



Quality Account

2022-23



Jo Watts
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Mental Health, All Age
Disabilities, Wirral place based
lead

*Helping to improve the lives of
everyone in our communities*

Wirral – CWP activity data 22/23

Children and Young People 2022/23

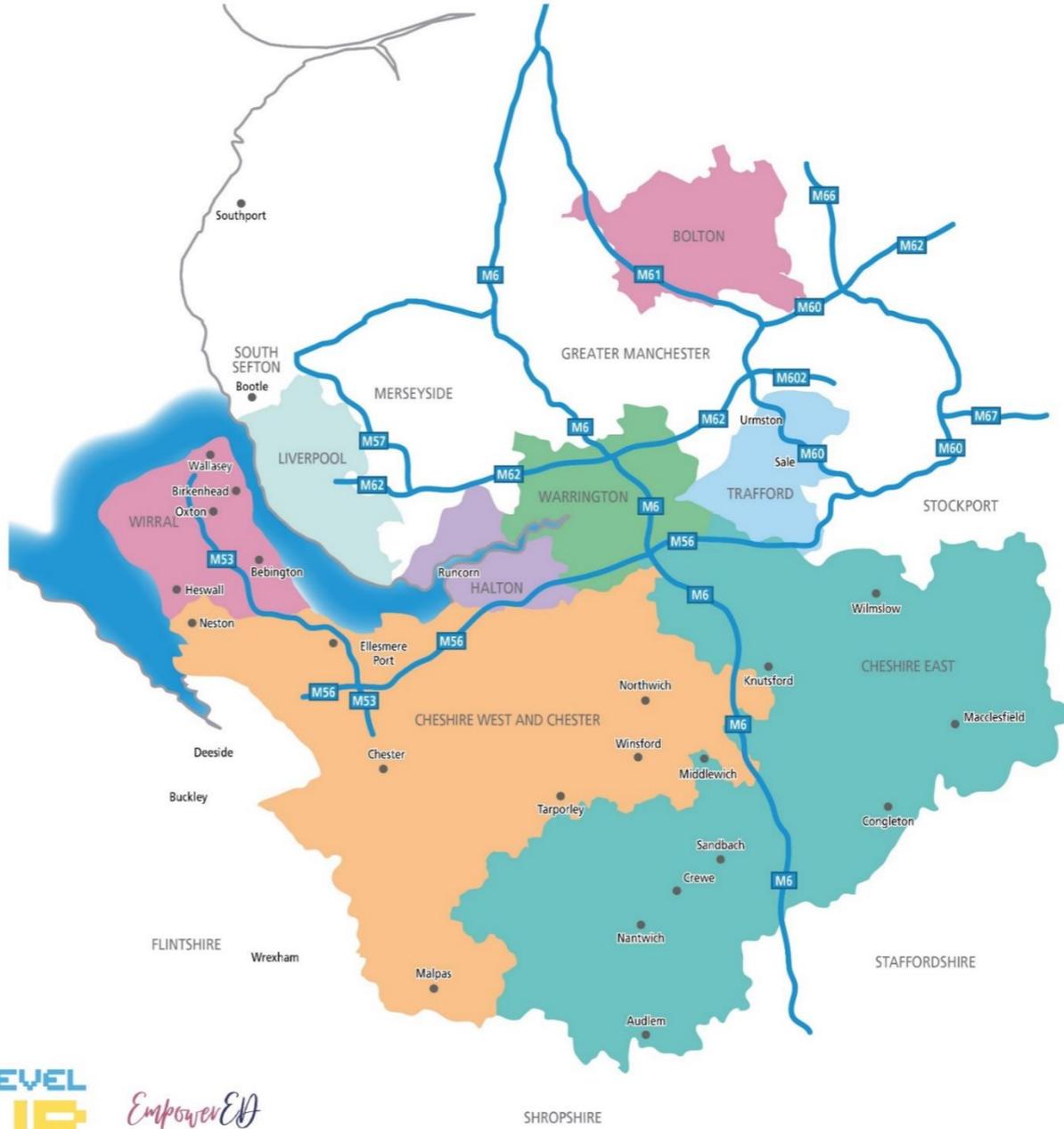
Total Referrals | 4366
 Average referrals per month | 364
 Average caseload each month | 1253

Adult Mental Health

Total Referrals | 13144
 Average referrals per month | 1095
 Average overall caseload each month | 5588

Learning disability

Total Referrals | 1133
 Average referrals per month | 94
 Average caseload each month | 3194



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).

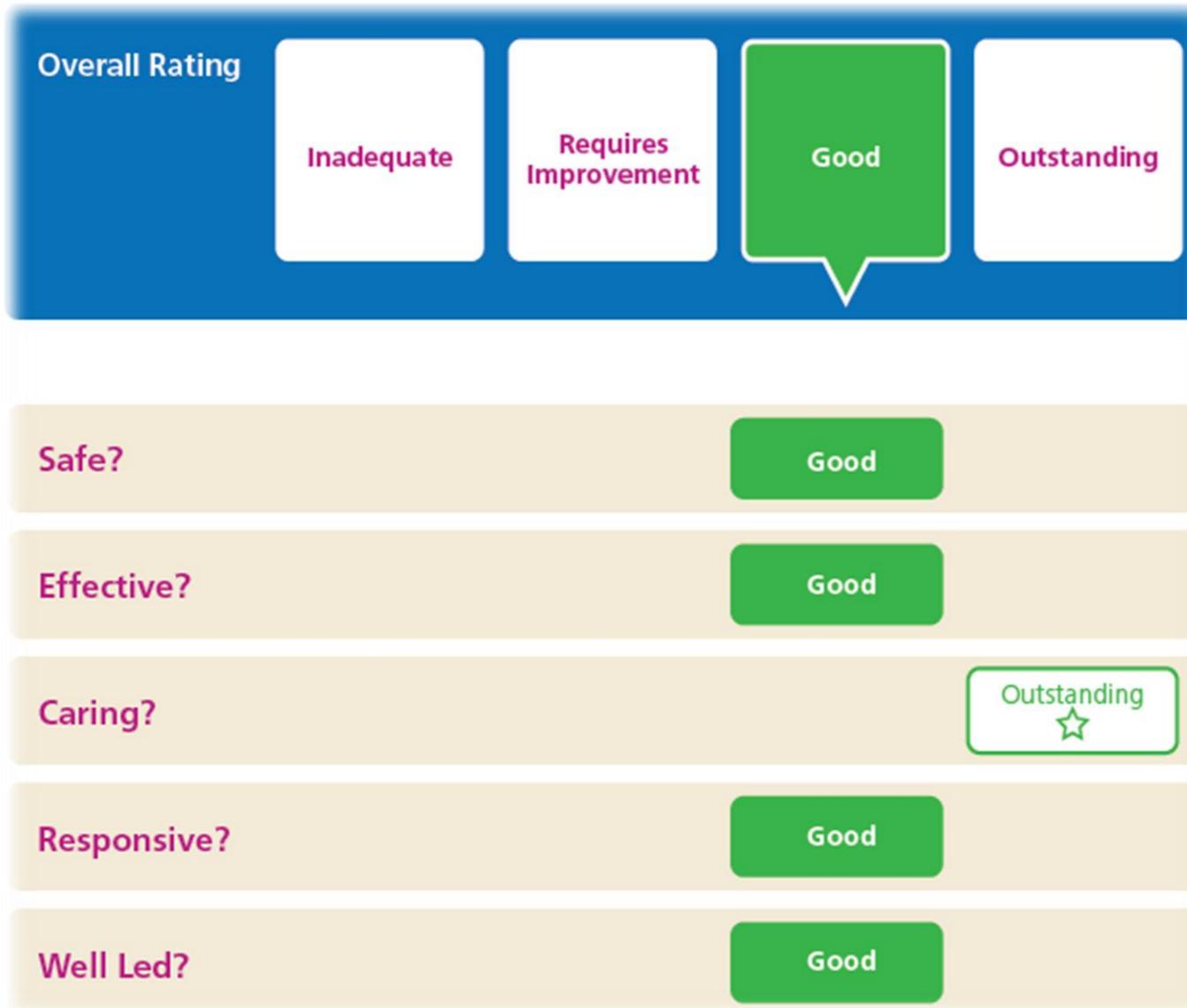


Regionally, CWP provides CAMHS Tier 4 services for Cheshire and Merseyside and eating disorder services across the North West and leads two Provider Collaboratives:

- Level Up, Young people and families, Cheshire and Merseyside, Provider Collaborative
- EmpowerED, Adult Eating Disorders, North West, Provider Collaborative.

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

Continuous improvement



Big Book of Best Practice

Our quality improvement priorities 2022-23

- 
Clinical effectiveness
 Improvement in the use of outcome measures as a mechanism for quality improvement through the development of a clinician-level digital dashboard (known as an 'Effective Care tool')
- 
Patient experience:
 To ensure that people are asked for their feedback on the quality of their care in the last 12 months
- 
Patient safety
 Enhanced patient training to CWP staff, which emphasises a proactive approach to identifying risks to safe care and includes systems thinking and human factors

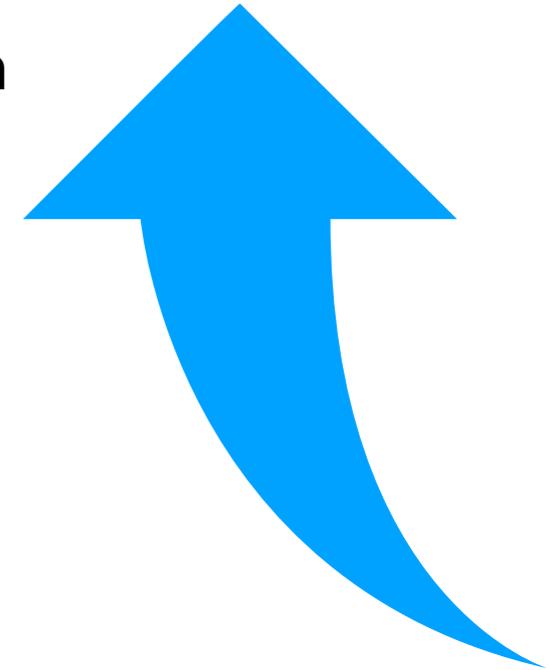
Our quality improvement priorities 2023-24

- To implement the Patient Safety Incident Response Framework (PSIRF), demonstrating tangible benefits of the framework in the way we respond to incidents in terms of integration of learning and patient safety improvement.
- 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.
- Implementation of the revised Patient Experience Improvement framework.



Quality highlights

- Responding to **surge in demand** for specialist mental health care with associated impact on length of stay/treatment plan due to complexity of illness.
- Continued success of **Community Wellbeing Alliance** in partnership with local authority, VCSE and housing partners to improve joint working in community mental health care.
- **Successful Wirral veterans' employment project** gives GPs and mental health teams prescribe career coaching for ex-Forces patients. The specialist service, delivered by employment consultants embedded within CWP, was developed by The Poppy Factory charity in partnership with CWP.
- Launch of **First Response Service** to support early intervention, best use of resources and improved patient experience



Cheshire and Wirral
Community Wellbeing
Alliance

COMMUNITIES THAT CARE



- CWP has been recognised as an **overall top performer** following the publication of results from the Care Quality Commission (CQC), following a survey of mental health community services.
- A Wirral bereavement guide for parents of children and young people with severe learning disabilities gets **regional praise** – it helps parents/ carers understand their child's grief, build their confidence and offers practical strategies.
- The number of 14-17 year olds accessing an **annual health check in Wirral has increased** from 27% to 53%.
- CWP won the highly prestigious **Mental Health Innovation of the Year at the HSJ Awards** for work on the Dynamic Support Database – Clinical Support Tool (DSD-CST)
- **CWP is the Lead Provider** for Adults Eating Disorders Services in the North West and Young People and Families Tier 4 services across Cheshire and Merseyside - working with other providers to make improvements to local specialist services for people and their families.



- Continuing to respond to **an increase in demand for CYP** mental health support. 1 in 6 young people are now impacted by serious mental ill-health (previously 1 in 9). Associated impact on length of stay/treatment plan due to complexity of illness.
- **Expanded provision of early mental health support for children** by Wirral Mental Health Support Team to all 96 primary schools in the area. In the last year over 50% of referrals were for children with anxiety, 80% of children accessing the service were from areas of high social deprivation and 373 whole-school approach sessions offered between January 2021 – September 2022.
- The early years team in Wirral CAMHS offers a specialist mental health service to families with under 5s, focusing on **early intervention and prevention**. They offer pathways which are co-produced with local families and partnering agencies and have implemented a weekly 'joint thinking space' In the last 12 months they have seen an increase in of referrals for under 5s.
- **CWP and the Cheshire COVID-19 vaccination service** continues to deliver an innovative and agile offer to the local communities and people across Wirral – the Living Well Bus.



Listening to you

Children, Young People & Families

Mum asked practitioner to pass on her thanks for the support telephone calls they received from the Urgent Support Team, she was very grateful to the team for relieving her stress and for supporting both her and (patient).

“My daughter’s mental health worker was excellent, caring, helpful and very good at her job. Really grateful for the service and support. (Staff member) was a pleasure to work with for (patient) and us. She was great at taking us on this journey, problem solving and never giving up and giving us tools to use. Helpful, flexible, informative, friendly, professional, patient, consistently kind and supportive.”

All Age Disability

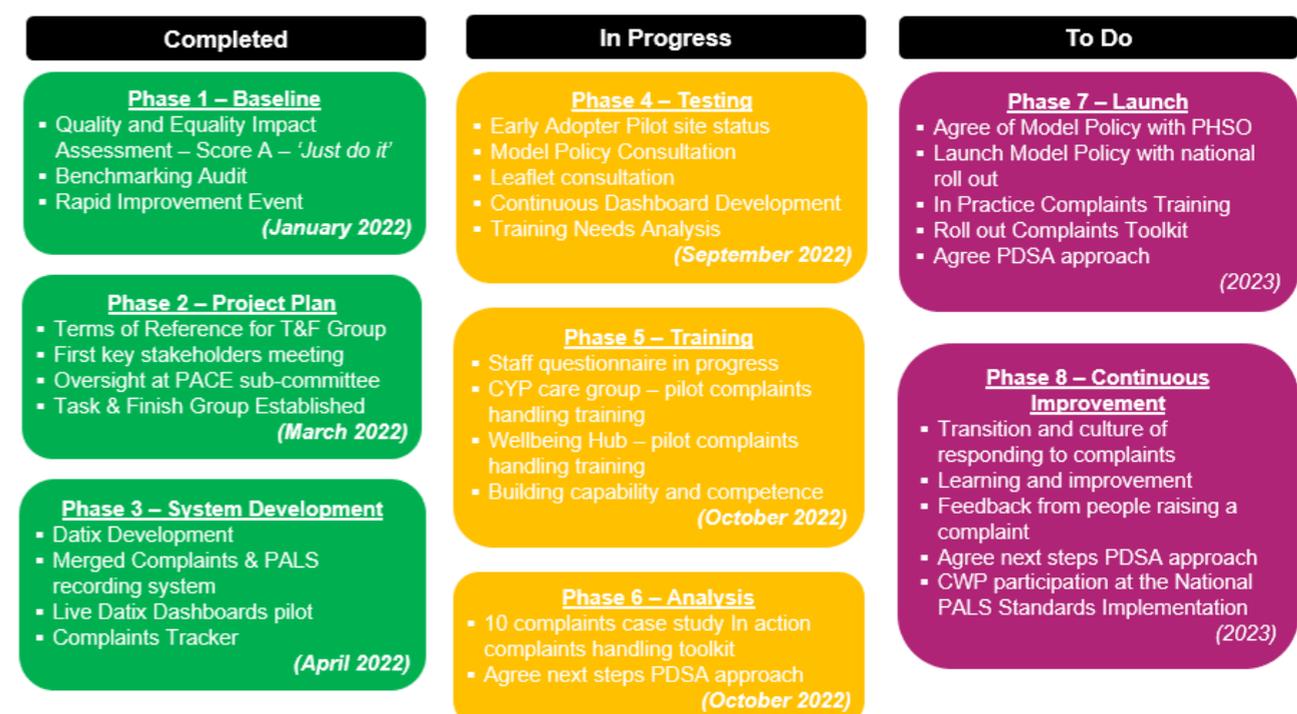
“Thank you for the diligent work you do for us all as a family, it is greatly appreciated. Also thank you everyone else who has contributed to the plan, with your help and support we can all continue to give him the best experiences possible.

“We are really grateful to everyone and feel that each one of us is a little cog in a big wheel that keeps things turning for (patient), so he can be the best he can be that we all love and adore.”

Specialist Mental Health – place based

Patient who is due for discharge today came up to staff members and thanked us all for the care we provided while patient was admitted. During their admission they said even they were very unwell and could not get out of their room. Staff provided person-centred care, ensuring that the patient had their medication and diet and fluid and continued to provide interaction with the patient to ensure they did not become isolative. Patient thanked staff for everything we have done for them and they have felt so welcomed since being admitted.

CWP COMPLAINTS & PALS NEW MODEL MILESTONES



Thank you

Cheshire and Wirral Partnership NHS Foundation Trust

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Three thick, curved lines in blue, green, and purple sweep across the bottom of the page, creating a sense of movement and connection.

*Helping to improve the lives of
everyone in our communities*