

Ensuring we deliver high quality, safe care



Child and adolescent mental health ward Ash Villa

Safe | Effective

Responsive to people's needs

Caring | Well-led

Our services were inspected by the Care Quality Commission (CQC) in December 2015, as part of a comprehensive inspection of local Trust services.

The CQC is the independent regulator of health and social care in England, charged with making sure services provide people with safe, effective, compassionate and high quality care.

Our final report from the CQC has now been published and whilst inspectors rated Ash Villa as Good for being Caring, Effective and Responsive to people's needs; overall, our services have been rated as Requires Improvement because there are areas we must improve in the Safe and Well-led domains.

The CQC has asked us to particularly focus on Safe, which they currently rate as Inadequate. You can read more about the areas we must improve and what action the team have taken later in this leaflet.

As part of their inspection the CQC ask five key questions of all services they inspect – these are:

- **Are they safe?**
- **Are they effective?**
- **Are they caring?**
- **Are they responsive to people's needs?**
- **Are they well-led?**

We want to reassure patients, families and carers that the team has taken immediate action on all of the areas of concern and many of the issues highlighted have already been addressed since the CQC visit in December 2015.

Where this has not yet been possible we have a clear improvement plan in place and clear processes to ensure we continue to deliver a safe, high quality service.

As well as areas for improvement the CQC did identify lots of good work, and recognised the team for their “**caring, positive and enthusiastic approach.**”

Inspectors also recognised that “young people using the service are achieving good outcomes.”

They also liked Petra our therapy dog and commended the regular parent/carer input at ward rounds as a good way of ensuring effective communication and shared decision making.

Inspectors said

“young people using the services are achieving good outcomes”

Areas for improvement

Garden area – patients should have access to an outdoor space that it is safe and appropriate

A new fenced area in the garden has been installed to ensure that all patients, even those who are very unwell, have access to a safe outdoor area. Staff also have guidance in place to support patients when outdoors.

Wards and outdoor spaces need to be safe and appropriate for patients. Need to ensure fixtures and fittings cannot be used for harm

All risk assessments for Ash Villa have now been reviewed and include outdoor spaces. We are currently in the process of removing any fixtures or fittings that could be used inappropriately to cause harm, and where this has not have yet been completed an appropriate interim solution and risk management plan is in place. Staff are clear how they can support patients to remain safe at all times.

We have made improvements to our clinic room and measures are in place to ensure there are no blind spots in the building.

Psychology provision

Additional psychology time is now available and patients will have access to extra art therapy time. A psychology trainee is also with the unit for six months.

Access to drinks and snacks

Patients now have access to drinks and healthy snacks at any time of day.

Staffing levels - particularly at night

The team now have an additional member of staff on every night shift and a full review of safe staffing levels has taken place to ensure we continue to provide safe, high quality care. Where there are short-notice staff shortages because of sickness, there are processes in place to ensure we can find replacement staff as soon as possible.

Protecting privacy and dignity for patients on mixed-sex wards

All wards are reviewing the Trust's current safety, privacy and dignity policy to ensure we meet national guidance for mixed-sex accommodation. Ash Villa is a mixed-sex unit, however all patients have their own bedrooms, and bathroom facilities are only shared with people of the same-sex. Staff have clear procedures in place to ensure we manage communal areas appropriately to protect privacy and dignity.

Record keeping

All staff have been reminded of the importance of regularly updating patient records and ensuring they contain all relevant information about a young person's needs and treatment. The team regularly review care plans with patients and their families and carers, however the CQC found that we did not always fully record the outcome of these reviews on our clinical system. We all take responsibility for ensuring records are up-to-date and will include as much relevant information as possible in the future.

Staff training

Whilst the majority of staff on the unit regularly complete training, not all staff had completed all of the Trust's mandatory training programme at the time of the inspection. The local ward manager has been working with staff to make time available to complete training and will ensure that this is picked up as part of regular discussions in supervision.

Clear leadership and learning lessons

At the time of the inspection in December, Ash Villa did not have a substantive service manager or ward manager in post. Our new management team has now been in place for several months and is working with the team to ensure that areas of concern are regularly discussed and appropriate action taken as quickly as possible.

This leaflet can be made available in another language or format such as Braille or large font.

If you have any concerns please speak to the local team or contact Patient Advice and Liaison Service (PALS) on 01529 222265 PALS@lpft.nhs.uk