



**Worcestershire
Health and Care**
NHS Trust

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Ref: SD/RJP

Mr M Gallagher
Director
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persore
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WR10 1PT

Dear Martin

RE: HEALTHWATCH SERVICE USER AND CARER EXPERIENCE OF MENTAL HEALTH HOME TREATMENT SERVICE - RESPONSE FROM WORCESTERSHIRE HEALTH AND CARE NHS TRUST

Thank you for undertaking this comprehensive report on service user and carer experience in our Home Treatment Teams.

Receiving detailed feedback on individuals' experiences is always very welcome. This report highlights some very useful feedback for individual practitioners and our Home Treatment Service Managers. We have shared these findings widely, and I enclose our response and action plan.

We are introducing a regular team based audit where team managers will review on a regular basis whether service users and carers feel involved, feel their needs are met, and look at whether service users and carers have received information about care, medication and support that they require.

Adding a new PALS and Complaints leaflet to the users and carers pack should ensure individuals feel more able to raise any concerns they have.

We will also use some of the other qualitative feedback such as the importance of continuity for worker, frequency and length of visits and preference for greater medical and psychological input as areas for further improvement. These are all important areas to manage well in high performing Home Treatment teams.

Chairman: Chris Burdon

Chief Executive: Sarah Dugan

Working together for outstanding care

Thanks once again to your team for focusing on Mental Health Home Treatment. We aim for all our interventions to make maximum impact at a time when individuals and family members are at their most vulnerable.

We remain willing to continue working with your team towards making our service ever better.

Yours sincerely



Sarah Dugan
Chief Executive

Enc

AMH SDU Acute Pathway response to HWW Report on HTT Services

In March 2019 Worcestershire Health and Care Trust (The Trust) received a report published by Healthwatch Worcestershire (HWW) titled 'Service User and Carer Experience of the Mental Health Home Treatment Service'.

This report was commissioned following a subsequent change in the Home Treatment Service model of delivery in 2016 which prioritised;

- Recovery focus
- Promoted individual independence and control
- Reduced risk of admission

Two previous reports published by HWW 'Sharing your experience of support for mental health and wellbeing' (2016) and 'Spotlight on Support for Mental Health and Wellbeing- A Carers Perspective (2017) both identified limitations and challenges with the service provided by the previous model of care delivery.

Following the change in model HWW was keen to review the redesigned service focusing on three key areas;

- Care-planning and crisis planning
- Information and Support
- The carers Experience

HWW conducted a co-designed survey of service users and carers who had experience of the service between February 2017 and January 2018 with the offer of a face to face interview for those that wished to share their experiences in person. Patients who were receiving HTT services at the time of the exercise excluded.

The survey included 13 questions for service users and 18 questions for carers to respond to.

902 patients had received a HTT service in the audit period and these patients were contacted in three cohorts of 200, 338 and 364. 55 survey responses (6%) were received 49 from service user and 6 from carers. 22 face to face interviews were arranged of which 18 were completed; 11 with service users and 6 with carers. It is acknowledged by HWW that the response rate was low and the risk of this had been identified at the start of the survey. 72% of the responses were from females with only 10% aged between 18-44 years. 9% of the respondents identified as Asian/British/Indian or Asian other background. There is no previous survey to act as a benchmark and with the low response rates results should be treated with caution.

Key findings;

How involved were you in the planning of your Home Treatment Plan? (Service Users)

94 % of respondents answered this question. 28 respondents felt they were well or reasonably well involved. Leaving 18 service users feeling either 'a little' involved (n=10) or not at all involved (n=8)

How involved were you in the formulation of the Service Users Home Treatment care Plan? (Carers)

100% of carer respondents (n=6) answered this question with only n=1 stating they were not involved with 2 stating they were 'well involved' and 3 stating they were 'reasonably involved'.

The Home Treatment Service introduced a new care plan in November 2017, entitled “getting well plan.” This is coproduced with the Service User and with consent their Carers. Both the Service User and the Home Treatment clinician sign the care plan. The Service User retains a copy and the clinician uploads a copy onto the Trust’s database. There is also a space on the care plan to document any updates and outcomes of reviews. Crisis care plans were not consistently used prior to the change in model however significant work has been invested in improving this and currently all service users receive a crisis care plan. This again is coproduced with the Service User and with consent their Carers. The Service User retains a copy of the care plan and the Home Treatment clinician uploads a copy onto the Trust’s database. Both of these care plans are monitored through the Home Treatments weekly clinical reviews and within the quarterly paperwork audit which is submitted to the Adult Mental Health and Learning Disabilities Quality Meeting. An assist pathway is attached to every patient record which will alert the clinician to any outstanding paperwork.

How well did your Home Treatment Plan Meet your needs?

92% of respondents answered this question, though 58% responded well or very well, 29% felt not at all (16%) or a little (13%). Promoting patient centred care is a vital component of acute home treatment provision and is clearly being achieved in the vast majority of cases but leaving a significant minority which could be improved. HTT team managers will reflect on how they collect feedback on the efficacy of the care plans from service users and carers and how they respond to issues and concerns raised in this process.

Did you know how to make a complaint if you were not happy with your Home Treatment?

This question had a 92% patient response rate with 60% responding that they did not know how to make a complaint. 100% of carers responded with 50% stating they were not made aware of how to make a complaint.

Information for Service Users and Carers on how to make a complaint, provide feedback of the service and offer a complement is included on both Service Users and Carers information leaflets that are provided at the Service Users first Home Treatment visit. This information was added to the information leaflets as part of HTAS accreditation developments, in October 2016. Home treatment will add a PALS leaflet into the Service User and Carers packs which are provided to the Service User and Carer during their first visit with Home Treatment.

Worcestershire Health and Care Trust consider the use of a recorded discharge summary within the care plan to be shared with the Service User for future reference as an aid to the transition between services.

Home Treatment has introduced a discharge summary for service users which is given to the Service User during their final visit. This includes the following; diagnoses, an outline of treatment and interventions offered, a list of medications prescribed, follow up arrangements post discharge from Home Treatment and relevant contact details.

Are there any other comments you would like to make?

The question received a 55% response rate of which 8% were critical of the service but a significant proportion was complimentary 33%. 20% of respondents implied their experience fell between the two positions.

Responses from carers is described by HWW as extremely positive with comments including 'A very good system' and 'Amazing and supportive!'

HWW Recommendations

The survey report offers a number of recommendations which have not provoked a remedial action but have been addressed in the intervening time period between survey and report publication.

More frequent visits/visited more consistently by a familiar HTT member.

The Home Treatment Service aims to limit the number of different clinicians visiting a Service User during their episode of care. A small clinical team consisting of a Consultant Psychiatrist and 2 allocated qualified clinicians and a support worker are identified for each Service User. This team makes up the clinicians who will predominantly be visiting the Service User. Whilst this system works well there are occasions where clinical activity or staffing resource issues may require other staff members to carry out a clinical engagement.

More medical/psychology input

The Home Treatment Service provides care using a multidisciplinary team model which involves regular medical review and psychology engagement where clinically indicated.

Exceptions to this may include Home Treatment Teams supporting early discharge from the ward and the patient has been seen by the Acute Inpatient Psychiatric Team and a plan has been agreed with their Community Psychiatrist, for the patient to be seen within the week, and there is an established plan of care for Home Treatment. Patients under the care of Early Intervention in Psychosis and the Older Adult Services will remain under the care of their own Consultant.

The Home Treatment Psychologists are most commonly asked to provide an opinion regarding specific Service Users. This is in order to provide a psychological formulation and recommendations regarding future psychological intervention upon discharge.

Service Users are often seen for one or two sessions. Following an initial contact with a Service User, the Psychologists contribute their impressions, a provisional formulation, & recommendations in each case. Where appropriate, when an individual is sufficiently stable, they might be seen for a limited number of sessions, often up to three, in order to support their understanding of events which contributed to the current crisis and to think about relapse prevention.

Worcestershire Health and Care Trust ensure all Service Users are fully informed in an accessible format about prescribed medication and its potential side effects.

All prescribed medication dispensed by WHCT has a product information leaflet inside the box. Home Treatment Service recognises that this information is not Service User friendly and does not meet the needs of people who may have challenges engaging with that medium. Home Treatment teams will consider processes that enable clinicians to print product information about medication from the "choice medication" website, to provide to patients.

Survey finding	Action	Lead(s)	Due Date	Evidence
<p>How well did your Home Treatment Plan Meet your needs?</p> <p>29% felt not at all (16%) or 'a little' (13%).</p>	<p>Care plans are monitored at the Home Treatments weekly clinical reviews and within the quarterly paperwork audit which is submitted to the Adult Mental Health and Learning Disabilities Quality Meeting. An assist pathway is attached to every Service Users record which will alert the clinician to any outstanding paperwork. Questions regarding care plans are also included in the patient satisfaction questionnaires.</p> <p>HTT team managers will reflect with their teams on how they collect feedback on the efficacy of the care plans from service users and carers and how they respond to the issues and concerns raised in this process.</p>	HTT team managers	30/05/2019	Team meeting minutes
<p>Did you know how to make a complaint if you were not happy with your Home Treatment? 60% of patients responded negatively and 50% carers</p>	<p>Home treatment will add a PALS leaflet into the Service User and Carers packs which are provided to the Service User and Carer during their first visit with Home Treatment.</p>	HTT team managers	30/05/2019	Team meeting minutes and e-mail confirmation from team lead they are now included.

responded similarly.				
<i>HWW recommendation</i> <i>Worcestershire Health and Care Trust ensure all Service Users are fully informed in an accessible format about prescribed medication and its potential side effects.</i>	Home Treatment teams will consider processes that enable clinicians to print product information about medication from the “choice medication “website, to provide to patients.	HTT team managers	30/05/2019	Team meeting minutes and process outline
<i>HWW recommendation</i> <i>Worcestershire Health and Care Trust consider the use of a recorded discharge summary within the care plan to be shared with the Service User for future reference as an aid to the transition between services.</i>	Home treatment has introduced a discharge summary which is given to the Service User during their final visit. This includes the following; diagnoses, an outline of treatment and interventions offered, a list of medications prescribed, follow up arrangements post discharge from home treatment and relevant contact details.	HTT team managers	30/05/2019	Quarterly paperwork audit, team meeting minutes, assist pathway.