Quality Governance Team

Tees, Esk and Wear Valleys
NHS Foundation Trust

TEWV Quality Account 2022/23

Look back at 2022/23 quality achievements and look forward to 2023/24 quality improvement priorities

Avril Lowery
Director of Quality Governance
May 2023

Purpose

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

- To look back at progress made on the Quality Account improvement priorities and quality indicators in the past year.
- To outline proposed quality improvement priorities for 2023/24 (which will be included within the 2022/23 Quality Account).
- To set out the probable dates for formal consultation and discuss how you can best respond.

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Looking Back – Quality Priorities 2022/23

Personalising Care planning

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

- Improving care planning is now part of the Advancing Our Clinical , Quality and Safety Journey programme which is prioritising and escalating the areas of highest risk
- DIALOG is a care planning system and is based on and facilitates a co-creation approach to care planning
- Significant work has already been undertaken introducing the principles of DIALOG in preparation for the electronic version which launches 01 July 2023
- Work targeting AMH and MHSOP inpatient care planning, via the introduction of a paper-based version of DIALOG and DIALOG+ continues to progress well.
- There continues to be a key focus on improving carer involvement through the introduction of a designated carers tab on CITO, a new Carers Hub and launch of the Trust Carers Charter
- There has been a big focus on developing high quality actions plans with regard to improving the patient experience across clinical services.
- Following a scoping meeting there are plans to hold a multi-agency engagement event in relation to moving away from the Care Planning Approach

Measuring Progress

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Question	May 2022	March 2023
Inpatient		
Were you involved as much as you wanted in the planning of your care?	78%	74%
Were your family/carers involved in your care as much as you wanted?	81%	72%
Community		
Were you involved as much as you wanted in the planning of your care?	91%	92%
Were your family/carers involved in your care as much as you wanted?	84%	80%
Carer Survey		
Have you been asked to provide your experiences and history of the person you care for?	83%	84%
Do you feel that you are actively involved in decisions about the person you care for?	90%	88%

Improving Safety on our Wards

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Feeling Safe

- Our data is telling us that on average 59% (September) of patients feel safe within our inpatient areas against a target of 88% which is frequently not met.
- Feeling unsafe may manifest in patients behaviours such as being uncooperative or hostile. We aim to create a positive relationship in which patients feel safe.
- There is a need to create an open and rehabilitative environment that promotes patient recovery, patient safety and a good working environment for staff. Therefore, it is important to create a safe environment through preventative interventions so that both staff and patients can feel safe.
- Focus Groups undertaken October 2022 across Adult Mental Health Services in DTVF

Improving Safety on our Wards

Tees, Esk and Wear Valleys NHS Foundation Trust

Feeling Safe

These are some of the key things patients said to us when we asked them what feeling safe meant to them:

Feeling secure

Being able to trust staff

Feeling both Psychologically and physically safe

Being in a safe environment

What did we ask patients and staff?

Tees, Esk and Wear Valleys NHS Foundation Trust

Patients

- What does feeling safe mean to you?
- During your stay on the ward have you felt safe?
- When you don't feel safe, what has caused this?
- What things help you when you don't feel safe?
- What does a safe day on the ward look like to you?
- When was the last time you felt safe? what was happening to make you feel like that?

Staff

- What does feeling safe mean to patients?
- During their stay on the ward have patients felt safe?
- When they don't feel safe what has caused this?
- What things help them when they don't feel safe?
- What does a safe day on the ward look like to you?

Some of our findings

Tees, Esk and Wear Valleys NHS Foundation Trust

- **78%** of patients said that they felt safe on the ward they were currently staying on, patients said that sometimes other patients can cause them to feel unsafe.
- In comparison, **75%** of staff said that they thought patients felt safe on the ward. However, they identified the following reasons why some patients may not always feel safe: when there are new patients admitted to a ward, not enough staff and lack of skills for some staff to effectively manage patient risk and engage with patients to keep them safe.
- Some of the reasons patients gave for not feeling safe included: other patients being violent, drugs and drink on the ward, their own illness, lack of engagement from some agency staff, staff not being visible in communal areas, noise and doors banging.
- This was reiterated by staff that told us that patient presentation, violence and the ward environment can make patients feel unsafe. Staff told us that they didn't always feel safe on shift due to low staffing numbers and presentation of complex patients.
- Reassurance from staff and staff support is a key protective factor in ensuring that patients feel safe on the ward, patients value their relationships with staff.

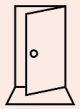
What helps patients to feel safe:

Tees, Esk and Wear Valleys NHS Foundation Trust

Peer support – talking to other patients on the ward

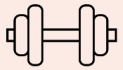
Staff support – getting reassurance from staff who listen to them and are adequately trained with the right skills and experience.

Being able to easily identify staff members from patients



Being able to go to my bedroom when there are incidents on the ward.

Accessing a place on the ward that is quiet.



Listening to music, arts and crafts and access to the gym.

Doing something productive, planting things looking after an allotment.

PAT therapy animals on the ward.

Doing activities, keeping myself occupied during the day.

Being able to access leave, if I can't get out on my own having enough staff to escort me.

This is now informing the development and delivery of our Patient Experience Improvement plans.

Improving Safety on our wards

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Oxehealth

- Evaluation of the Oxevision pilot (which uses sensors to monitor patient's vital signs) shows reductions in bedroom falls and self-harm incidents however, data on ward assaults (the focus of this improvement action) was mixed.
- Interviews with clinicians revealed a range of ways in which adopting the system led to changes in clinical practice and to positive impacts on the safety of patients and staff.
- Qualitative data from patients showed improvements in their experience, including better sleep and a greater sense of safety, wellbeing and privacy/dignity.
- Qualitative data from staff showed that the vast majority of respondents viewed the system as an assistive tool that helped them to deliver safer and higher quality care.
- The Trust has supported a national review of the use of vision-based patient monitoring systems (VBPMS) in mental health wards and is disseminating the resulting guidance to relevant wards.
- Oxevision is also being rolled out to further wards across the Trust following the success observed to date.

oxevision®

Improving Safety on our wards

Tees, Esk and Wear Valleys NHS Foundation Trust

Body worn cameras

- The other technological innovation being trialled are staff bodycams. 10 wards are piloting this initiative. As the pilot has progressed there has been a range of emerging challenges. These include TEWV and supplier IT issues and additional training required to further progress the pilot. Wards and teams can then explore ways in which they can develop sustained local processes focused upon maintenance and reviewing footage. Although the prime expected benefit of this technology is a reduction in restraint, national studies have also suggested that incidents (which include patient-patient violence) should be reduced.

Environmental work to reduce potential ligature points

- Programme for the installation of sensor doors
- Continued to embed the Safe Wards initiative (an evidence-based tool to reduce violence and support a safe ward environment)

Implementing the Patient Safety Incident Response Framework (PSIRF)

Tees, Esk and Wear Valleys NHS Foundation Trust

- We have continued to review and improve our Serious Incident Review processes and reports to utilise evidence-based tools, with a focus on learning and identification of emerging themes.
- Staff have undertaken national training from Healthcare Safety Investigation Branch (HSIB).
- Involving families and carers throughout the process.
- Introduced a triage process for incidents that have been categorised as moderate and serious harm to determine quickly the appropriate route for review and to identify early learning.
- Introduced daily patient safety huddles to include clinical staff and subject matter experts.
- Reviewed and refreshed Directors Serious Incident Assurance Panels.

Implementing the Patient Safety Incident Response Framework (PSIRF)

Tees, Esk and Wear Valleys NHS Foundation Trust

- Procured a new risk management/ incident reporting system
- Undertaken some listening exercises to ensure our staff have a full understanding of the Duty of Candour, undertaken an audit against Trust standards and identified some areas for improvement
- Work continues to improve the quality and oversight of patient safety action plans
- Introduction of Patient Safety Partners

Indicators of Quality

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Quality Metrics	Target	Whole Trust 22/23	Whole Trust 21/22	Whole Trust 20/21	National Benchmark
Patient Safety Indicators					
Percentage of patients who report 'yes, always' to the question 'Do you feel safe on the ward?'	75.00%	**55.57%**	**65.30%**	**64.66%**	**Not a universal measure**
Please refer to previous slides on 'Feeling Safe'. We are unable to benchmark with other Mental Health Trusts as this is not universally collected. Further focus groups are being held across the Trust, and these are informing the improvement plans across services. We will continue to focus on this important area of Patient Safety in 2023/24.					
Number of incidents of falls (level 3 and above) per 1000 occupied bed days (OBDs) – for inpatients	0.35	**0.28**	**0.17**	**0.13**	**TBC**
Detail of substantial improvement work to be provided in this section.					
The number of Medication Errors with a severity of moderate harm and above	2.5	**13**	**12**	**7**	**TBC**
Number of serious incidents reported on STEIS	-	**144**	**141**	**142**	**TBC**
Clinical Effectiveness Indicators					
Percentage of adults discharged from CCG-commissioned mental health inpatient services receive a follow-up within 72 hours	85%	**88%**	*Previously reported indicator: (Existing percentage of patients on Care Programme Approach who were followed up within 72 hours after discharge from psychiatric inpatient care)*		
Patient Experience Indicators					
Percentage of patients who reported their overall experience as very good or good	92.00%	**92.16%**	**94.34%**	**93.21%** *Previous target was 94% changed Dec 2023 to 92%*	**January 2023** **MH Trusts** **87 %**
Percentage of patients that report that staff treated them with dignity and respect	94.00%	**86.69%**	**84.72%**	**86.77%**	**TBC**
Number of Complaints raised	-	338	257	533	

Indicators of Quality
Reducing Restrictive Interventions

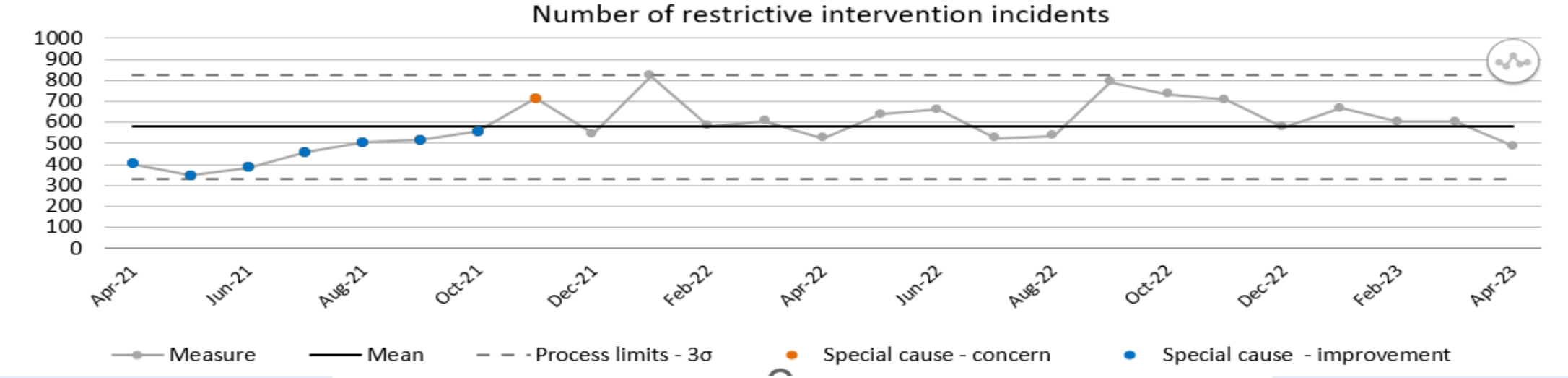
NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

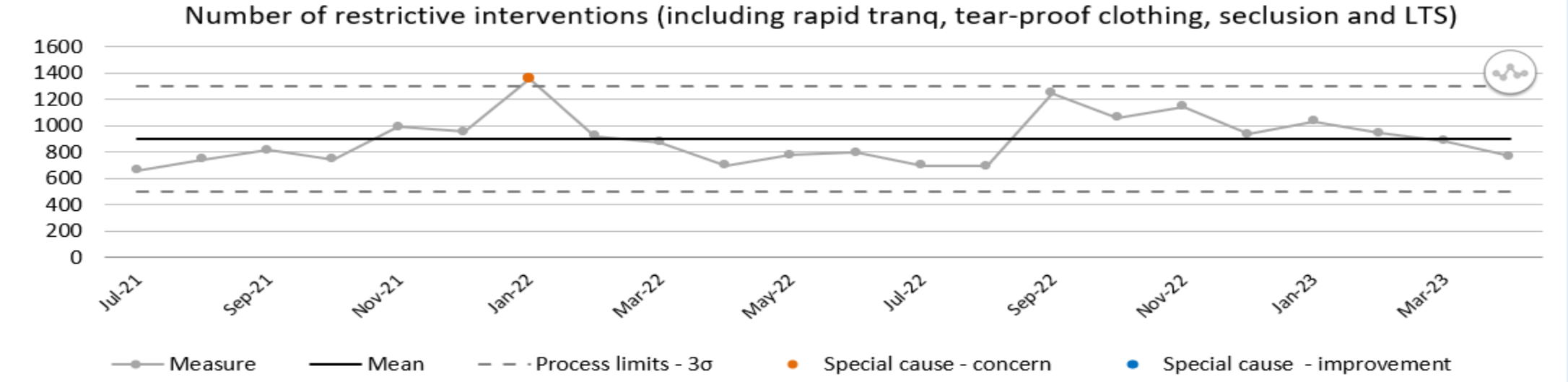
- The Trust continues to focus on this important area of patient care and has achieved significant reductions in key areas.
- Developed positive and safe dashboard at patient level detail.
- Being used by MDTs to plan care and monitor progress.
- Long Term Segregation and Restrictive Intervention Panels introduced as a national innovation.
- At the time of reporting the Trust are supporting 9 patients in LTS or prolonged seclusion (6 patients in accommodation in LD).
- The Trust now has a dedicated HOPE(S) Practitioner, to work in partnership with the national team and Mersey Care NHS Foundation Trust.

Indicators of Quality
Reducing Restrictive Interventions

Tees, Esk and Wear Valleys
NHS Foundation Trust

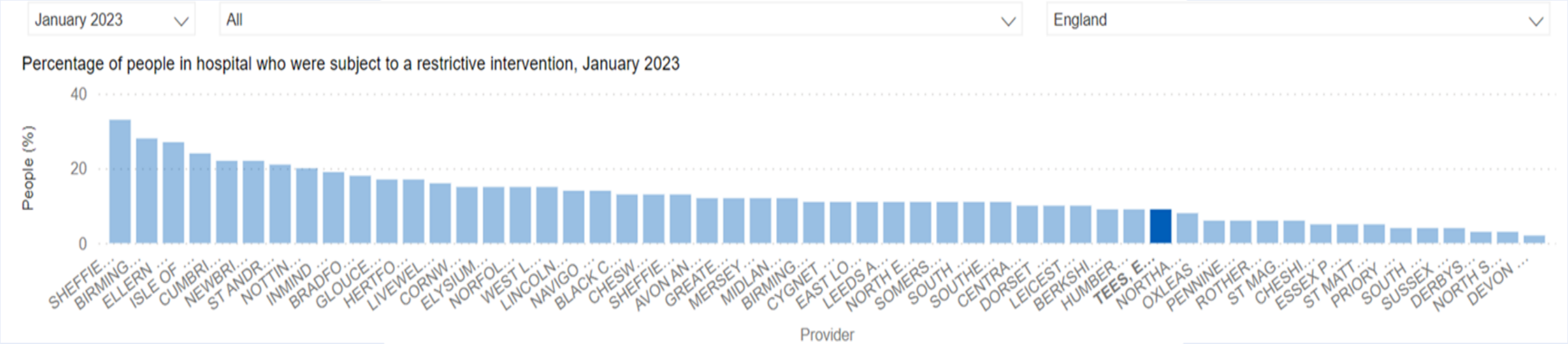
Trust wide Positive & Safe Data 2022 - 2023





Indicators of Quality
Reducing Restrictive Interventions

Tees, Esk and Wear Valleys
NHS Foundation Trust



[Mental health services monthly statistics - Restrictive Interventions - NHS Digital]

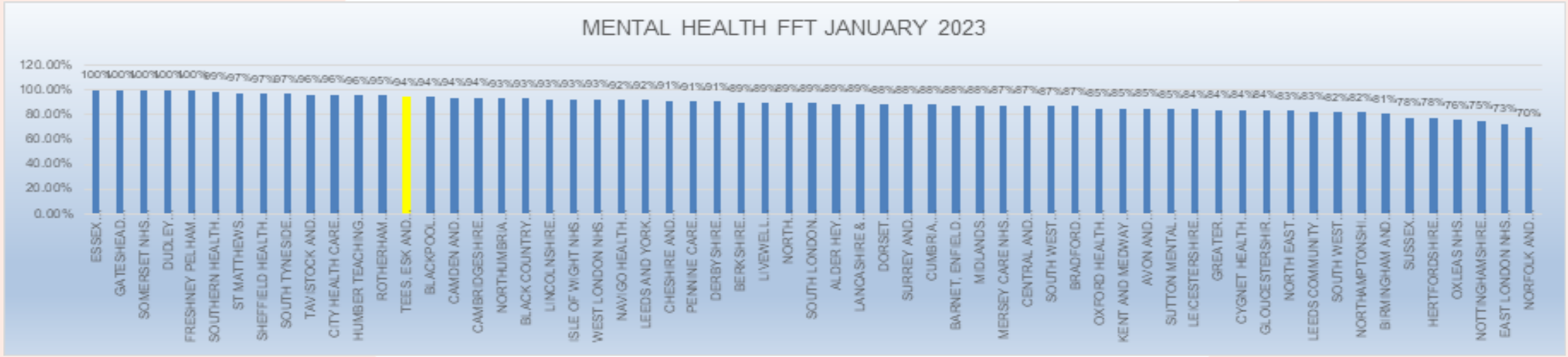
Indicators of Quality
Reducing Restrictive Interventions

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

	Average usage per month (for 22/23)	Average usage per month (excluding ALD inpatient services) for 22/23
Incidents involving restrictive interventions	578.56	321.20 *(difference of 44.4%)*
Total Number of restrictive interventions used	897.73	504.82
Use of Prone restraint	10.08	8.04
Use of Supine restraint	208.68	88.64
Use of Rapid Tranquilisation	107.32	91.12
Use of Seclusion	82.82	14.64
Use of Tearproof Clothing	7.64	7.64
Use of Mechanical Restraint	2.48	2.48

Patient Experience – Friends & Family Test

Tees, Esk and Wear Valleys NHS Foundation Trust



- TEWV the highest MH Trust for the number of responses received **1,419** (national average **285**).
- TEWV ranked **14 out of 61 MH Trusts** regarding positive FFT responses
- During January 2023 **1,419** patients responded to the overall experience question: "Thinking about your recent appointment or stay overall how was your experience of our service?". **94%** scored "very good" or "good" against **national average 87%**.

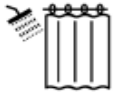
Learnings about patient safety from West Lane Hospital

Our Trust stopped delivering inpatient children and adolescent mental health services (CAMHS) in September 2019 following a series of incidents at West Lane Hospital. Following this, NHS England commissioned an independent review looking at the care and treatment of three young woman who sadly died in our care in 2019 and 2020.

The review was clear that we needed to improve some of the ways that we work:

Improving the ward environment:

To reduce ligature risks we have made changes to some ward environments. We have:



Removed shower curtains

Replaced old taps with anti-ligature ones

Installed anti-ligature doors in some areas

Ligature risk is assessed monthly by your matron during walk-arounds

We are also piloting a system called Oxehealth in some areas. Oxehealth is an alert system designed to improve safety for the people we care for.

Improving patient safety

We have changed the way we talk about risk; we now use safety summaries and safety plans. Patients, families and carers are much more involved in this.

We used to record information about risk in multiple places. This led to mistakes. The primary place of recording risk is in the safety summary and safety plan.

The quality of our records and content are regularly checked. We use a quality assurance schedule and peer visits to do this.

Learning from these audits and visits is shared in team meetings and huddles so everybody knows how to keep patients safe.

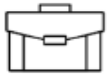
As part of our daily ward safety review, we now share important information which helps keep our patients safe.

We have improved our response to incidents and how we learn from these.

Improving Our governance

Good governance is about having the right people in the right place with the right skills. This supports services to continuously improve and helps us to provide safe and effective care. We know we weren't getting this right and needed to make some changes:

We have changed the way we share information from ward to board.



New meeting structures have been developed.

We are improving the way we are using data and information to better understand how to improve our services.

We have introduced several new roles, so you may have noticed new faces. We have increased the clinical leadership and focus to help us inform our care.

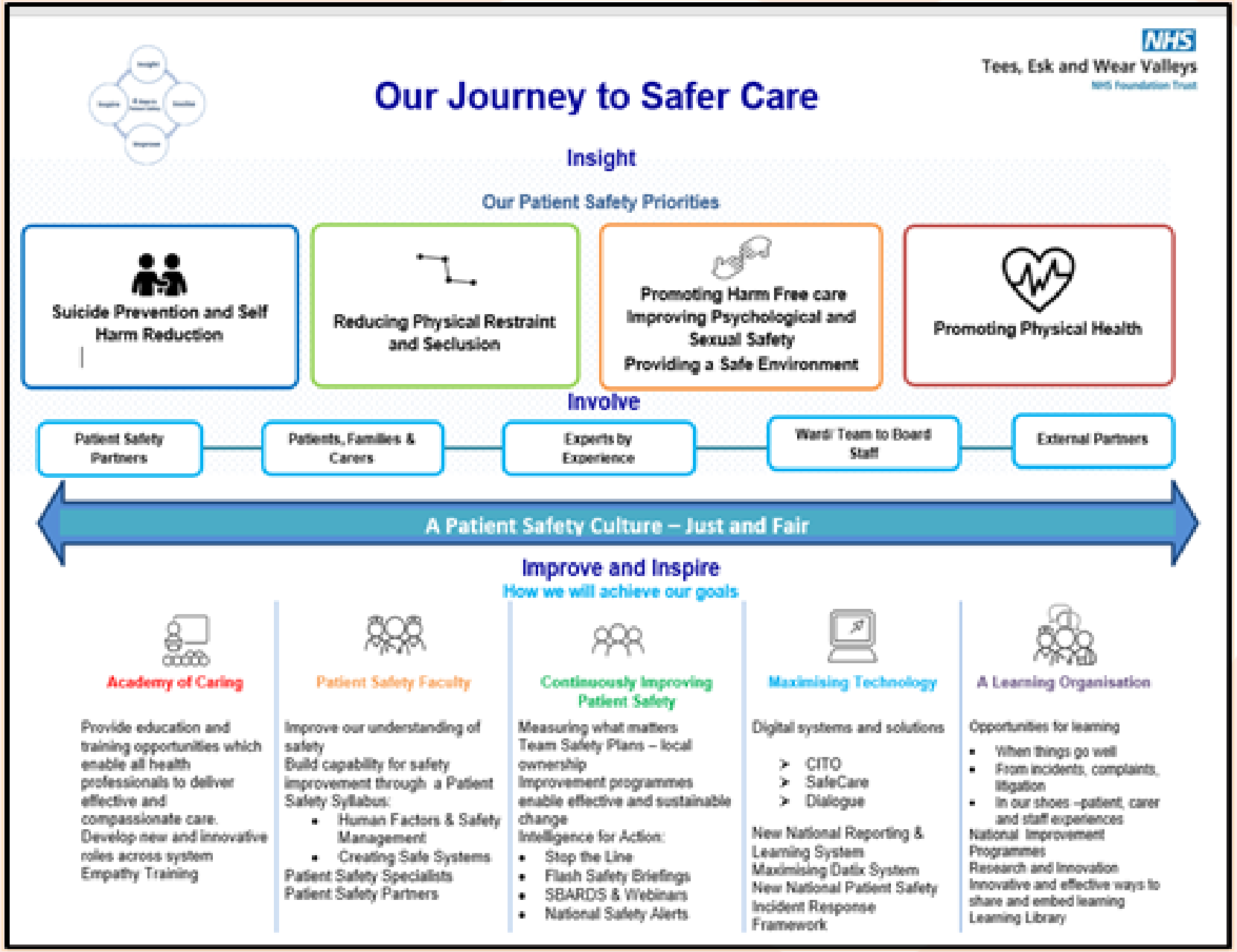
To enhance the patient voice, we have recruited lived experience directors and increased the number of peer support workers.

Quality Priorities for 2023/24

Our Quality Journey (our Quality Strategy)

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

- Developed during 2022, with service user and carer input
- Links back to Our Journey to Change which was developed in 2020. This was based on over 2,000 inputs from service users, carers, stakeholders and staff and sets out our vision, mission, goals and values.
- Is supported by our clinical, cocreation, people and infrastructure journeys.
- Is being implemented through TEWV's OJTC Delivery Plan which was agreed at our April 2023 Board of Directors' meeting



National Patient Safety Strategy

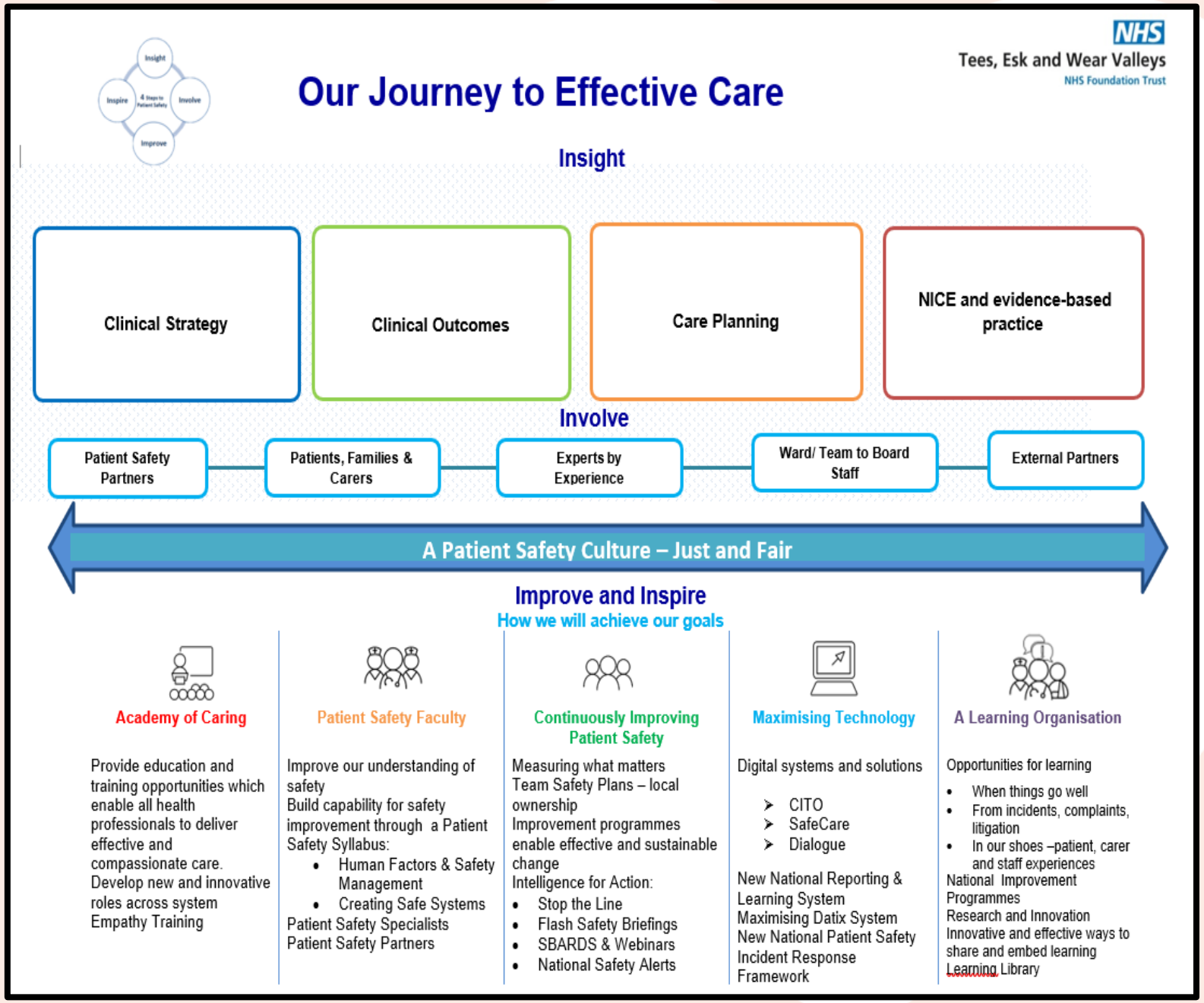
Reporting incidents directly via the new Learning From Patient Safety Events (LFPSE)

Improving Patient Safety through the transformation of the Patient Safety Incident Reporting Framework (PSIRF)

✓Patient Safety Syllabus

✓Patient Safety Specialists

✓Patient Safety Partners

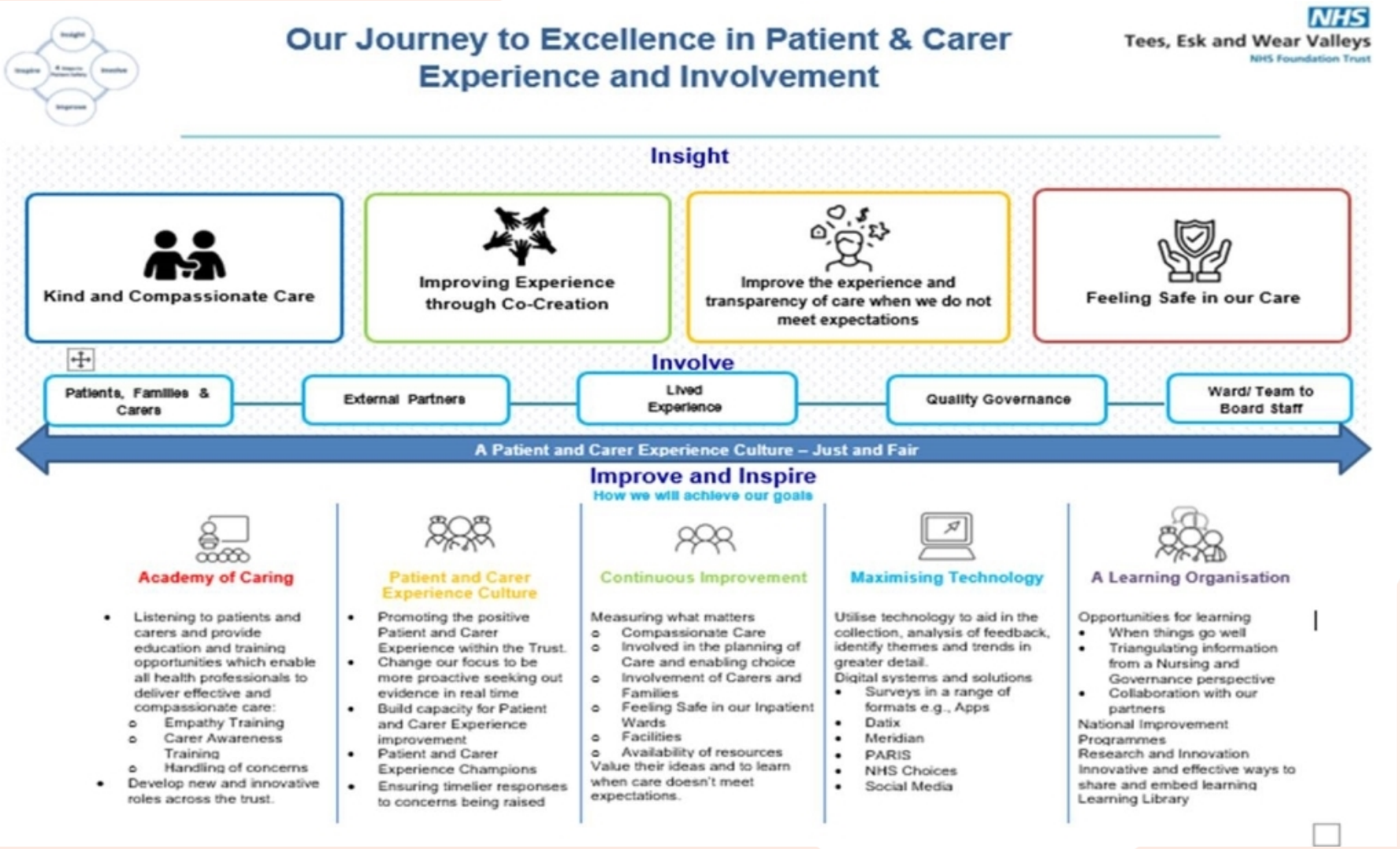


✓For each service, we will have in place a suite of clinical outcome measures and patient reported outcomes (effectiveness of care measures)

✓We will have improved data quality with regard to the 'effectiveness of care' measures that will be utilised by clinicians to better understand the impact of different approaches to patient care and treatments

✓Using this data, we will see an increase in the number of patients reporting an improvement in their symptoms after receiving care and treatment from the Trust

✓There will be an increase in patients telling us they have been able to influence their care and all care plans will be co-created with patients and their families



- We will demonstrate significant improvements in the experiences of the people using our services through using an increased range of methods and range of quantitative and qualitative information
- Service users, carers and staff will see that their voice makes a difference – by speaking out about poor care and making suggestions for improvements they are continuously improving the experience people have of our services.
- Patients will talk positively about the impact of restrictions on their recovery
- Patients on our wards will feel safe

Draft Quality Improvement Priorities for 2023/24

Tees, Esk and Wear Valleys NHS Foundation Trust

Patient Safety

- To fully implement the new National Patient Safety Incident Reporting Framework by September 2023. To include:
  - The introduction of Patient Safety partners
  - Increase the number of staff undertaking the Level 1 and 2 Patient Safety Syllabus
  - Introduce an annual Patient Safety Summit

Patient Experience

- Continue to focus on patients feeling safe on our wards
- Increase the opportunities to involve carers in planning of care and decision making, in shaping and developing Trust initiatives
- Increasing responses for patient and carer feedback
- Utilise technology to aid in the collection and analysis of feedback, identifying themes and trends in greater detail

Clinical Effectiveness

- Embed DIALOG, our new digital care planning tool, and increase the percentage of carers/families involved in the planning of care

What next?

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

- We will confirm the closing date for comments on our Quality Account.
- The Quality Account will be presented to the Trust Board of Directors in June 2023.
- Publication of the final document by 30th June 2023 on our website.
- We will be happy to bring six-monthly update on progress during 2023/24 to this Committee.

Questions and Comments

Tees, Esk and Wear Valleys NHS Foundation Trust

We hope you can see:

- The huge amount of improvement work undertaken during 2022/23 and the key improvements achieved
- Why we have chosen the quality priorities we have for 2023/24

We are happy to take any questions or for you to share your comments.

Thank You