



TEWV Quality Account Q2 update for Darlington Borough Council Health and Partnerships Scrutiny Committee

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Development

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Quality Priorities – Q2 Progress



- **Within the 2016/17 Quality Account the Trust agreed the following five quality priorities for completion in 2017/18:**
 - *Implement Phase 2 of our Recovery Strategy*
 - *Ensure we have Safe Staffing in all our services*
 - *Improve the clinical effectiveness and patient experience in times of transition from Child to Adult services*
 - *Reduce the number of preventable deaths*
 - *Reduce the occurrences of serious harm resulting from inpatient falls*
- 37 of the 37 actions within these 5 priorities are Green (100%)



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Our 9 Quality Metrics

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- **Metric 1:** Percentage of patients reported 'yes' 'always' to the question, 'do you feel safe on the ward?'
 - **Metric 2:** Number of incidents of falls (level 3 and above) per 1000 occupied bed days (for inpatients)
 - **Metric 3:** Number of incidents of physical intervention/restraint per 1000 occupied bed days
 - **Metric 4:** Existing Percentage of patients on Care Program Approach who were followed up within 7 days after discharge from psychiatric inpatient care
 - **Metric 5:** Percentage of clinical audits of NICE Guidance completed




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- **Metric 6:** Average length of stay for patients in Mental Health Services for Older People Assessment & Treatment Wards
 - **Metric 7:** Percentage of patients who reported their overall experience as excellent or good
 - **Metric 8:** Percentage of patients that report that staff treated them with dignity and respect
 - **Metric 9:** Percentage of patients that would recommend our service to friends and family if they needed similar care or treatment
 - **Of these 9 Quality Metrics, 3 are currently on target**

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Red Quality Metric



Metric 1: Percentage of patients reported 'yes' 'always' to the question, 'do you feel safe on the ward?'

- The Trust position for Quarter 2017/18 is 62.37% which is 25.63% below the target of 88% (552 positive of 885 responses)
- The percentage for Durham & Darlington was 74.5% (172 out of 231 responses) – the highest of the localities
- The most common reason was 'other patients'. This is explored in detail monthly by TEWV's Executive Management Team (EMT) and taken back for wider discussion and action within locality management teams

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Red Quality Metric

Metric 3: Number of incidents of physical intervention/restraint per 1000 occupied bed days:

- Trust position is 34.17 which is 14.92 above the target of 19.25 (2,440 restraints out of 19,995 Occupied Bed Days - OBD)
- This is a deterioration on the position for Q1
- North Yorkshire is the only locality achieving the target
- Durham & Darlington are the next best performing locality with 23.07 (389 restraints out of 16,860 OBD)
- Although the actual number of restraint incidents increased in Quarter 2 the number of prone restraints has reduced. Work is ongoing across the Trust to ensure appropriate staff are trained

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Red Quality Metric



Metric 6b: Average length of stay for patients in Mental Health Services for Older People Assessment & Treatment Wards:

- The Trust position for Quarter 2 is 60.90 days (median length of stay is 45 days)
- This is a significant improvement on the Q1 figure of 70.69 days
- The Durham & Darlington Q2 position is 50.53 days, which is the best performing of all localities
- Trust-wide, 52% of inpatient stays were between 1-50 days, and 33% were between 51-100 days. In Durham & Darlington, 63% of inpatient stays were between 1-50 days and 26% were between 51-100 days
- Trust-wide, six patients had a length of stay greater than 200 days, with only one of these being in Durham & Darlington; these are under investigation and an update will be provided

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Red Quality Metric



Metric 7: Percentage of patients who reported their overall experience as excellent or good:

- Trust position for Q2 is 91.01% - 2.99% below the target of 94% (1,660 positive out of 1,824 responses)
- Teesside are the only locality achieving the target
- The position for Durham & Darlington is 90.5% (436 of 482 responses)
- This is explored in detail monthly by EMT and taken back for wider discussion and action within locality management teams



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Red Quality Metric



Metric 8: Percentage of patients that report that staff treated them with dignity and respect:

- The Trust position for Quarter 2 2017/18 is 85.48% which is 8.25% below the target of 94% (2,472 positive out of 2,892 responses)
- The position for Durham & Darlington is 83.8% (620 of 740 responses)
- This is a decrease on Quarter 1 and will be highlighted via the Patient Experience Group as an area for improvement across the organisation
- This is explored in detail monthly by EMT and taken back for wider discussion and action within locality management teams



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Red Quality Metric



Metric 9: Percentage of patients that would recommend our service to friends and family if they needed similar care or treatment:

- The Trust position for Quarter 2 2017/18 is 87.71% which is 6.29% below the target of 94% (2,684 positive out of 3,060)
- The position for Durham & Darlington for Quarter 2 is 89.5% (728 out of 813 responses)
- Work continues to promote the completion of the patient FFT by the Patient and Carer Experience Team and clinical services. There is a direct correlation between the responses to this question and the responses received in Metric 1 – Percentage of patients reported ‘yes’ ‘always’ to the question, ‘do you feel safe on the ward?’

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Quality Priorities for 2018/19

- Reduce the number of preventable deaths
- Further improve the clinical effectiveness and patient experience at times of transition from Children & Young People to Adult Mental Health services
- Improve the personalisation of Care Planning
- Develop a Trust-wide approach to dual diagnosis which ensures that people with substance misuse issues can access appropriate and effective mental health services



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Next Steps

Step

Detailed implementation plans
developed

Stakeholder Workshop

Draft Quality Account circulated

Deadline for responses

Quality Account Published

Timescales

Nov 2017– Jan 2018

6th February 2018

Mid April 2018

Mid May 2018

end June 2018

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