Quality Network for Mental Health Rehabilitation Service **2017-2018**

Ellie Parker and Conor Booker

Network Team

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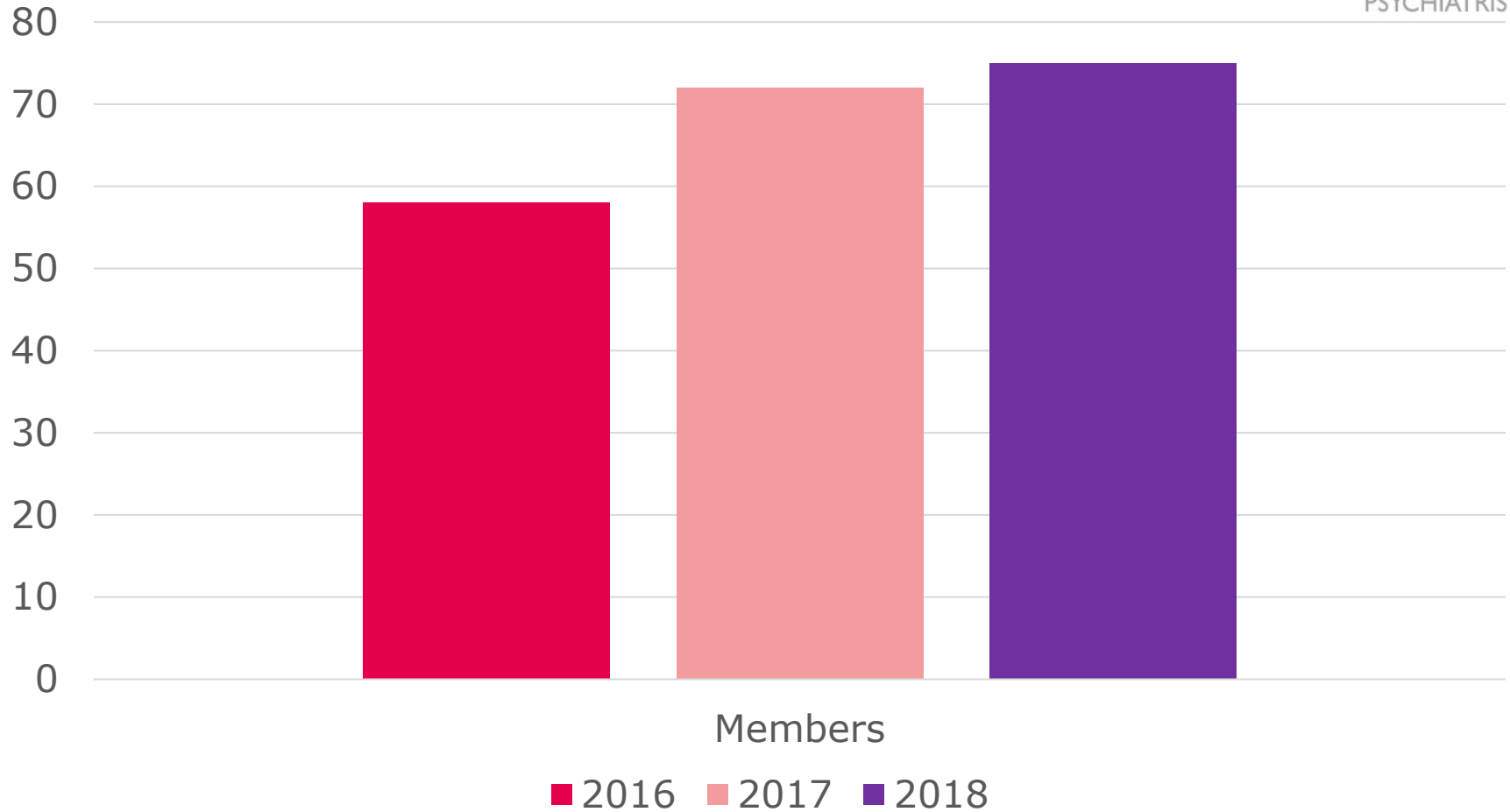Eleanor.Parker@rcpsych.ac.uk

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2017-2018 Activity

AIMS Rehab Membership

Members

75 members

- 6 Associate Members (Doubled since 2017)
- 10 Developmental Members (4 more than last year)
- 59 Accreditation Members

    12 'Accredited as Excellent'

    23 'Accredited'

    2 'Deferred'

    22 'Participating'

    0 'Not Accredited'

Aims for 2017

- Increase uptake of Developmental membership
  - 10 Developmental peer reviews in 2017-18
  - 3 more planned later for 2018

- Increase uptake of Associate membership
  - 6 Associate members in 2017-18

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Developmental Visits

- Specific areas of focus
- 'Partly Met' option
- Less focus on evidence
- But still a focus on hearing from patients, carers and frontline staff
- Open discussion topic

Open Discussion Topics

Availability of hot drinks

- Challenges: injury, accessibility of sugars, staffing levels

- Next steps: community meetings, risk assessments, avoid blanket restrictions, goal setting, environmental adaptations

Open Discussion Topics

Progressing to accreditation

- Challenges: hadn't been through process before

- Next steps: involving the whole team, portfolios, play to team's strengths, take note of staff, carers and patient feedback

Reviewers

- 100% professional reviewers Rehab specialists – Last year the project used 90%

- 100% reviews had a service user or carer representative reviewer

- Trained over 55 new reviewers in September 2017

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Accreditation

- 20 accreditation visits
  - 10 Accredited
  - 6 Deferred
  - 0 Not accredited
  - 3 to go the Accreditation Committee July '18
  - 1 withdrew

- 10 Developmental visits

- Up to date membership information at www.rcpsych.ac.uk/aims-rehab

Service Performance Against Standards
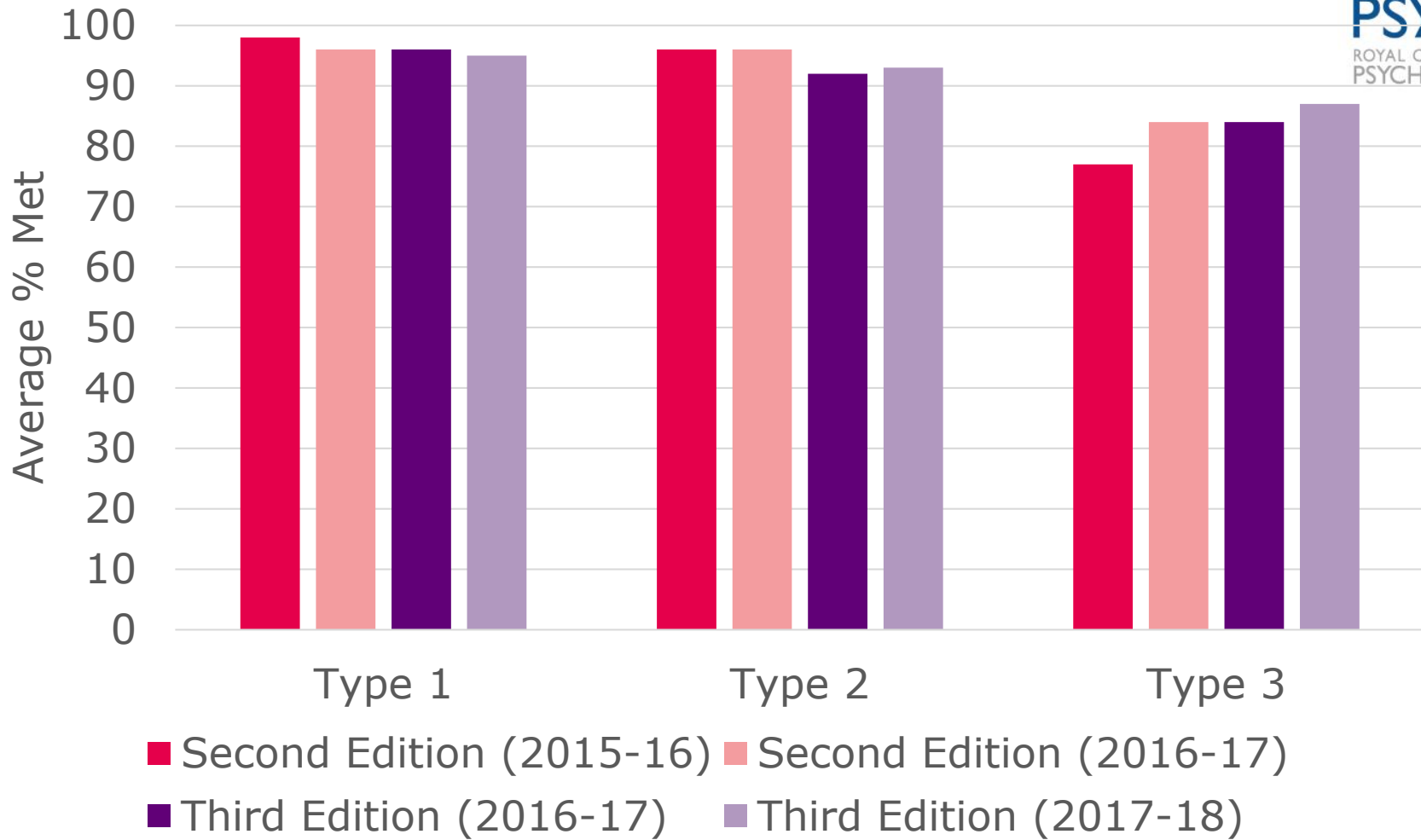
Commonly Not Met Standards

Standard Number (Type)	Standard	% Services 'Not Met'
15.5.1	Carers are able to access regular group meetings that have a psychoeducational focus	**47%**

Carers are able to access regular group meetings that have a psychoeducational focus

Why wasn't this met?

Services were either not running these groups internally or signposting carers to groups within the community.

Suggestions

Signposting for services that do not run their own carers support. Could be made part of carer's information packs.

Carer's groups / Carer Leads could also make it easier for services to meet other standards related to carer engagement.

Commonly Not Met Standards

Standard Number (Type)	Standard – Third Edition Wording	% Services 'Not Met'
26.4	Patients, carers and staff members are involved in devising and delivering training face-to-face	33%

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Patients, carers and staff members are involved in devising and delivering training face-to-face

Why wasn't this met?

Either patients and carers were not involved in devising and delivering training. This was more often the case with carers.

Suggestions

Carers support groups were used for carers to put their viewpoints across.

Example of patients being part of a KUF training programme, and following this had been on "train the trainer" and were paid for their training days, being placed on bank.

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Commonly Not Met Standards

Standard Number (Type)	Standard – Third Edition Wording	% Services 'Not Met'
26.4	The patient is given an age appropriate 'welcome pack' or introductory information that contains the following…	33%

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Welcome Packs

Why wasn't this met?

Welcome packs usually contained much of the information the standards asks for was just missing one or two points

May at times have been too "generic" (trust wide) or too overwhelming.

Suggestions

Clearly placing this on admission checklists.

Collaboration with patients on the information inside the pack e.g. if it's easy to read to or any additional information that they'd feel would be helpful.

Commonly Not Met Standards

Standard Number (Type)	Standard – Third Edition Wording	% Services 'Not Met'
11.1	Discharge planning is initiated at the first multi-disciplinary team review and a provisional discharge date is set within 8 weeks of admission.	**33%**

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Discharge planning is initiated at the first multi-disciplinary team review and a provisional discharge date is set within 8 weeks of admission.

Why wasn't this met?

Wasn't always recorded on online systems

Discharge was being discussed in meetings but no provisional discharge dates set.

Suggestions

Provisional discharge dates part of time sensitive admission checklists

Other Commonly Unmet Standards

Staff away days!

Carers being offered copies of care plans

Services having peer support workers

Support With Unmet Standards

Examples of good practice identified in reviews will be shared with the network.

For instance, welcome packs that meet the standard will be uploaded and available (with consent) for services to view.

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Final Message About Standards

As a network we will work to provide more support to services with standards. Not just on reviews but before review days and before service's self-reviews begin.

Every service in our network has a unique perspective and something positive to share– Which we aim to better highlight amongst the network.

Aims for 2018-19

Newsletters

- Feedback suggests that current newsletter could be improved

- Looking to implement more regular electronic newsletter

- Keep an eye out for requests for articles and content

- First one to be published at end of June

Feedback & Evaluation

- New standards/ methodology requires new feedback processes
  - Visits
  - Reports
  - Events
  - Network

Increase Information

- Information for:
  - Staff
  - Patients and carers
  - Senior managers and commissioners
- Guidance on standards and evidence

Help create more connections within the network

- Joining Application
  - Achievements
  - Challenges
  - Articles/publications

- Newsletters/discussion forum

Increase Service User Input

- Recruiting for service user reps
  - Visits
  - Accreditation Committee
  - Advisory Groups
- Ensuring we've got support systems in place

Dates for the Diary

Publication of Annual Report	September 2018
Peer Reviewer Training (Birmingham)	15 June 2018
Peer Reviewer Training (London)	23 October 2017
Special Interest Day	08 November 2018
Special Interest Day	29 January 2019
Annual Forum	09 May 2019

Get involved!

- Train as a reviewers and attend visits
- Write an article for the newsletter
- Contribute to Special Interest Days
- Send and respond to questions on the email discussion group
- Apply to join the advisory group or accreditation committee
- Encourage other services to join as associate or developmental members
- Present at next year's forum
- Spread the word!

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