



Avon and Wiltshire Mental  
Health Partnership  
NHS Trust

# Avon and Wiltshire Mental Health Partnership Trust

Quality Account 2017-18

# Quality Developments in 17-18

- Listening into Action (LiA) – staff engagement and quality improvement programme
- Improved governance structure
- Bright Ideas project – staff ‘dragons den’ style support for improvement work

# Key Achievements

- **Seclusion** – 16% reduction on inpatient wards
- **Restraint** – 27% reduction on inpatient wards
- **Falls** – 57% reduction in falls on older adults wards

# Case Study 1 – Seclusion Pilot on Lime Ward – Callington Road

## How

- Staff training in de-escalation
- Development of de-escalation area and tools
- Review of all incidents for immediate learning
- Use of service user feedback

## Outcomes

- 0 episodes of seclusion during period
- Reduction in violence and aggression on ward
- Increased staff confidence

# Case Study 2

## Falls Reduction

### How

- Increased staff training
- Improved policy/guidelines
- Involvement of carers
- Weekly review of any incidents for learning

### Outcomes

- Overall significant reduction in falls across the Trust
- Reduction in number of falls resulting in harm
- Improved experience for patients and carers

# Case Study 3 – Restraint

## How

- Staff training – De-escalation
- Staff and patient formal debrief following incident
- Improved guideline

## Outcomes

- Overall reduction in number of incidents
- Improved patient experience
- Improved staff experience

# Challenges

- **Medicines Safety** – Despite actions no significant improvement in compliance with recording on drug charts.
- **Physical Health Annual checks** – Collaborative work commenced with Primary care, hoping for impact to be seen next year
- **Transition from CAMHS** – further work required to ensure smooth transition that is seen positively by young people

# Plans for 18-19

- Focus on Patient Safety
- 4 key programmes
  - Suicide prevention
  - Medicines Safety
  - Physical Health
  - Staff health and wellbeing

16 key projects within 4 key headings



# Suicide prevention

**90% of clinical staff will receive suicide prevention training.**

**75% of service users will receive follow up within three days of discharge from hospital.**

**90% of all service users who are assessed and/or taken on to caseload (or admitted) will have a completed risk assessment that meets the requirements of the NPSA Suicide Prevention Toolkit.**

**90% of all service users taken on to caseload (or admitted) will have a completed risk management plan that meets the requirements of the NPSA Suicide Prevention Toolkit.**

**90% of all service users taken on to caseload (or admitted) will have evidence of effective family/carer engagement during care planning and risk assessment that meets the requirements of the NPSA Suicide Prevention Toolkit.**

# Physical Health

**90% of service users, who require one, will have an annual physical health check completed.**

**90% of service users will have their National Early Warning Score (NEWS) score recorded within 24 hours of admission.**

**90% of service users, who are in hospital for over seven days, will have a weekly NEWS score recorded.**

**In 100% cases where a 999 ambulance is called to one of our wards, we will conduct a thorough review of the care to ensure immediate learning is feedback to the team.**

**90% of service users admitted to our older adult's wards will have a nutrition screen and pressure ulcer risk assessment completed.**

# Medicines Optimisation

**75% reduction in blank boxes on drug prescription and administration records (DPARs) from our Q4 baseline position.**

**10% reduction in medicines administration errors from our Q4 baseline position.**

**Medicines safety on discharge from hospital. –75% of patients will have pharmacist involved in the discharge planning process**

# Staff Health and Wellbeing

**30% reduction in incidents of violence on our inpatient wards.**

**75% of staff will receive the flu vaccination.**

**5% improvement in the three health and wellbeing questions of the national staff survey.**