

CNWL Quality Account 2011-12

HARROW OSC

19 April 2012



Wellbeing for life

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CNWL overview

- Foundation Trust since May 2007
- CQC registration with no conditions from April 2010
- Provides mental health (adult, older adult and CAMHS); addiction; offender care; learning disabilities; eating disorder and HIV/Sexual Health services, community health services in Camden and Hillingdon
- Integration with community provider services: Hillingdon (Feb 2011) and Camden (April 2011)
- Close links with partners, GPs, A&E, Acute Trusts, LA, not for profit sector and good relationship with the PCTs



CNWL overview

- CNWL Over 5,000 staff - 396 in Harrow
- Harrow income:
 - 2010/11: PCT block contract MH £22.3m
 - 2010/11: Section 75 Social Care MH Budget (adults) £4.51m
 - 2011/12: PCT block contract MH £21.3m;
 - 2011/12: Section 75 Social Care MH Budget (adults) £4.26m
- Harrow spend – approx £1.1m overspend in 11-12 (mental health)
- Harrow CIPs: MH £1.5m target in 11-12





2011 National NHS staff survey

- 16 scores in the top 20% compared with all MH Trusts in 2011 (increase from 12 in 2010)
- 4 scores better than average

Examples of top 20% scores:

- Staff recommendation of the Trust as a place to work or receive treatment
- Staff job satisfaction and motivation at work
- Staff agreeing that their role makes a difference to patients
- Staff receiving job-relevant training, learning or development in the last 12 months
- Staff having well structured appraisals in the last 12 months



Harrow VSMR

All year end VSMR targets have been met:

- AOT services caseload = 95 (target 85)
- Home treatment episodes = 462 (target 427)
- New EIS cases = 32 (target 32)



Harrow performance - Monitor

Improvement in Monitor target performance this financial year

Quarter 4 performance:

- 7 day Follow up = **100%** (target 95%)
- CPA reviews within 12 months - **97%** adults, 96% OA (target 95%)
- Delayed Discharges Q- **4.5%** adult, 0% OA (target <7.5%)
- Gatekeeping by CRTs - **100%** (target 90%)

* Harrow total CQUIN position still being determined at this time



Introducing CNWL's Draft Quality Account 2011-12

Document structure:

Part 1: Chief executive's statement & statement from our auditors

Part 2: Summary of our performance against last year's Quality
Priorities

Our Quality Priorities for 2012-13

Statements relating to the quality of NHS services provided

Part 3: Our performance against other national and local indicators,
and other indicators of quality

Annex 1, 2 and 3: Statements from commissioners, LINKs, OSCs;
Glossary

of terms; Statement of directors responsibilities

CNWL's Quality Account 2011-12

Overall look back at performance against last years' QPs

12 QPs across CNWL, including Hillingdon Community Healthcare and Camden Provider Services

Each of these QPs had one or more measures, and over the course of the year we tracked our performance against these measures

29 measures in total - chart below shows what proportion we achieved, nearly achieved (within 20% of the target), and where we did not achieve the target.



Look back at performance against last year's Quality Priorities: Harrow Mental Health

Areas we achieved...

	Quality Priority	Target	Harrow	Trust
1.1	Community service users report that they have a number to call in a crisis	65%	68%	72%
1.2	Patient report that they felt safe during their most recent inpatient stay	75%	73%	75%
1.3	Inpatients have had their medication cross-checked against more than one source with 72hrs of admission	75%	94%	96%
1.4	Inpatients report that they got enough advice and support for their physical health	65%	67%	59%
1.5	Estab. a baseline for the percentage of patients that have a carer identified/'no carer' specified	55% (baseline)	(70% at Q4)	(78% at Q4)
1.6	Estab. a baseline for the percentage of carers recorded as having been offered a carers assessment	35.5% (baseline)	(awaiting Q4 data)	(awaiting Q4 data)
1.7	Estab. a baseline for the percentage of carers that report feeling supported in looking after the person they care for	67% (baseline)	100% at Q4)	67%



Look back at performance against last year's Quality Priorities: Harrow Mental Health

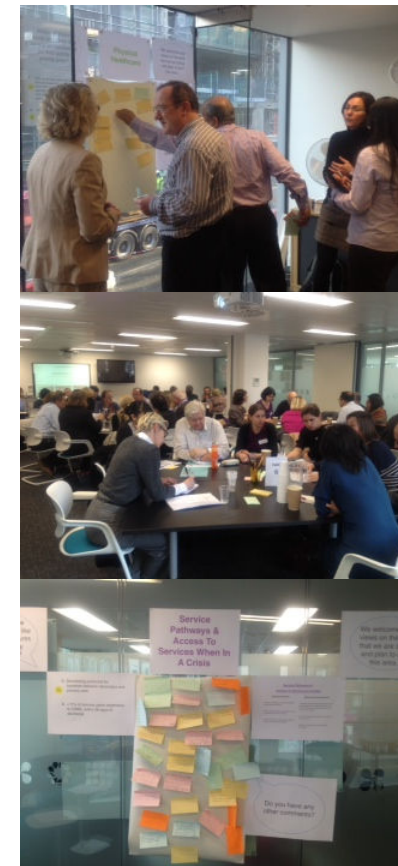
Areas we need to work on...

	Quality Priority	Target	Harrow	Trust
2.1	Patients discharged from hospital/on a CMHT caseload who report being given a crisis card	85%	49%	53%
2.2	Community service users who called the crisis number report 'definitely' getting the help they wanted	65%	44%	44% (def+some ext 62%)
2.3	Community service users report they were 'definitely' involved as much as they wanted to be in decisions about their care plan	65%	48%	41% (def+some ext 74%)
2.4	Community service users report they had been given/offered a written/printed copy of their care plan	80%	46%	51%
2.5	Community service users on CPA report they got enough advice/support for their physical health	65%	56%	66%



Look forward: Quality Priorities 2012-13

Key stakeholder involvement



1. RECOVERY AND INVOLVEMENT

Measure	Target 2012/2013	Target 2011/12	Measure is a CQUIN this year	New measure this year	Measure same as last year but sample extended
A. Percentage of service users with dementia prescribed anti-psychotic medication that have 3-monthly reviews, and output sent to GPs and families/patients within 2 weeks	90%		★	★	
B: % of service users on CPA report that they got enough advice and support for their physical health	65%	65%			★

2. PHYSICAL HEALTH

Measure	Target 2012/2013	Target 2011/12	Measure is a CQUIN this year	New measure this year	Measure same as last year but sample extended
A. Percentage of community patients report that they were involved as much as they wanted to be in decisions about their care plan	65%	65%			★
B. Percentage of service users on CPA whose care plans contain at least one personal recovery goal	50%		★	★	



3. CARER INVOLVEMENT

Measure	Target 2012/2013	Target 2011/12	Measure is a CQUIN this year	New measure this year	Measure same as last year but sample extended
A. Percentage of carers who report being supported by CNWL staff	Baseline		★	★	
B. Percentage of carers that report having information that tells them how to access services in a crisis	Baseline		★	★	

4. SERVICE PATHWAY & ACCESS TO SERVICES WHEN IN A CRISIS

Measure	Target 2012/2013	Target 2011/12	Measure is a CQUIN this year	New measure this year	Measure same as last year but sample extended
A. Develop protocols to support safe discharge from secondary care and to support a simplified access pathway back into secondary care for discharged service users	Baseline		★	★	
B. Percentage of individuals reporting that they received an informed response/help they wanted from CNWL crisis contact points when they contacted them in a crisis	65%	65%			★



Next steps...

- Quality Account currently on 30-day consultation (5 April – 5 May 2012)
- Final version for internal sign-off by 24 May 2012
- Submission to Monitor by 31 May 2012
- QA EasyRead version designed
- Both full and EasyRead version of the QA uploaded on to our website and NHS Choices by end June 2012

Thank you

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