The national picture – messages on therapeutic engagement

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## National focus – personalisation

| High Quality Care for All – Operating Framework for 2009-10 | • Improving patient experience, staff satisfaction and engagement  
• Improved physical care |
|------------------------------------------------------------|---------------------------------------------------------------------|
| Mental Health Contract                                    | Care based on:  
• Individualised assessment of needs  
• Promoting recovery, social inclusion, independence, reduction in harm  
• As near to home as possible  
• Lowest level of security  
• Skilled and trained workforce  
• Outcome focused  
• Service quality and safety improvement plan |
| 2007 Healthcare Commission review of acute inpatient care | Admissions to acute inpatient MH services are appropriate, purposeful, therapeutic and safe |
# Healthcare Commission results

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weak</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective care pathway</td>
<td>7%</td>
<td>52%</td>
<td>41%</td>
<td>0%</td>
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<tr>
<td>Individualised whole person care</td>
<td>12%</td>
<td>43%</td>
<td>35%</td>
<td>10%</td>
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<tr>
<td>SU and carer involvement</td>
<td>39%</td>
<td>26%</td>
<td>20%</td>
<td>15%</td>
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<tr>
<td>Safety</td>
<td>12%</td>
<td>52%</td>
<td>32%</td>
<td>4%</td>
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Key themes of review

• Focusing on the individual and personalising care
• Ensuring the safety of service users, visitors and staff
• Providing appropriate and safe interventions
• Increasing the effectiveness of the acute care pathway
• Workforce development
• Strategic management and operational development
Personalised care

• Involving service users in planning their care
• 1:1 time "Feedback from service users has shown that more 1:1 contact time with staff would make the biggest difference to their experience of acute inpatient care”
• Involving carers
• Service user and carer information
• Identifying and meeting diverse needs including spiritual and cultural assessment (32%)
• Promoting social inclusion – external facilitation 5%
• Health promotion
Safety (1)

“Healing can only take place if people feel safe”

• Violence and aggression
  – 61% nurses involved in assault (PICUs)
  – 26% patients involved in assault (PICUs)
  – Good practice stresses the importance of using psychological approaches rather than physical interventions
  – Treating service users with dignity and respect re care planning and medication
  – Depends on levels, competence and training of staff and support from senior managers
Safety (2)

- Bed occupancy
- Provision of activities and access to facilities
  - Star Wards promotion of daily programme to improve quality of user experience and speed recovery
  - Access to equipment – staffing issues
  - Evenings and weekends
- Sexual safety and sexual health
- Missing patients
- Bank and agency staff
- Physical environment
Research shows that the presence of flowers and plants has a measurable impact on creativity, productivity, and wellbeing.
Appropriate and safe interventions

- Medication levels during first week
- Physical health assessment
- Access to range of therapies and interventions
  - 10% wards no access to OT
  - 46% psychosocial family interventions
  - 27% hearing voices groups
- Poor level of staff training re dual diagnosis
Coming up 2009/10

• 2009 national acute inpatient survey
• HC service user and carer magazine
• Response to Healthcare Commission review:
  – Acute declaration and summit July 2009
  – Action plan and launch October 2009
  – Acute Care Forum Network
• New Horizons MH strategy launch October 09
• Star Wards 3 – theme of alternatives
• AIMS review re BME dimension
• Additional guidance on standards re PICUs and low secure services
• National accreditation scheme for management of violence
• NIMHE changes