

Trust Board meeting		Date:	26 July 2017
Agenda item	Title	Executive Director lead and presenter	Report author
BD/17/093	Chief Executive report	Hayley Richards, Chief Executive	Hayley Richards, Chief Executive
This report is for:			
Decision			
Discussion			
To Note			X
History			
None.			
The following impacts have been identified and assessed within this report			
Equality	X		
Quality	X		
Privacy	X		
Executive summary of key issues			
This report summarises the work of the Chief Executive during July 2017 and notes national and regional developments.			
The Board is asked to note the report.			
This report addresses these strategic priorities:			
We will deliver the best care			X
We will support and develop our staff			X
We will continually improve what we do			X
We will use our resources wisely			X
We will be future focussed			X

1. National Issues

Care Quality Commission (CQC) mental health services review

The CQC has this month released the findings of its comprehensive inspection programme of all specialist mental health services, giving the most complete picture ever of the quality of mental health provision for people in England.

http://www.cqc.org.uk/sites/default/files/20170720_stateofmh_report.pdf

Inspectors found many examples of excellent care – but they also found too much poor care and far too much variation in both quality and access across different services. The report identifies several areas of concern: physical environments not designed to keep people safe, care that is over-restrictive and institutional in nature, and poor recording and sharing of information that undermines the efforts of staff to work together to make sure that people get the right care at the right time. It calls for people to be treated as active participants in their own care, promoting recovery; better investment in local services to prevent costly out of area placements; and investment in information technology that enables staff to enter and retrieve clinical information, reducing wasted staff time and making care safer.

These issues have all been picked up through our Trust transformation programme, for example: a review of all of our estate, ensuring that it provides a high quality and safe environment for our service users; through implementation of our service user and carer strategy, and also through investment in new technology to support clinical care.

Response to CQC national findings on 'Locked Rehab Wards' as described in their recent document, 'The state of care in mental health services 2014 to 2017'

There are four rehabilitation wards in the trust. These are Alder, Elmham Way, Whittucks Road and Windswept. A requirement for service users admitted to these wards is that they have been risk assessed as being safe to leave the wards unescorted. Patients can exit each of the wards without asking staff permission, at any time of day.

Each of the wards has processes in place to support a 'triangle of care approach' involving service users, family/friends and health care professionals. They are also engaged in the local community and access local facilities to support service users to reintegrate in to the wider community.

The current median length of stay for each ward is Alder (127), Elmham Way (104), Whittucks Road (160), and Windswept (41). This data demonstrates that our rehabilitation wards are not being used as defacto 'homes' as per concerns raised in the CQC report.

NHS Providers

Two reports were released by NHS Providers this month which highlight challenges faced by the sector including mental health. The first, *Winter Warning: Managing risk in health and care this winter*, highlights the worries of many NHS trusts that extra funding for social care, partly allocated to ease winter pressure on the health service, is not consistently getting through to the NHS. The report draws on a survey addressing discussions NHS trusts have had with their local authorities about the additional social care funding and detailed discussion with leaders of NHS hospitals, mental health and community trusts and ambulance services. The link to the report is:

<https://nhsproviders.org/nhs-winter-warning/what-more-do-nhs-providers-need-to-manage-risk-safely-this-winter-and-beyond>

The second report, *The state of the NHS provider sector*, has mental health as its centrepiece and notes the welcome commitment at the very top of government and among NHS system leaders to address longstanding inequalities in care for people with mental health needs.

However, its key finding is that core mental health services on the ground are under increasing pressure and at risk of deteriorating. The link to the report is:

<https://nhsproviders.org/media/2479/the-state-of-the-nhs-provider-sector-november-2016.pdf>

2. Local issues

Bath and North East Somerset, Swindon and Wiltshire (BSW) Sustainability and Transformation Plan (STP) Programme Director

Brigid Musselwhite has been appointed as interim BSW STP Programme Director for the next six months, while a new Senior Responsible Officer is appointed.

Wiltshire CCG Accountable Officer

Linda Prosser, Director of Assurance and Delivery for Bristol, South Gloucestershire and North Somerset, NHS England, has been seconded to Wiltshire Clinical Commissioning Group as Interim Chief Officer.

3. Trust issues

Care Quality Commission (CQC) Inspection

The CQC have informed us that they have started to write the initial report of their findings. Further details are contained within the Clinical Executive Report, and it is hoped to present a full report to the September meeting of the Board.

Laurel Ward

Laurel Ward was closed on 15 June 2017. Further details are contained within the Clinical Executive report.

Learning Disabilities Celebration Day

I attended, together with over 350 people, the highly successful Learning Disabilities Celebration Day in Bristol in June. The event was supported by Headlight Mental Health Charity, opened by Her Majesty's Lord Lieutenant of the County and City of Bristol Peaches Golding OBE (former AWP non executive director) and compered by Cary Ward nurse Mike Richardson.

The day was organised by AWP Specialist Learning Disabilities Services and the Forensic Community Learning Disabilities Team (CLDT) Service User Forum, alongside colleagues from Bristol City Council, Brandon Trust, WellAware, Bristol Community Health and others. It featured performances by a number of community groups comprising people with learning disabilities, a range of stalls, workshops and taster sessions.

Headlight's Dragon Boat Race

Glorious weather heralded Headlight's first major fundraising event as teams of staff, supporters, service users and friends took to the water in Dragon Boats.

Champions of the day were the Headlight Pioneers, a boat made up of Board members together with their friends and family; Hadouken (a mixed group of staff, service users, friends and family from the Early Intervention teams) were second and The Mostly Money People (Finance staff and other corporate colleagues) took bronze. The teams together raised nearly £4,000 for the charity, the majority through sponsorship.

Riverside pride

Riverside Adolescent Unit has received an outstanding Quality Network for Inpatient Child and Adolescent Mental Health Services report for 2017. QNIC, the external national accreditation framework of the Royal College of Psychiatrists, scored Riverside 96% for care and treatment and 100% for young people's rights and safeguarding children. External experts came from other CAMHS inpatient units and examined all aspects of care and the environment.

Riverside Adolescent Unit moved from North Bristol Trust to AWP two years ago. As expected, this transition has not always been smooth, with new systems, new management, new ways of working and thinking, and new opportunities. However, the team has met these challenges and

embraced new ways of working. The unit has recently become more embedded as part of a wider South West network, rather than serving just Bristol and the surrounding area.

Award winning Swindon CIT team

AWP's Complex Intervention and Treatment (CIT) team in Swindon won the Social Work Placement of the Year Award 2017 from Oxford Brookes University. The team was nominated by a third year social work student who described them as having exemplary practice.

CIT Team Manager Sara Ross and Senior Practitioner Michele Curr attended the awards ceremony held at Oxford Brookes. The award recognises their level of commitment to the development of future practitioners.

Listening into Action

A Pulse Check was completed by 1381 members of staff in order to gather views about what it is like to work in our organisation, and the report is awaited.

A launch event for our first ten teams has taken place and they are now each working on their chosen areas for improvement. A series of CrowdFixing days will take place across the Trust at the end of August/beginning of September with the aim of engaging with a rich mix of staff using conversation and discussion as a catalyst for change. A group of LiA Champions will also be identified; these will be staff who can support and embed LiA and help to 'unblock the way' for teams as they make improvements.

Trust Annual General Meeting

The Trust Annual General Meeting will take place on 13 September at 3.00 pm in the Conference Room at Callington Road Hospital. Invitations to our stakeholders will be sent out shortly.

4. Chief Executive's Diary – July 2017

During July 2017, I:

Attended the Trust's launch of Listening into Action

Attended the second LiA Navigation Day in Birmingham

Visited Oakwood, Mason, New Horizons, Gloucester House, and Steps at Southmead Hospital; Elizabeth Casson House, Silver Birch, Larch, Pharmacy and library staff at Callington Road Hospital

Chaired the HEE West of England Membership Council meeting

Attended the Mental Health Chief Executives meeting

Attended the South West Chief Executives meeting

Attended the BSW STP Leadership Group, and meeting of BSW Chairs and Chief Executives

Attended the Trustwide Service User Group

Chaired the first meeting of the South West Clinical Network Workforce Steering Group

Met the Chief Executive of Second Step with Cllr Asher Craig

Chaired meetings of the BSW and BNSSG Local Workforce Action Boards

Attended the BSW STP Board meeting

5. Recommendation

The Trust Board is asked to **note** this report.