

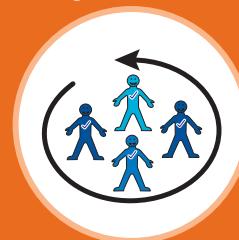
# Quality Report

## 2013-14

This is the 2013 to 2014 Quality report  
of the Leeds and York Partnership NHS Trust



everyone counts



improving lives



compassion



commitment to  
quality of care



working together



respect and  
dignity











## Chief Executive Statement



Chris Butler, chief executive

What we are here to do is not just to provide services. We also want to improve the health and lives of the people who need our help. We work with others to provide the best possible mental health and learning disability care.

We do this through the work of our people. We can only be successful if we do the right thing, in the right way, for the right reason. How we behave with service users, carers and each other is very important. We always keep in mind:

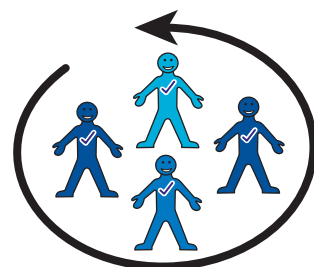
### Respect and dignity



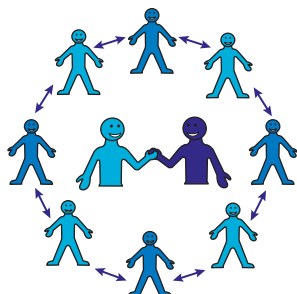
### Commitment to quality of care



### Everyone counts



### Working together



### Improving lives



### Compassion



In this Quality Report you will see how we are working hard to improve what we do.



This is not easy, we will not get it right all the time, and we will make mistakes, but we are committed to providing ever better services to help people get what they want out of life.



## Medical Director and Chief Nurse & Director of Quality Assurance Statement



The Quality Report offers an account of how we have performed against our quality standards as well as the standards set by our commissioners and regulators.

Beverley Murphy,  
chief nurse and director  
of quality assurance



Throughout 2013/14 we have worked hard to keep a focus on the quality of services. The quality report details some of our achievements in 2013/14 including our sharing stories initiative and the changes in our recovery and rehabilitation pathway. We are proud of our staff and the improvements they have made and we are committed to improving further during 2014/15.



In the coming year our improvement initiatives include obtaining a fuller understanding of the outcomes for service users in treatment, becoming more person centered and increasing collaboration in care planning as well as improving the ease of access to crisis care and improving the quality of clinical environments. The quality of our services is closely monitored and publically reported.



Dr Jim Isherwood,  
medical director

The addition of Clinical Directors and the Quality Committee in 2013/14 has improved our focus on the experience of service users and the effectiveness and safety of our services.

During 2014/15 the members of the Board of Directors will continue to work with our staff and governors to provide excellent mental health care that supports people to achieve their goals for improving health and improving lives.







## What are Quality Reports?



Quality reports are a way of recording the quality of services we provide.

They are a way of showing how we are going to continue to improve our services for you.

improving health, improving lives



Leeds and York Partnership NHS Foundation Trust is here for improving health and improving lives.

The Quality Report shows how we will continue to make sure we do this.



## Why are we writing Quality Reports?



Each year we must write Quality Reports.

We do this to share the quality of care we deliver for all those who use our services.



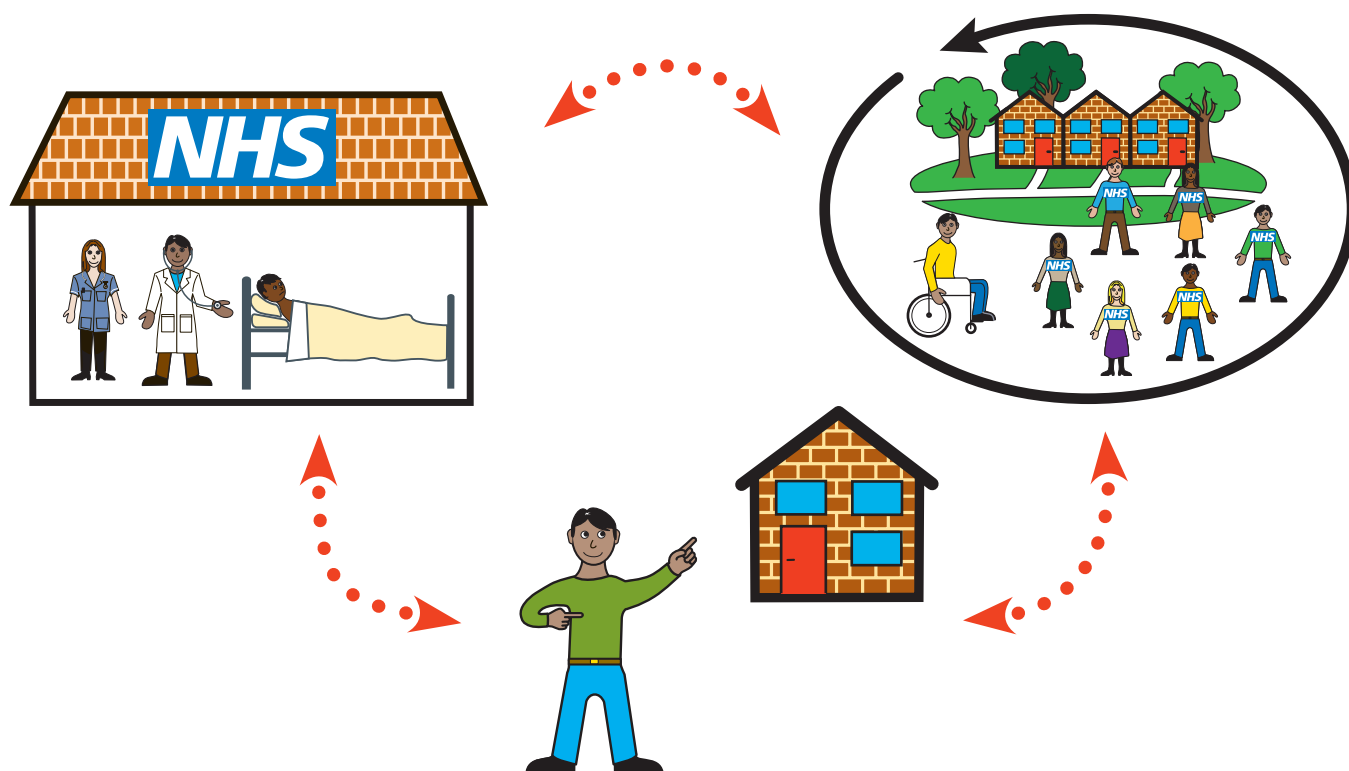
Thank you for taking the time to read our Quality Report for 2013 to 2014.

Leeds and York Partnership NHS Foundation Trust provides mental health and learning disability services.

# Leeds and York Partnership

## NHS Foundation Trust

We deliver our services in hospital, in the community or in people's own homes.





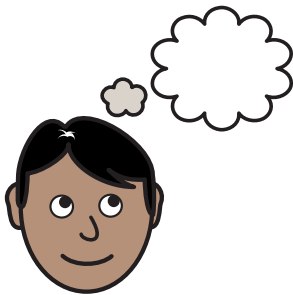


## Our purpose, ambition and values

### Our purpose:

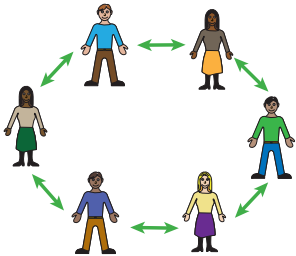
improving health, improving lives

improving health, improving lives

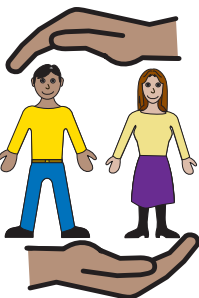


Working in partnerships, we aspire to provide excellent mental health and learning disability care that supports people to achieve their goals for improving health and improving lives

### This means



- working together



- providing excellent mental health and learning disability care



improving health, improving lives



- helping people achieve their goals for improving their health and lives



These are the things that are important about how we work and what we do.

**improving lives**



We try to make people's lives better.

We want people to have good experiences of the NHS.



**respect and dignity**



We respect everyone as a person.

We listen to them and are honest in what we tell them.



**compassion**



We care about the people who use our services.

We are kind to people.

We do what we can to make them feel better and happier.







**These are the things that are important about how we work and what we do. Continued**

**commitment to quality of care**



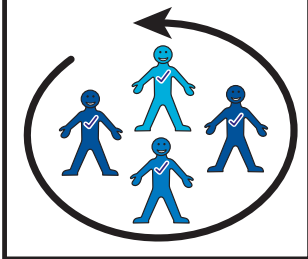
**We work hard to get things right.**

**We want to hear what people think of us.**

**We listen and learn from what people tell us.**



**everyone counts**



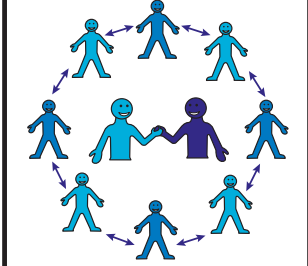
**We make sure no one is left out or forgotten.**

**We know that some people need more help.**

**We know that we have a job to do helping people stay healthy.**



**working together**



**The needs of the people we help are the most important thing in our work.**

**We make things as easy as possible for people when we plan our services.**

**We work with others who improve health and lives.**





## Leeds and York Partnership

NHS Foundation Trust

During 2013 to 2014 Leeds & York Partnership NHS Foundation Trust provided six health services.

These are:-

 Learning Disabilities

 Adult Mental Illness

 Forensic Psychiatry

 Old Age Psychiatry

 Child and Adolescent Psychiatry

 Improving Access to Psychological Therapies



We have looked at all of the information about these services to check how good they are.







What are the 3 most important things we are doing?



1 People achieve their agreed goals for improving health and improving lives



2 People experience safe care



3 People have a positive experience of their care and support





## Priority 1

People achieve their agreed goals for improving health and improving lives



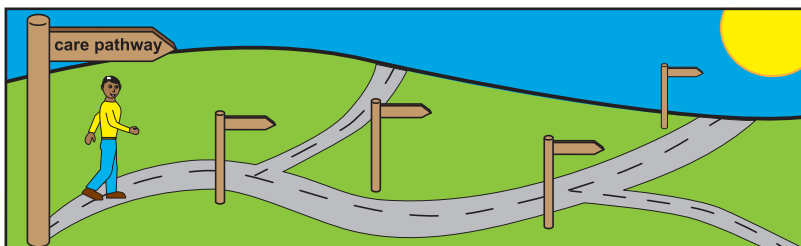
## Last year



We launched Sharing Stories as a way of using writing and stories to improve understanding of mental health and wellbeing. This included events, book of the month, Your Stories magazine and Rommi Smith our own resident writer.



We started to plan changes to our learning disability services after the Health Commissioners Review of services. This will mainly be a change to our respite services and should be completed by September 2015.



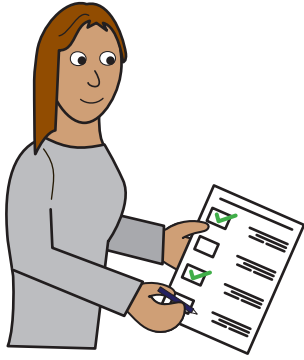
We began trying out Integrated Care Pathways to make sure people get the right care from the right people at the right time.

We produced My Recovery Pathway, three booklets to help guide service users through their recovery. The feedback from people using it in York has been good and it will now be considered for services in Leeds.

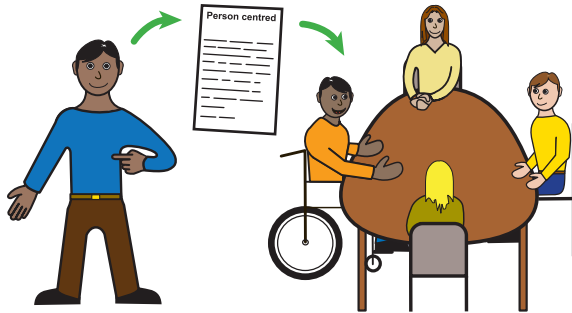




## What we will do next year



We will be doing more work on outcome measures as a way of finding out if our services are good. We want to know if our services do what they are supposed to and if people are happy with them. Our new Integrated Care Pathways will be closely linked to our outcome measures to help us check that it is working.



Our Recovery and Person-centred Care Programme will be used to try and improve the care we provide.



## It should



- Improve care planning.



- Give more choice of treatment.



- Help people to care for themselves.



- Improve staff skills.



- Help people get more support from other services.

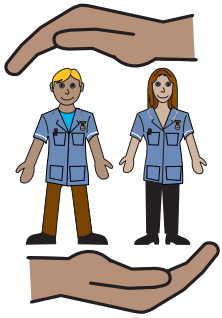


## Priority 2

### People experience safe care



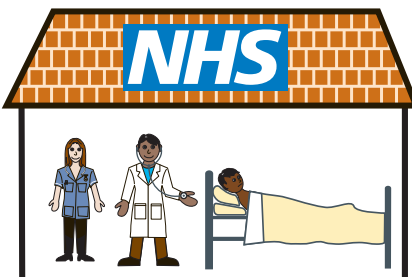
## Last year



We have put together new Medicine Management training for our Leeds Gender Identity service. This will mean that our nurses will be able to continue to give better care to the people who use the service.



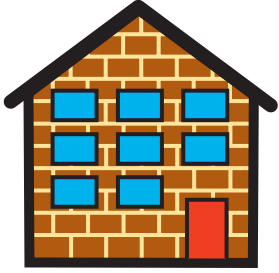
We had to stop the good work we were doing with Topman and the CALM Campaign in their Monks Cross store due to changes to their management. We will look for new ways of working during next year's campaigns.



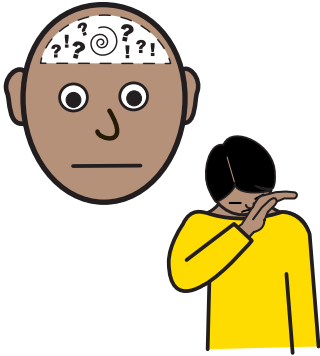
We started redesigning our learning disability services in North Yorkshire and York. We aim to have one place for inpatient and community learning disability services. This will help to make sure people can get the care they need without leaving the area.



## Last year



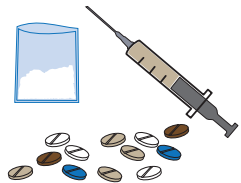
We are planning a new 22 bedded low secure service for women as part of the Forensic Psychiatry Service. It will have a gym, art room and other areas which can be used by both the men and women using the service. We expect this to open in 2014.



We opened a new place of safety in February 2014. This is for people with mental health issues who have been found by the police in a public place. In the past people were being taken to a police station which was not the best choice. The new place of safety is more person centred and can make sure that people get better care.



## What we will do next year



We will expand our place of safety service in Leeds so that people who have taken drink or drugs do not need to be taken to a police station.



We will set up a mental health emergency unit in Leeds so that people can get emergency care without having to go to Accident and Emergency departments.



From June 2014 we will report how many nurses we have in our inpatient areas. This will help us to make sure that we have the right number of staff to continually give good care.





## Priority 3

People have a positive experience of their care and support



## Last year



Leeds City College

We began a new campaign called Shout out to improve the way we support young people and young carers. Part of the campaign will be working with Leeds City College students to think about mental health using drama and dance.



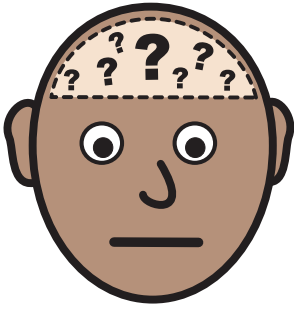
As part of Leeds Learning Disability Week in June 2013 we launched the Your Health Matters and Easy on the I websites. This is part of an exciting project involving people with learning disabilities in producing great health resources for others to use.



We have provided over 300 laptops and other new equipment to help staff work better and be able to spend more time with service users.



## Last year



We have produced 'shared care' guidance to help us work better with doctors and other services in looking after people with dementia who use our memory services. This will help us to make sure that our memory services can see all the people they need to.



## What we will do next year



We will look at what young people tell us and make sure our services meet their needs.



We will be introducing the Crisis Assessment Unit at the Becklin Centre. This will help us to treat people without them having to come into hospital for a long stay.



We will be making changes to Parkside Lodge in Leeds to create a Learning Disability Challenging Behaviour Inpatient Service. This will make a better building for people using the Learning Disability Inpatient Services.



We will be starting to make quality visits to services to help staff to provide good services. We will be looking to get staff and service users involved in thinking how services can be better.



## Who else checked this report?



To help us make sure that what we have said here is true our Quality Report has been checked by these other parts of the NHS.



Vale of York

Clinical Commissioning Group



Leeds North Clinical Commissioning Group

healthwatch  
Leeds

healthwatch  
North Yorkshire

healthwatch  
York

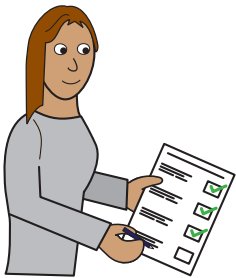
NHS  
England



## Care Quality Commission



Leeds and York Partnership NHS Foundation Trust is fully registered with the Care Quality Commission.



They check that we provide a good service.  
They have visited a number of places

They thought we were doing a good job at

-  Oak Rise - Acomb Learning Disability Units (York)
-  White Horse View (York)
-  Parkside Lodge (Leeds)
-  Millside (Leeds)
-  Wards 3 and 4 The Mount (Leeds)
-  Wards 3 and 4 The Newsam Centre (Leeds)
-  2 Woodland Square (Leeds)







They also thought we were doing a good job at



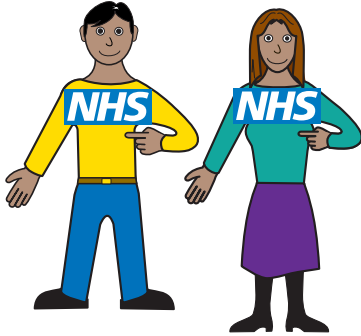
Bootham Park Hospital (York)



Lime Trees – CAMHS (York)



Trust Headquarters (Leeds)



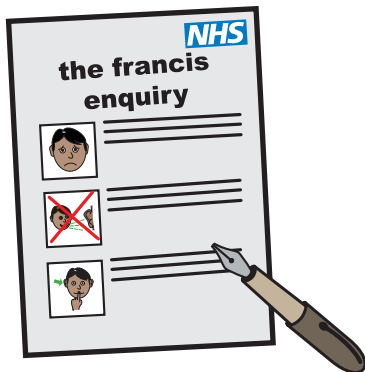
But they told us that we could do things to make it better. We have made plans to make sure that we do this, including Quality Visits to check we are getting things right.



Other important work we are doing.



## The Francis Enquiry



A report about Mid Staffordshire NHS Foundation Trust said that people got a poor service from the Trust. There were lots of reasons for this, and most of them were about services not listening to the people they should have been helping. The report lists 98 things we should be doing to make sure our services continue to be good. We are already getting 87 right and we are working on the rest.

Mid Staffordshire   
NHS Foundation Trust

Mid Staffordshire NHS Foundation Trust is a part of the NHS that does work like ours in another part of the country.



## Other important work we are doing.



### Winterbourne View



There was a report about a private hospital for people with learning disabilities called Winterbourne View. This was a hospital for people with high support needs. Sadly, while people were at the hospital they were treated very badly by the staff.



The report listed things that services need to get right so that people are treated well if they go into hospital for support with their mental health and with the way they behave.

These include:



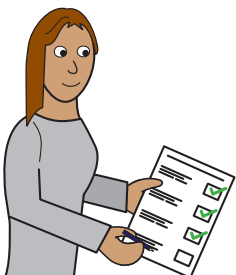
People should be treated as individuals and with respect.



People should be able to see their family often while in hospital.



People should be able to go to a hospital near to where they live and not in another part of the country.



We have checked our services and are working on things that we think need to be improved.





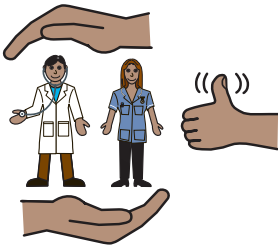
## Other important work we are doing.



## Other targets



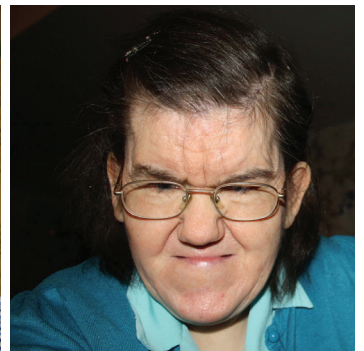
We also have other targets for things we must do. A government group called Monitor sets targets for how people should receive their care. We have met all of our targets.



The organisations in Yorkshire who pay us to run services also set targets. These targets are about giving people good support for their health. We have also met all of these targets.



Thank you to everyone who helped us put the easy read version together.





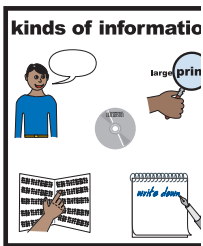


## Further information

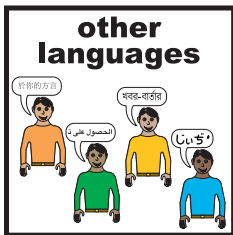


For further information about the trust  
please visit

[www.leedspft.nhs.uk](http://www.leedspft.nhs.uk)



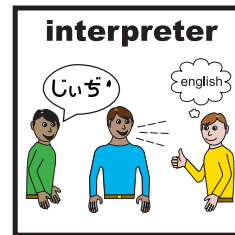
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[diversity.lypft@nhs.net](mailto:diversity.lypft@nhs.net)

