

Quality Account 2020-21



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lead

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Quality improvement highlights – COVID 19

- Opened a new mass vaccination centre to accelerate the drive to protect residents from COVID-19, operated by CWP.
- Launched a mental health helpline - open 24 hours a day, seven-days a week. Available to people of all ages including children and young people who need urgent mental health support.
- Providing wellbeing support, via text, to key workers across Wirral
- Provided physical health care checks for mental health service inpatients who were COVID-19 positive.
- An initiative to reassess care plans was prioritised to reduce incidents of physical restraint in the light of challenges posed by COVID-19 - Springview, Wirral



Quality improvement highlights

- Retained our rating of Outstanding for Caring and Good overall following our latest CQC Well-led inspection
- Winner of the Mental Health Service Redesign Initiative at the Health Service Journal (HSJ) Value Awards 2020 for working to improve specialist mental health services for local people
- More than 300 delegates attended the 2021 virtual conference of the Centre for Autism, Neuro-Developmental Disorders and Intellectual Disability (CANDDID)
- New Dynamic Support Database has helped reduce admissions for those with a learning disability within CWP

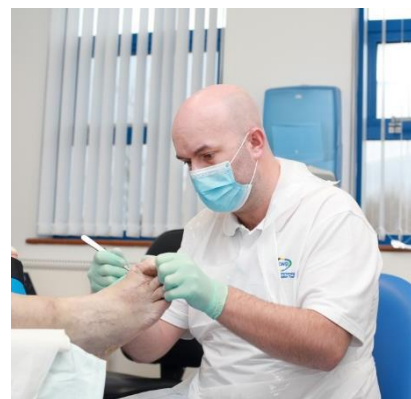
Overall Good	Safe	Good ●
	Effective	Good ●
	Caring	Outstanding ☆
	Responsive	Good ●
	Well-led	Good ●

Latest inspection: 27 Jan to 11 Mar 2020

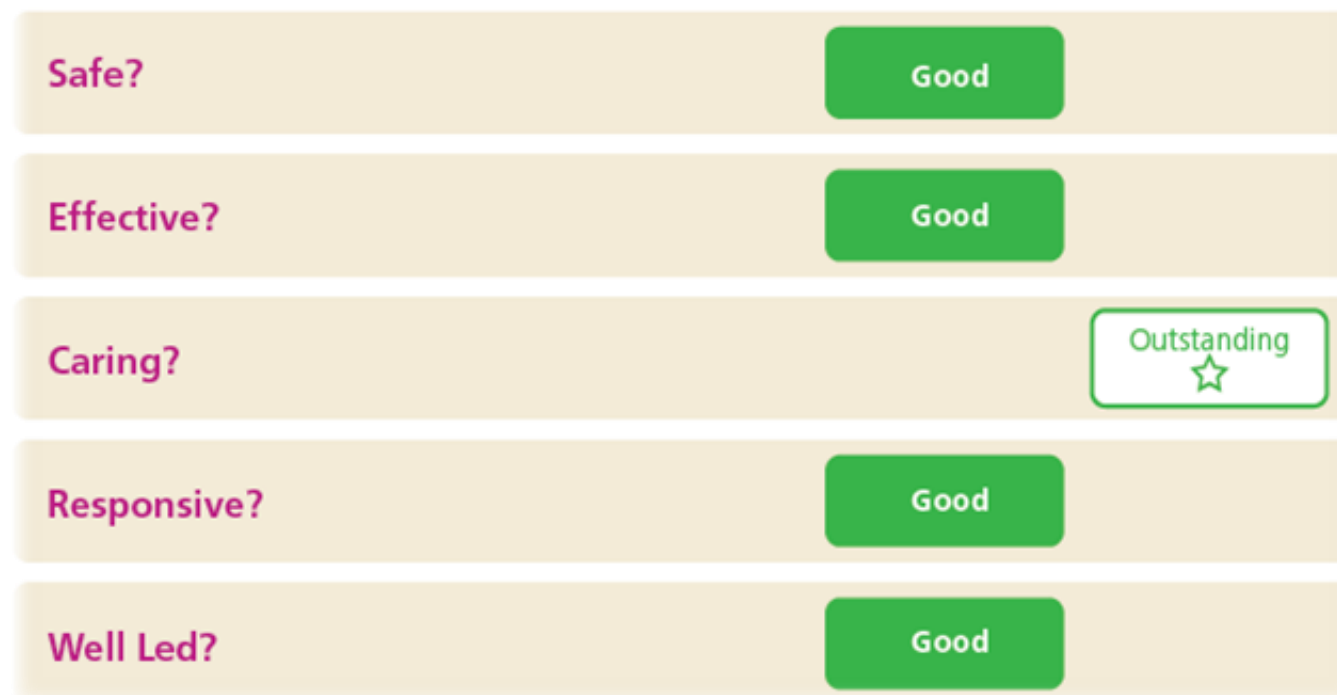


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- Supported a Pharmacy Team Learning Disability Care Home Medicines Optimisation Pilot, committed to reducing the premature mortality of people with a learning disability
- Veterans benefit from employability support
- The Pharmacy Team worked with a range of partners across health and social care to develop a prototype digital dashboard to improve health outcomes for people taking a specialist medication to reduce health inequalities and as part of strategic problem solving with Yale University



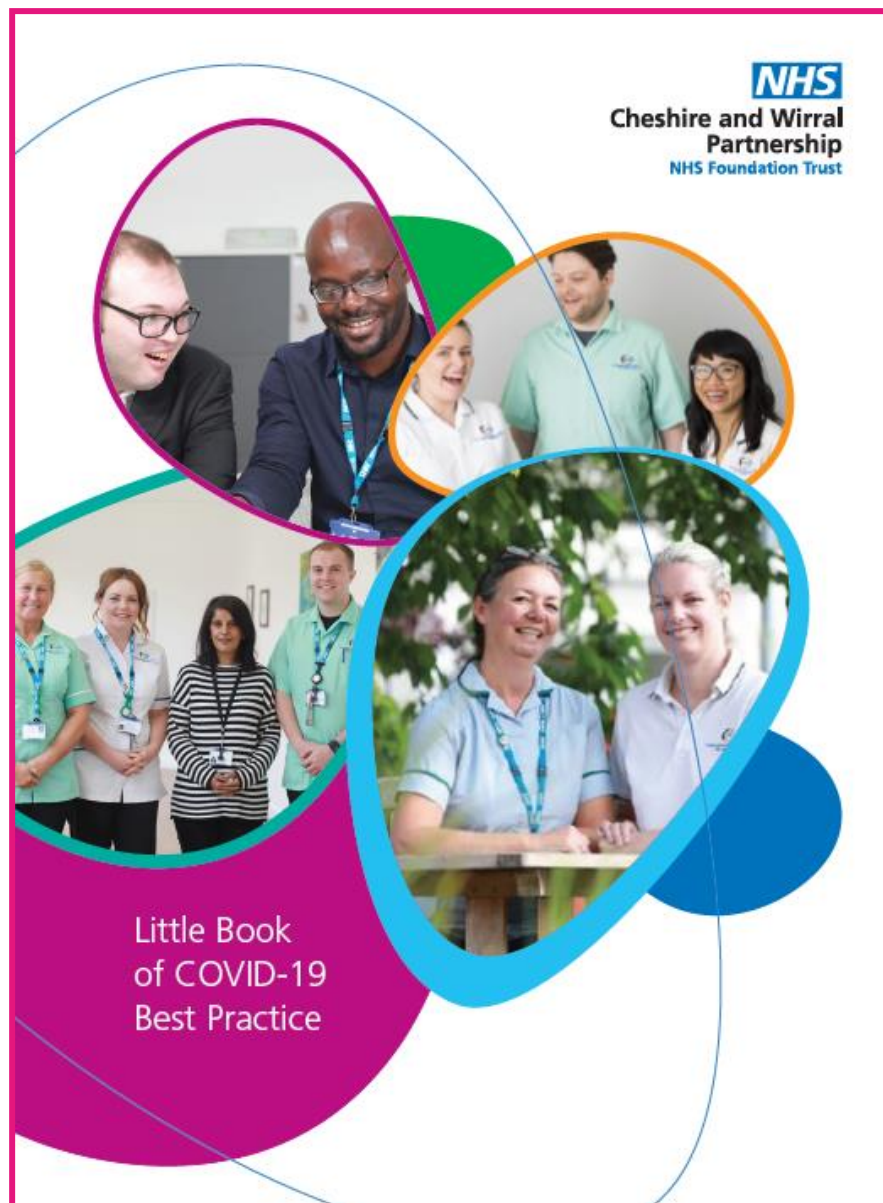
Continuous improvement



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Little Book of COVID-19 Best Practice



Coming together during the COVID-19 pandemic

During the coronavirus pandemic, people accessing services, staff, volunteers and members of the local community have stayed connected in a number of creative ways.

From socially distanced afternoon teas on some wards to a number of generous donations being made to help staff look after their own wellbeing; here are just some of the examples demonstrating the community spirit which has shone through...



Local artist Jo Gough has donated her Dorothy painting to patients and staff on Cherry Ward at Bowmere Hospital. The piece was chosen by Lisa Noden, clinical support worker, for its 'no place like home' motto.



Staff celebrated the NHS 72nd Birthday by saying #ThankYouTogether to everyone who has helped the NHS during the COVID-19 pandemic.



"Thanks to all CWP staff that donated face products to Countess of Chester Intensive Care unit."

Team CWP colleague Jane Humphreys got creative and donated handmade uniform bags to colleagues.

"Thank you Jane for the handmade uniform bags! They'll be put to good use by our liaison psychiatry staff."



Staff donated a number of face products to give to those working in the Intensive Care Unit at the Countess of Chester Hospital.

"Thanks to all CWP staff that donated face products, we were very grateful."



The young people at Ancora House made a creative TikTok video to say thank you to all CWP staff for their dedication, hard work and commitment during these difficult times.



Hopeful artwork created by patients was displayed proudly on Brackendale Ward at Springview.



The Vale House Community Mental Health Team took part in the 2.6 mile challenge to help save UK charities during the COVID-19 pandemic. Paul Bailey said: "Thank you guys for a great effort and day making lots of money for Mind UK!"



The Occupational Health Team at Bowmere Hospital put on a socially distanced afternoon tea on Juniper Ward for staff and patients.

Dazzling Donations



A number of local organisations and partners have donated gifts to staff and service users to offer support during such a challenging time. Some donations include 'Rest and Refresh Boxes' from John Lewis and the BMA, hand creams from Chuckling Goat, chocolates from Hotel Chocolat to the staff at Springview, Easter eggs from colleagues at Arrowe Park A&E and visitors to the staff at Westminster Surgery from the pupils at Bishop Heber High School.

"Thanks to our friends and colleagues in A&E at Arrowe Park Hospital for their extremely kind donation of chocolate Easter eggs to our staff to show their acknowledgement for all our hard work. It was most appreciated thank you."

"A huge thank you to Bishop Heber High School for the amazing visors and for helping to keep us safe in primary care."

"A big thank you to John Lewis and the British Medical Association for the kind and generous donation of the 'Rest and Refresh Boxes' sent to us for the hard working medical staff."

"Thank you Chuckling Goat. A wonderful and greatly appreciated gesture."



Staff and patients at Bowmere made knitted hearts to help to connect patients and relatives who can't be together in these difficult times. "How lovely, keep up the fab work you are all doing!"

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Launch of the 24/7
urgent mental health
helpline established to
support the people we
care for

Need urgent
mental health support?
Call: 0300 3033972
Open 24/7 calls are free

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Our quality improvement priorities 2021-22

- ✓ • **Improvement in patient safety systems and culture** at a team level, as rated by the people who deliver our services.
- ✓ • **Improved and consistent recording and use of outcome measures** across inpatient, community, EI, CAMHS and perinatal services.
- ✓ • **Improvement in asking people who access our services about their experience of care**, and learning from what they tell us so that we can make changes to our services and improve their experience.

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Listening to feedback

Children, Young People & Families

“I am so thankful for everything you have done for me, you have saved my life multiple times and for that I am going to miss you all so much. I cannot put into words how much I value your help and support.”

Specialist Mental Health – place based

I have felt that the therapy sessions were very useful and have addressed the major issues in my life and things were pointed out to me that I had not considered. The telephone therapy has been really good and have found it most beneficial.”

2,827 compliments

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Learning Disability, Neuro Developmental Disorders and Acquired Brain Injury

“I continue to be forever grateful to you for helping him to over come his extreme needle phobia which helps to keep him well. All your hard work has paid especially when we needed it in this pandemic.”

