

CWP Quality Account – Queries from Wirral Members

In relation to Workforce Race Equality Standards (WRES) on page 17, bullying/harassment has increased, and Members would like to know what is being done to rectify this as the report does not seem to address this.

When bullying/harassment incidents are identified, the Trust acts appropriately making use of relevant policies including the [Resolution Policy](#) and ultimately can lead to disciplinary action where this is required. The Trust also operates a Zero Tolerance approach to harassment towards colleagues and operates safeguards including the Freedom to Speak Up scheme, supervision and staff wellbeing support.

In relation to Dementia – considering this is one of our biggest reasons for death on Wirral there seems no acknowledgment of this and what the trust are doing to improve the lives of people living with dementia and that of their carers. Diagnosis rates are meeting national standards, but the living well bit is falling behind. Abbie Cowan has been working hard to improve this but there was no mention of it, other than Patient-Led Assessments of the Care Environment (PLACE) page 25.

The quality account provides a synopsis of a key number of work programmes that the Trust has been undertaking during the year. Trust colleagues are working in collaboration with the Dementia steering group and with Abbie Cowan to improve the lives of those living with dementia. The Trust has commissioned additional resource with Age UK to support a reduction for people waiting for a dementia assessment and diagnosis.

The Memory Assessment Service do provide some post diagnostic support with the team's specialist nurses. As part of this post diagnostic support, the following areas are covered:-

- *Offer Face to Face appointments with the person, their family or carers
- *Discuss diagnosis and what that means
- *Discuss Power of Attorney and Capacity and what that means/entails
- *Discuss medication options if this is appropriate for them
- *Provide prescriptions if appropriate
- *Provide an information pack and go through this with the person and their family/carers
- *Provide lifestyle advice
- *Complete Physical Health Observations
- *Discuss if a carers assessment is needed (checking if they are coping/do they require respite/do they require social support), if so we will refer to social services
- *Discuss allowances and how to apply (referring onwards to Wired/Dementia Together/Alzheimer's Society)

- *Look at risk and discuss how this is managed this with the person and their family/carers/home
- *Consider and discuss any safeguarding issues and if required will refer to Social Services
- *Discuss care needs i.e. do they require a package of care, if so, will refer to Social Services for a needs assessment
- *Request GP to refer to Occupational Therapy/Falls team/Speech and Language Therapy if required
- *Direct referral to Frailty Nurse Practitioners (Wirral Community Trust) for holistic assessment and increased input at home if necessary
- *Provide our contact number for any queries including the 24/7, 365-day mental health crisis line.

We also link people in with the Alzheimer's Society and enjoy a good working relationship with their staff members who cover Wirral.

On page 3 of the report, it states that: We doubled our Friends & Family Test response rate for 2023/24 and improved our positive ratings from 89.5% to 90.3%. Comment - It would be more meaningful if the numbers were to be provided.

We will ensure that figures as well as percentages are included in future. CWP is a member of the Heads of Patient Experience Network (HoPE) and the current Head of Patient Experience at CWP has a leadership role within the network. In partnership with NHS England, work in this area is evolving to revise the patient experience framework and specifically the Friends and Family Test. It has been highlighted that the focus should be on what is done with the results of feedback rather than the actual number of responses. CWP is championing this work and will include a wider update in future Quality Accounts.

On page 6 of the report, it states that: By offering and sharing information about the positive effects of vaccinations and providing advice to migrants, 380 vaccines were provided, and people have been connected with healthcare providers to increase their access to healthcare.

Comment – Members appreciate the extensive work responding to events but would like to know the proportion of take up.

We are unable to answer this question at the moment as we do not hold total population data for the migrant population in each local authority area. We will work with our public health partners to try to provide more local context to figures going forwards.

On page 7 of the report, it states that: AI, with over 1,100 referrals processed since the launch.

Comment – It would be helpful to have the date of the launch.

The [new website](#) was launched in December 2023. Please note this service is commissioned by Cheshire and Merseyside Integrated Care Board for Cheshire Central, South and West. Wirral Talking Therapies are provided [Everyturn Mental Health](#).

On page 8 of the report, it states that: The new service will support all those in crisis with their transport needs across Cheshire and Wirral...

Comment – This is clearly a help to those needing help - but guess is that patients supported with taxis or driven to services by team working in community?

The Transport offer is for those experiencing a mental health crisis who require support to either access an alternative crisis service or for admission into an inpatient mental health hospital bed. The Transport service is provided through an external partner - Independent Supported Living (ISL) and is in addition to any existing arrangements in place for those patients not in crisis and accessing community services.

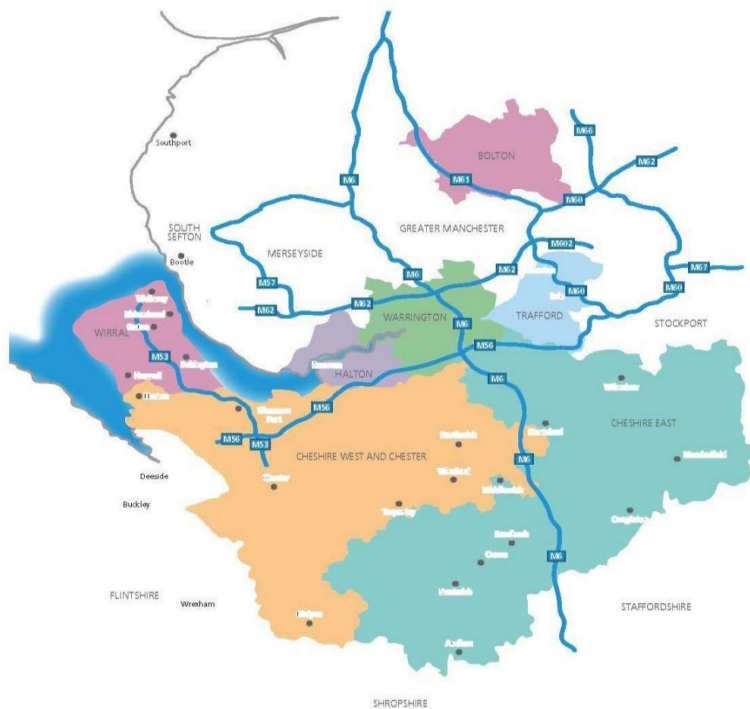
On page 12 of the report, it states that: To develop Clinical Networks across all Care Groups, as a support to services and practitioners to use evidence and research as mechanisms for improvement and assurance. Comment – It would be helpful to have more clarity on 'Care Group' and an idea of the number of services.

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) provide health and care services for local people, including mental health, learning disability, community physical health and all-age disability care – including the provision of three GP surgeries. We have services across Wirral and Cheshire, as well as Trafford, Warrington, Bolton, Halton and Liverpool. We also provide specialist services for the North West as a whole and in 2025 will start to deliver inpatient perinatal care for North Wales. The Trust has over 14,700 members and employs more than 4,500 staff across 73 sites, serving a population of over 1 million people and highly specialist services for 2 million.

Our services are provided in partnership with commissioners, local authorities, voluntary and independent organisations, people who access our services, their carers and families. Internally our services are organised into 'Care Groups':

These are:

- Specialist Mental Health and All Age Disability Services – these include inpatient mental health hospitals, liaison psychiatry teams based in A&E's, 24/7 mental health crisis line, memory services and community mental health teams.
- Children and Young People's Services – these include inpatient mental health care at Ancora House and community mental health teams.
- Learning disability, Neurodevelopmental and Acquired Brain Injury Services – includes inpatient learning disability hospitals, community services including ADHD/Autism.
- Neighbourhood Care Services – community physical health services in Cheshire West and Chester. These include 3 GP surgeries in Ellesmere Port and Willaston, health visiting, school nursing, district nursing and podiatry amongst other services.



Regionally, CWP provides CAMHS Tier 4 services for Cheshire and Merseyside and adult eating disorder services across the North West and leads two Provider Collaboratives:

- Level Up, Young People and Families, Cheshire and Merseyside, Lead Provider Collaborative
- Empowered, Adult Eating Disorders, North West, Lead Provider Collaborative

In April 2024 CWP will go shadow live with the Cheshire and Merseyside Perinatal Mental Health Lead Provider Collaborative and will go fully live following the development of the Mother and Baby Unit (MBU) currently being built on the Countess of Chester Health Park.

CWP is also part of Prospect Partnership, the provider collaborative for Adult Secure Services in the North West.

In **West Cheshire** CWP provides services in: Adult Mental Health, Learning Disability, Child and Adolescent Mental Health, Community Physical Health Services, including the 0-19 Starting Well Service, Community Nursing, three GP surgeries and a GP Out of Hours service.

In **Wirral**, CWP provides services in: Adult Mental Health, Learning Disability, Child and Adolescent Mental Health, All Age Disability and the Continuing Healthcare and Complex Healthcare Service.

In **East Cheshire**, CWP provides services in: Adult Mental Health, Learning Disability and Child and Adolescent Mental Health.

In **Warrington** CWP provides an Eating Disorder Service.

In **Trafford** CWP provides Learning Disability Services and an Eating Disorder Service.

In **Halton** CWP provides an Eating Disorder Service.

In **Bolton** CWP provides an Eating Disorder Service.

In **Shropshire**, we provide Community Adult Autism assessment and treatment.

In **Liverpool**, we provide Community Adult ADHD assessment and treatment and Cheshire & Merseyside Adolescent Eating Disorder Services (CHEDS).

Page 15 paragraph 3 refers to the “development of IPC champions”.

Comment – It would be helpful to have an idea of the number of champions in progress.

There are currently eight Infection Prevention and Control Champions across the Trust.

On page 16 it states that: The staff 2022 survey response rate was 42%; the 2023 survey response rate was 43%. Comment – Members noted the encouraging progress and would like to know whether there are key sectors of activity that are harder to reach and involve.

Staff with limited access to computers are harder to reach but the Trust has worked to improve communication via other means inclusion face-to-face meetings and WhatsApp groups etc. The Trust’s Organisational Development team have also been involved in service meetings and provided paper copies of the survey where required. This year the Trust has also promoted a helpline from the survey provider to help with completion of the survey. Incentive vouchers have been offered this year with additional targeted incentives for Estates and Facilities staff who have historically had a low return.

On page 18 it states that: Home Treatment teams now ensure that people are continually reviewed during their wait for a bed, through operationalisation of an operational policy.

Comment – In relation to “operationalisation of an operational policy” - this is not clear on waiting time length

This means that when people are waiting for admission either within the community or in a hospital Emergency Department then Home Treatment and Psychiatric Liaison colleagues continuously review patients based on their clinical needs. In addition to this, for people waiting in Accident and Emergency Departments, individuals are formally reviewed on a daily basis by the Home Treatment Team. Unfortunately, in line with other mental health providers across the country we have experienced delays for people to be admitted into an inpatient bed and on occasion of peak demand this can result in patients waiting longer than we would like.

At the end of page 22 it states that: In inpatients, the highest risk of death by suicide is 1-2 weeks post discharge, so there should be a focus on careful transition to the community.

Comment – Members appreciated the care in transition, and it would be helpful to set out who usually provides the care.

The care in transition from inpatients to community services is supported by CWP's Community Team if the individual is already known to a team. For those that are not open to Community Mental Health Team, CWP's Home Treatment team practitioners will undertake a follow up review within 72hrs post-discharge in line with national guidance. For those patients who transition back into a Community Mental Health service the transition and follow up is undertaken by their own care team who they already have a relationship with.

In the last table on page 27 it states that: CWP performance was amongst the highest system wide. Comment – Members found it odd that staff working in the service seemed reluctant to accept the offer of a flu vaccine.

Although we are proud to be amongst the highest for vaccine uptake amongst our staff, we are working with public health and NHS England to better understand the barriers and hesitancy. Nationally in the 2023-24 season, 42.8% of all frontline health care workers in NHS trusts with direct patient care received the influenza vaccine in England: a decrease of 7.1 percentage points compared with that seen in the 2022 to 2023 season (49.9%) and a third consecutive season to show a decrease in the vaccination of frontline health care support workers.