: A Recovery & Evidence Based Tool Kit**

Bolton, Salford & Trafford NHS Trust have produced an excellent Self Injury Tool Kit that provides guidance on the assessment, care & treatment of people who self injure. It is available at:

<http://www.southwest.csip.org.uk/silo/files/self-injury-toolkit-2008.doc>

## **Gender Sensitive Acute Care Practice Guidance**

**Informed Gender Practice:** Mental Health acute care that works for women, was published this July, available on [www.virtualward.org.uk](http://www.virtualward.org.uk) and hard copies from the South West Development Centre.

## **Missing Patients (Anti Absconding) Guidance & Toolkit**

Following a pilot project in Manchester NIMHE have prepared a self assessment toolkit that will enable you to benchmark your service provision against national Good Practice Standard and develop a local action plan. We anticipate publication of this guidance in April 09.

## **Partnership in the Making Carers in Mental Health Training Workbook & DVD**

CSIP SW have funded the development a workbook & DVD for acute inpatient staff. Watch this space for further information on its availability.

A limited number of copies will be available at the April SW Acute Network meeting.

## **Acute Spirituality Guidance**

NIMHE guidance on understanding and promoting the importance of spirituality for recovery. Guidance, posters and leaflets.

Guidance is available at:

<http://www.virtualward.org.uk/silo/files/spiritualityleaflet3pdf.pdf>

Poster isle at:

<http://www.virtualward.org.uk/silo/files/spiritualityposter3pdf.pdf>

If you would like a local event based around Spirituality please contact Alan Howard.

## **Nominations from Mental Health & Learning Disabilities Services**

If you would like recognition for your team or service why not apply for the Royal College of Psychiatrists Awards. Application forms, category criteria and rules for entries are available at:  
[www.rcpsych.ac.uk/rcpsychawards](http://www.rcpsych.ac.uk/rcpsychawards)

## **Virtual Ward**

### **Funding Confirmed For Another Year**

The Virtual Ward Sharing good practice website is currently being up graded, the site will still be available and from April/May we are able to provide a more interactive service. The revised Virtual Ward will be launched officially at a planned National Summit with a number of key stake holders.

### **Please share your good practice and use the Virtual Ward to ensure it continues beyond CSIP**

If you would like examples of good practice and National Policy documents please visit the Acute Good Practice Website on <http://www.virtualward.org.uk> .

For further details on any of the publications please e-mail Alan Howard Nurse Consultant & SW Acute Development Consultant at [alan.howard@dhft.nhs.uk](mailto:alan.howard@dhft.nhs.uk) or Chris Ellis, Nurse Consultant, [chris.ellis@awp.nhs.uk](mailto:chris.ellis@awp.nhs.uk) or alternately check out the South West Development Centre website at <http://www.southwest.csip.org.uk>