South London and Maudsley Quality Programme
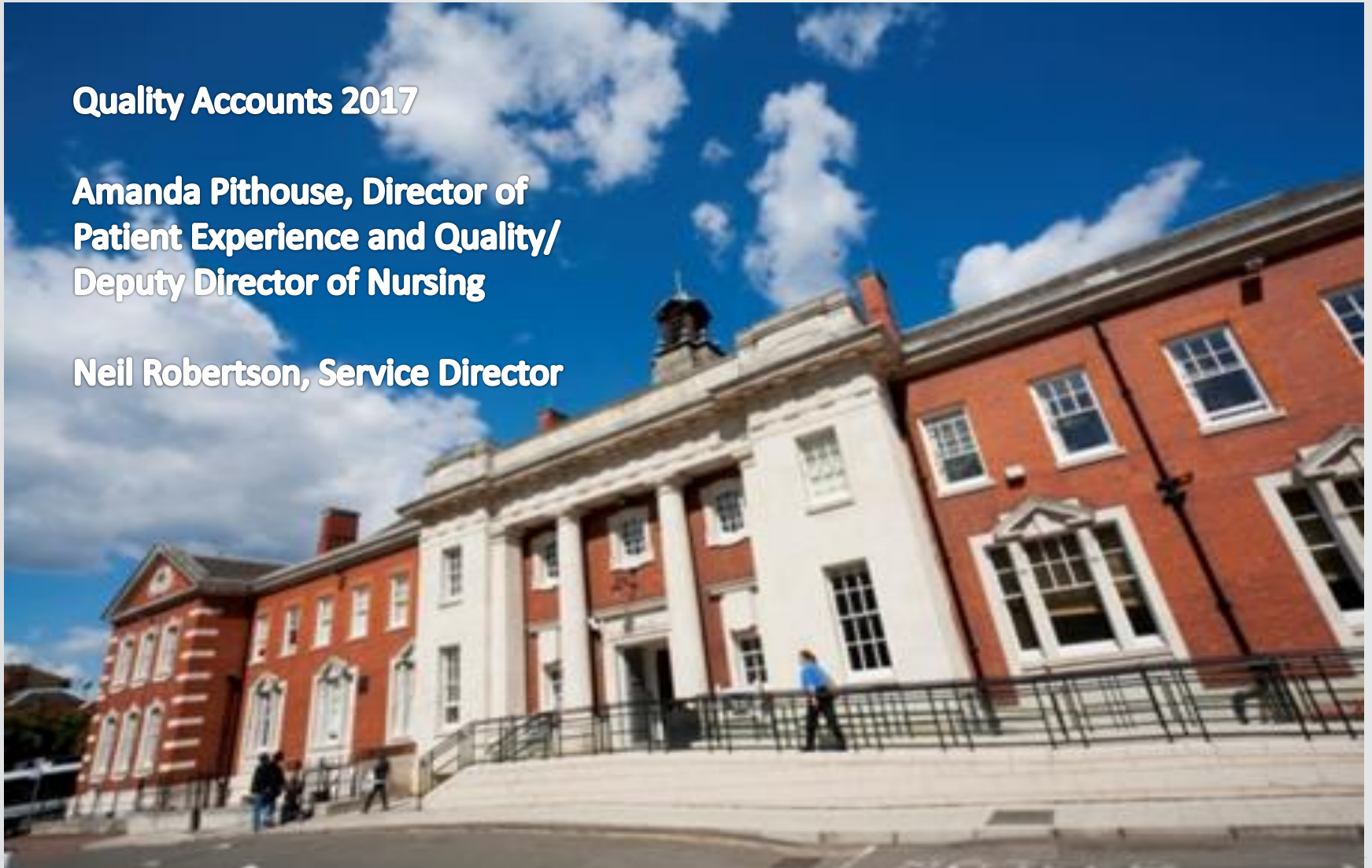Delivering services that are safe, effective, compassionate and high-quality.

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Quality Accounts 2017

Amanda Pithouse, Director of Patient Experience and Quality/ Deputy Director of Nursing

Neil Robertson, Service Director

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Quality Accounts

- Review of performance against Trust Quality Priorities and National Indicators

- Quality priorities for improvement

- Statements of assurance from the Board

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SLaM 5 Year Quality Strategy 2014-19

Aims

Patients feel safe in Inpatient wards.

Integrated care pathways will be built around the needs of the patient.

Effective physical health care assessment and intervention, mental and physical well being.

Service users will have an equal status in the therapeutic relationship .

Staff will always act in a compassionate and caring way

Treating people closer to home; caring for people in the most appropriate settings.

Equality of access to all services

Recognising the contribution of carers and their need for support

Focus on continuous improvement through QI methodology

Live accessible quality indicator data from ward to board

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Quality priorities 2016 - 2017

Patient safety

Restraint
- Reduce the use of restrictive interventions applied to service users within in-patient settings

Staffing
- Ensure that inpatient services have adequate staffing levels to provide safe and effective care

Risk assessments
- Complete more risk assessments and associated risk management plans for all service users who require them

Clinical effectiveness

Physical health
- Physical healthcare assessment and intervention for in-patient, early intervention and community service users on CPA

Care plans
- Ensure service users are involved in the planning of their care and have personalised care plans

Care closer to home
- Reduce the number of external placements and acute out of area treatments to ensure that service users are cared for closer to home

Patient experience

Carers assessment
- Identified carers offered a carers assessment and associated care plan

Environment
- Continue to improve the quality of the environments and food within our in-patient services

Digital health
- Develop our electronic systems , such as e-obs, to improve the delivery of care through electronic recording of physical and mental health observations.
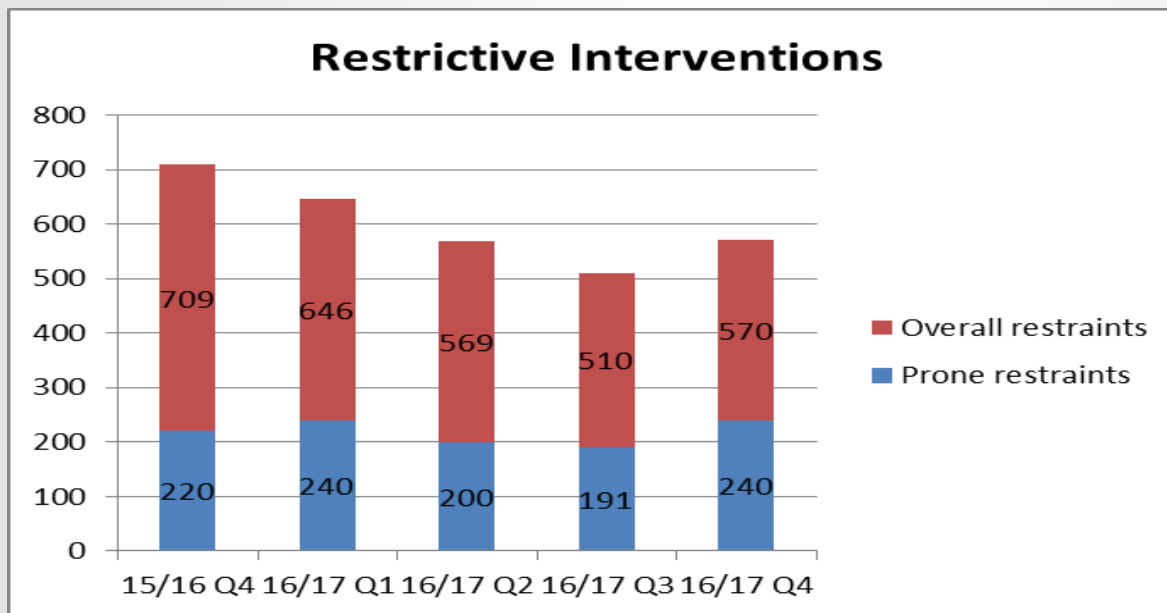
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Areas of Improvement 16/17

- Reduction in restrictive Interventions

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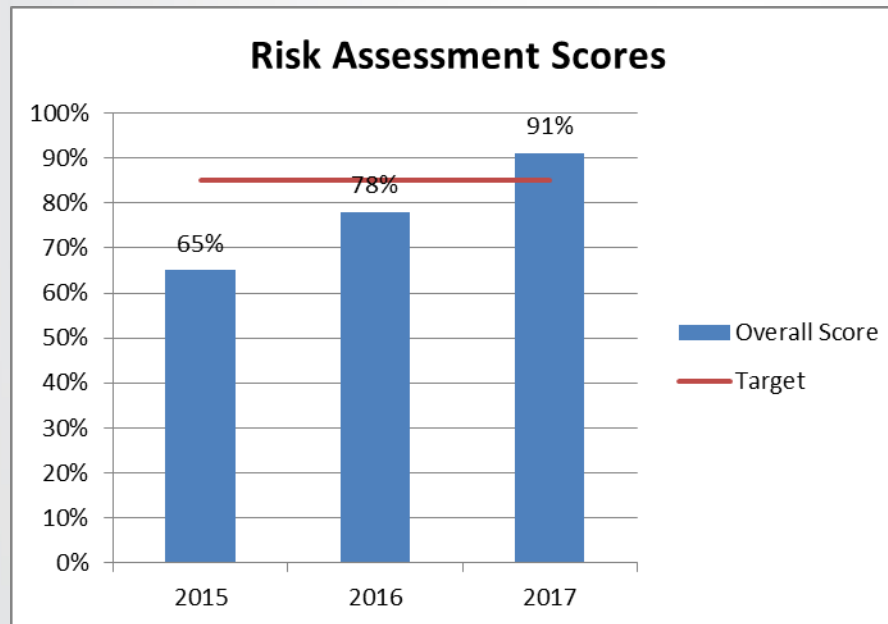South London and Maudsley NHS
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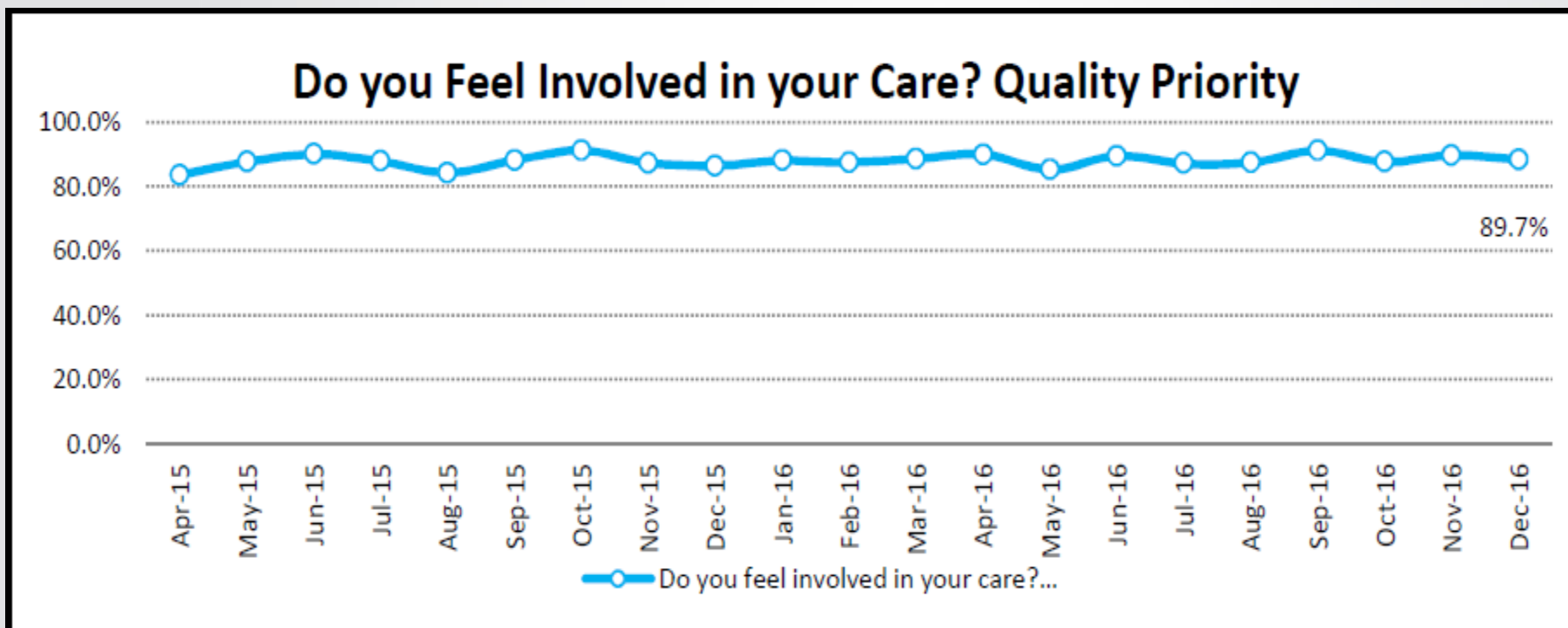# Areas of Improvement 16/17

Improved Risk Assessments and Care Plans

- New EPJS Risk Assessment and Care planning Tool developed and rolled out
- CQC Re-inspection 30/1/17- improvement identified

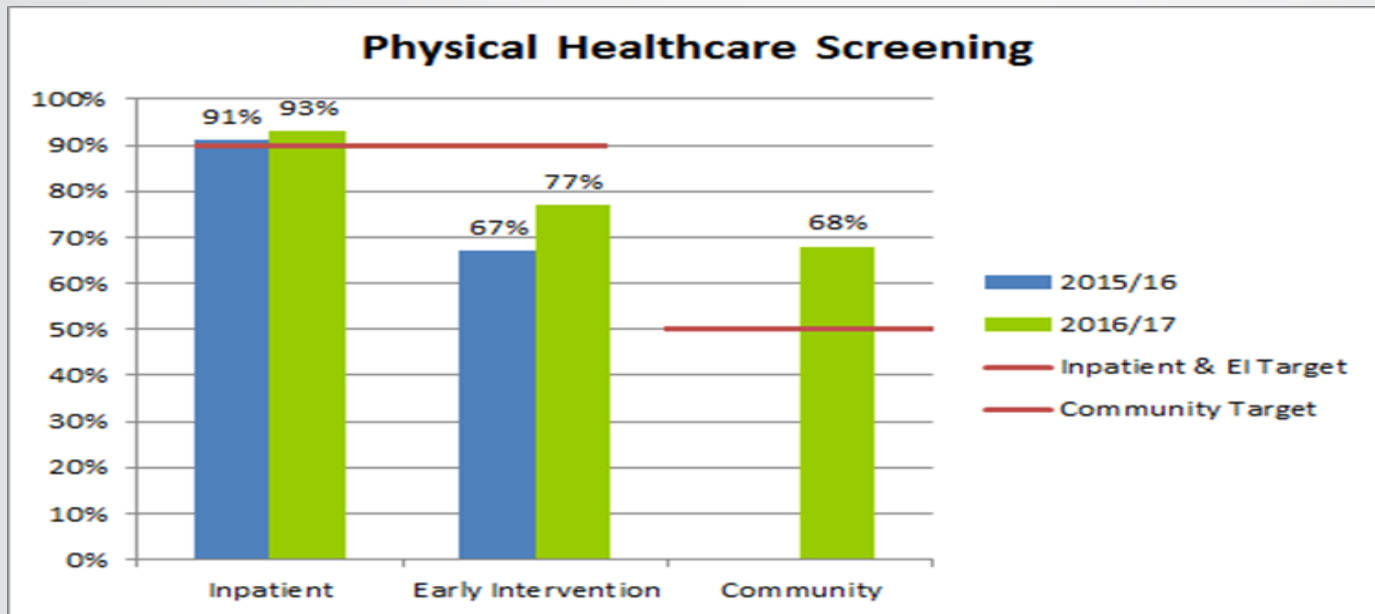**Risk Assessment Scores**

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Areas of Improvement 16/17

- ## Care Planning

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Areas of Improvement 16/17

The community physical health screen was launched in November 2016, and is now fully implemented on EPJS.

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Areas of Improvement 16/17

- ## Carers assessment

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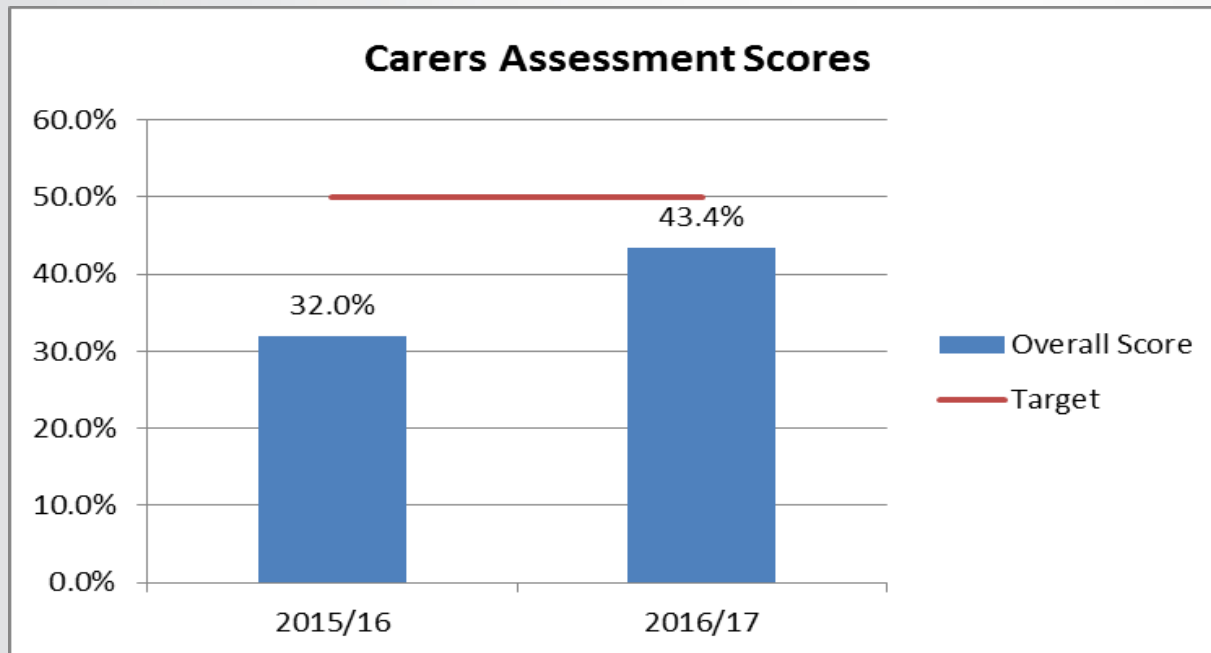
Areas of Improvement 16/17

- **Environment**

- **Average of 95% in 2016 PLACE Scores for**

Year	Site	Cleanliness	Food and Hydration	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance
2016	All Sites	99.26%	88.07%	96.24%	97.84%
2016	National Average	98.06%	88.07%	84.16%	93.37%
2016	% above National Average	1.20%	0.00%	12.08%	4.47%

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Priorities for 2017/2018

Listened to feedback from

- Service users, their families, carers, staff, local Healthwatches, Council of Governors as well as commissioners and regulators.

- A Trust Quality priority setting event was held on the 22nd February 2017.

- Aligned to Trust Improvement strategy and QI

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Domain	Aim	Quality Indicator 2017/2018
Patient Safety	Reducing Violence	Reducing violence and aggression and restrictive interventions; Inpatient areas
	Staffing Levels	Reduction of average inpatient ward breaches per month.
Clinical Effectiveness	A reduction in mortality for people with severe mental health problems	Further develop electronic systems to improve delivery of care (eOBS) across all Trust service areas.
		Ensure clinical and non-clinical staff have received level 1 physical health awareness training across all Trust service areas.
		Improve numbers of patients in both Inpatient and Community settings screened for each metabolic screening parameter and where indicated, interventions.
Patient Experience	Ensure Family and carer engagement	Improve number of identified carers in all Trust service areas being offered a Carers Engagement and Support Plan.
	Care closer to home	Reduction in admissions in Trust Inpatient Services. Reduction in Length of stay (LOS) in Trust Inpatient services.
	Care Planning	Increase in service users will state that they feel involved in their care in all Trust service areas.
Staff Experience	To improve staff experience.	Increase of staff reporting the organisation definitely takes positive action on health and well being
		Decrease of staff saying they have felt unwell in the last 12 months as a result of work related stress