



CSIP SW (NIMHE) Acute Inpatient & Crisis Resolution & Home Treatment Network Update

Jan/Feb 2009 (5)

Welcome to the fifth short update on 'Acute Care' developments from both the National and Regional perspective.

Next Acute Network News

Next Acute Network Meeting

February 10th 'Making Count Me in Count' - Taunton Rugby Club 9.30 -15.30 hours

With the publication of the Healthcare Commission (HCC) Report of the 2008 Count me in census, HCC Pathway to Recovery report on the Inpatient Review, our next network meeting will focus on equity and diversity issues for Acute Services. 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 themes/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

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&FAARea1=customWidgets.content_view_1&usecache=false

Network to continue into 2009/10

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 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 or on 07876 453497

Maintaining a national profile for Acute Care

The National Project Board for Acute Care will continue into 2009/10. 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 will provide an opportunity to both coordinate and influence the direction of Acute Care Services in England. 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 a National Network or forum for Acute Care Forums. The network 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

Why is this survey being carried out?

For the last five years, the Healthcare Commission has run an annual survey of people who use community mental health services. Next year, for the very first time, the Commission will instead focus on the experience of acute inpatient mental health services from the point of view of people who have recently been discharged from hospital.

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.

How will the information from this survey be used?

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. The survey's results are used on an ongoing basis as a data source by the Department of Health for reporting to Parliament and to inform local improvement activity. As with previous surveys, all results will be made available to the public via the Commission's website.

What is the timetable for the survey?

In November 2008, an e-bulletin was sent to survey leads at all trusts to alert them to the survey. Information about the survey was also included in the November issue of the Healthcare Commission's monthly bulletin for trusts.

If they have not already done so, trusts should ensure that they provide the survey coordination centre at National Centre for Social Research (NatCen) with the details of two people from their trust who will be responsible for the survey's progress as a matter of urgency.

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) during the week beginning the 8th December 2008. The coordination centre will send an e-bulletin to designated survey leads to let them know when this happens. There is a dedicated telephone line for trust staff responsible for managing and implementing the survey and a specific email address for the survey (MHacute@natcen.ac.uk).

In addition the HCC plan to publish the Service user & Carer focused report on the 2007 Acute Inpatient Review it will be available early this year

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 and can be downloaded at the following link:

http://www.nao.org.uk/publications/0708/helping_people_through_mental.aspx

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/safecareforypaudittool.aspx>.

We need your good practice to promote a more balanced and informed view of acute care in the media

Within the Acute Care Program, one of our key priorities is to promote a more balanced and informed view of acute care in the media, in order to counterbalance the consistently negative image which tends to dominate in the press. To address this we have formed a communications group with the NHS Confederation to:

- address current stigma and negative public perception re acute care and proactively promote a more balanced and informed view in the media
- actively promote best practice and positive stories regarding acute care.
- improve acute staff morale
- positively influence service user and carer perception of acute care

As part of our National communications framework we maintain a database of current positive practice examples and stories relating to key themes that have been collated into a core press briefing pack to brief the media with positive Mental Health news. Information collated will be circulated to the media for use in feature articles, responding to national reports or launches of National Guidance. This provides an opportunity to promote your good practice at a regional and national level.

We need your good practice examples can you send your examples directly to Niall Smith, Senior Media Relations Officer at the NHS Confederation at Niall.Smith@nhsconfed.org

Star Wards

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

NPSA Seven steps to safety in mental health

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

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

Management of Violence

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. Watch this Space still no new news on this long awaited article.

Laying the Foundations DH Estates Briefing Note

Guidance on the development of new Mental Health Inpatient facilities will be published soon. Copies will be available from CSIP SW

New Ways of Working Acute 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 and hard copies from CSIP SW

Missing Patients (Anti Absconding) Guidance & Toolkit

Following a pilot project in Manchester CSIP/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 Feb/March 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 it's availability.

A limited number of copies will be available at the February 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>

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

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 March 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 CSIP SW Acute Lead at alan.howard@dhft.nhs.uk or Chris Ellis, chris.ellis@awp.nhs.uk or alternately check out the CSIP SW website at <http://www.southwest.csip.org.uk>