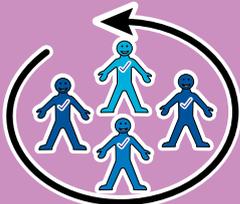


# Quality Report

## 2014-15

This is the 2014 to 2015 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



We provide services to thousands of people across Leeds and York. We do this when people have become unwell and need specialist help. We work in communities to improve the health and well being of people with mental health problems and learning disabilities.

We work in partnership with others to provide excellent care for people who use our services. We support people to achieve their own goals and challenge stigma and discrimination. We do this through all the people who work for our Trust. We can only be successful if we do the right thing in the right way.

Our values are important to us:

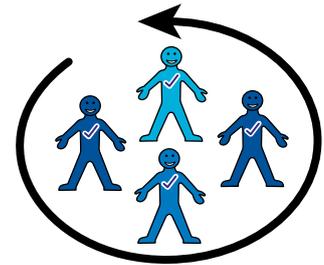
Respect and dignity



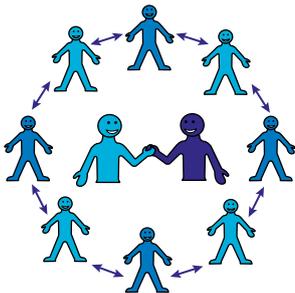
Commitment to quality of care



Everyone counts



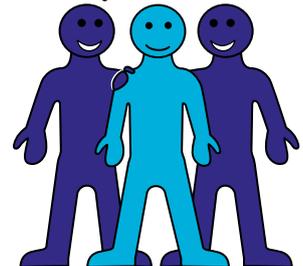
Working together



Improving lives



Compassion



The Quality Report gives us the chance to tell people what we think about the care people get in our services. We do not get things right all the time and we sometimes make mistakes but we are committed to providing ever better services to help people live their lives to the full.

## 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.

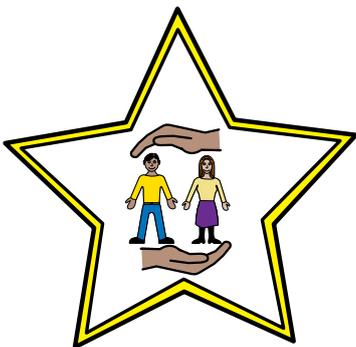
The Quality Report shows how we will continue to make sure we do this.

## 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.



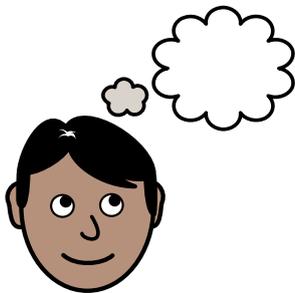
Thank you for taking the time to read our Quality Report for 2014 to 2015.

# Our purpose, ambition and values

## Our purpose:

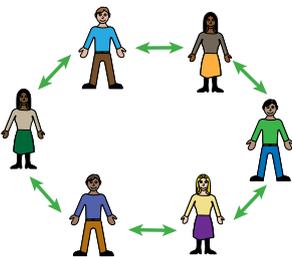
improving health, improving lives

improving health, improving lives

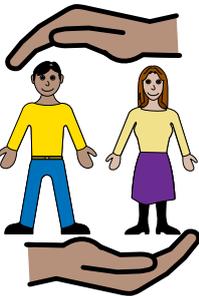


Working in partnerships, we aspire to provide excellent mental health and learning disability care that supports people to achieve their goals for improving health and improving lives

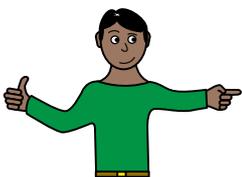
### This means



- 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**



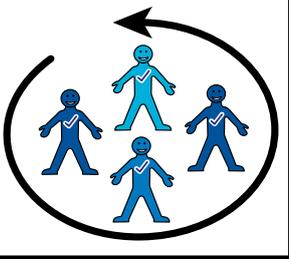
**We work hard to get things right.**

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

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



**everyone counts**



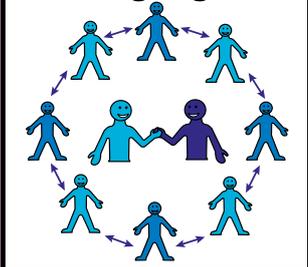
**We make sure no one is left out or forgotten.**

**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 2014 to 2015 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

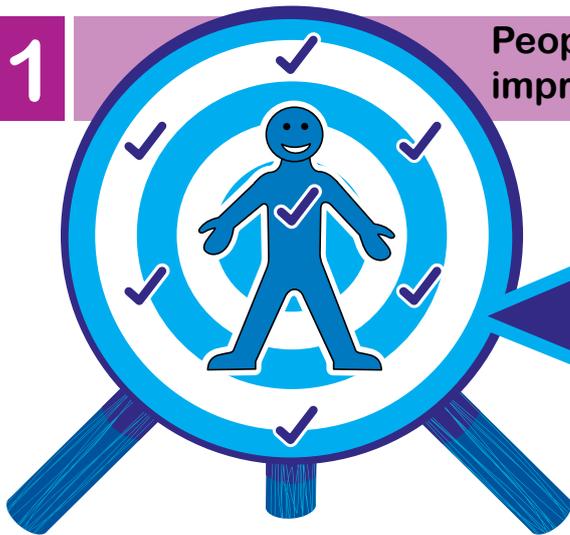


We have looked at all of the information about these services to check how good they are.

# What are the 3 most important things we are doing?

1

People achieve their agreed goals for improving health and improving lives



improving health and improving lives

2

People experience safe care



people experience safe care

3

People have a positive experience of their care and support

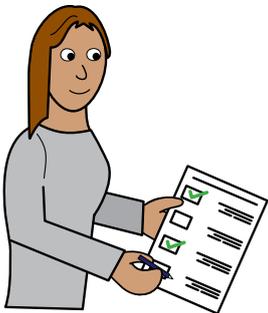


positive experience of their care and support

People achieve their agreed goals for improving health and improving lives



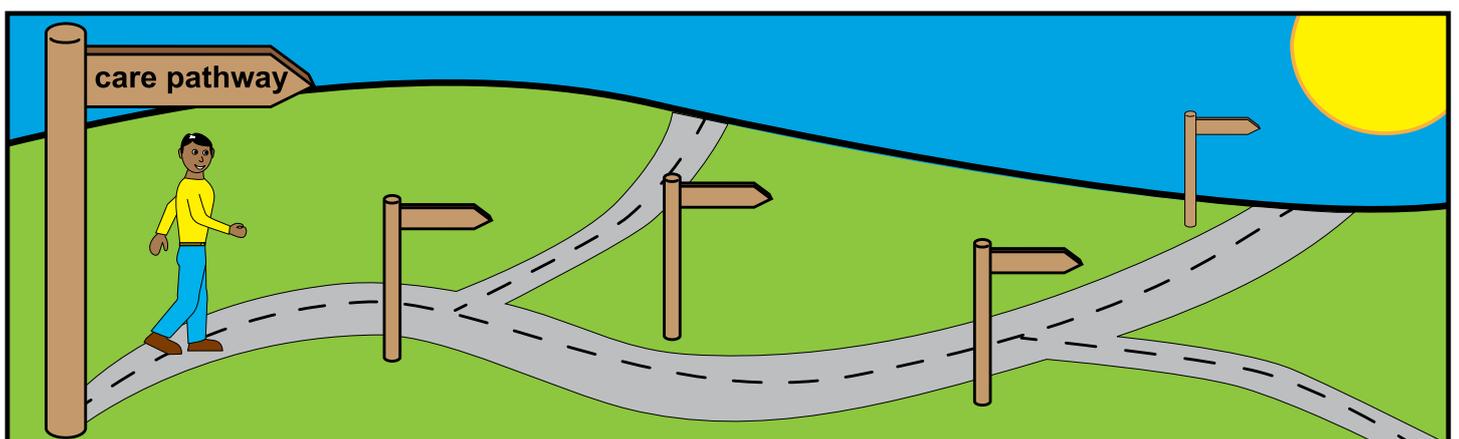
## Last year

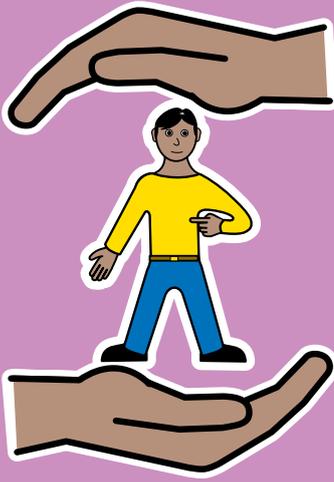


We worked on outcome measures to find out if our services are good. We have introduced

- clinician reported outcome measure (CROM) is for people who use our services.
- patient reported experience measure (PREM) which includes the families and friends test

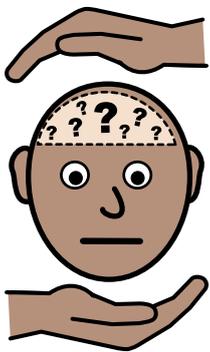
Our Integrated Care Pathways are closely linked to our outcome measures. We have developed the psychosis / common mental health integrated care pathway and the personality disorder integrated care pathway.



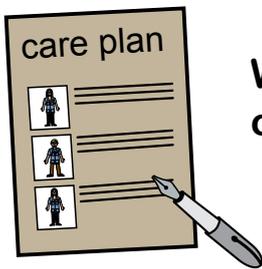


**Our Recovery and Person-centred Care Programme users Peer Support Workers across Leeds. We have worked with the voluntary sectors to establish a Recovery Centre in our Leeds Rehabilitation and Recovery Service. We still work with York St. John University to develop non-stigmatised approaches to supporting recovery for people in the Vale of York.**

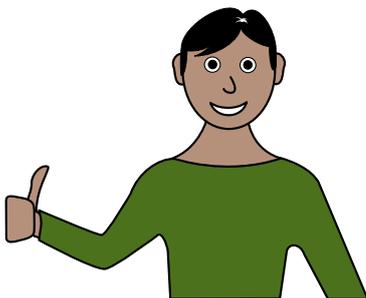
## What we will do next year



**We will work with partners across Leeds to develop and implement an integrated pathway for dementia care.**



**We will keep working to improve recovery planning with care plans.**



**Within North Yorkshire and York we will improve services for people with cognitive impairment and dementia. We want to reduce inpatient beds by using Memory Services and Care Home Teams.**

People experience safe care



Last year



We piloted a Street Triage Service which has stopped a lot of people by the Police being taken to a place of safety. People with drug and alcohol problems had more support to access Crisis Services.

We started our Crisis Assessment Unit with 2 beds so people do not have to go to Accident and Emergency departments.



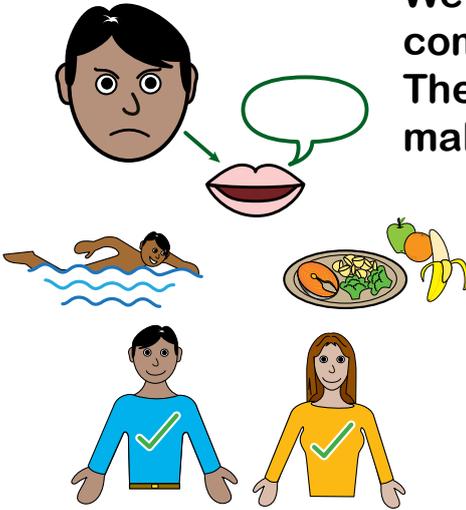
From April 2014 we started to display how many nurses are on duty in our inpatient areas and who the person in charge is. We discuss staffing at our Trust Board meetings to make sure people experience safe care.

## What we will do next year



Our recent Care Quality Commission inspection highlighted concerns about the way we deal with complaints.

We will make it easier for people to know how to complain and the support they can get to help them. There will be a named person for every complaint to make it a more personal experience.



We will help our staff to keep healthy. We want to cut the amount of time people have off work sick, with stress or injury.



We want our staff to deliver safe care. To help them we will



- Review the use of seclusion and restraint.



- Prevention and management of violence and aggression training will include information about 'No Force First'.

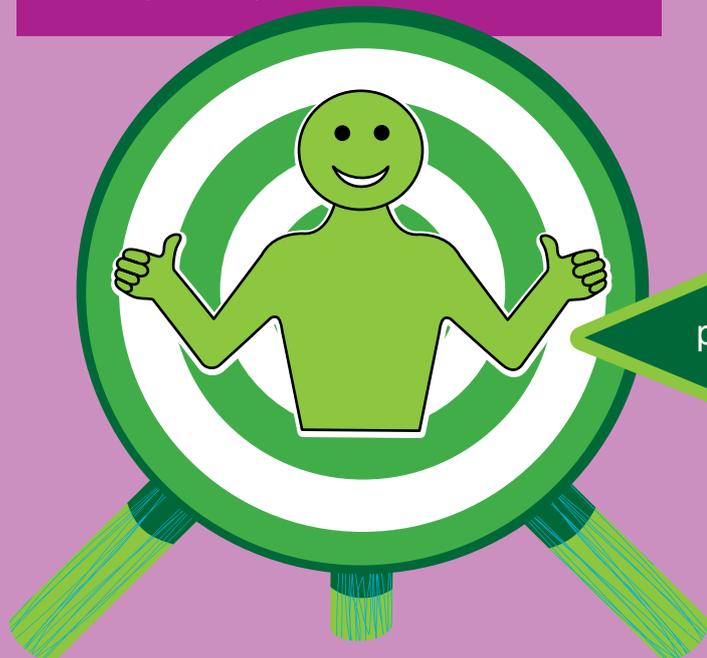


- Introduce the new care certificate for healthcare support workers.

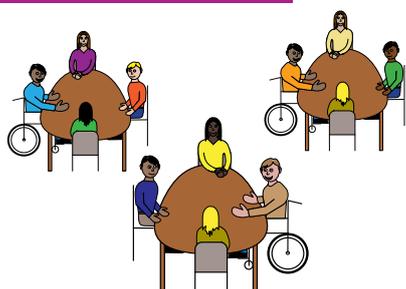


- Develop trained Health Coaches to support the Recovery Programme.

People experience safe care



Last year



A forum of clinicians, managers, young people and partners met to talk about how we could improve services for young people and help them move onto adult services.



We are redesigning a new single point of access so there is only one route into all our services.

Learning Disability inpatient services will relocate to one site at Parkside Lodge. We will leave unsuitable premises at Woodland Square. We have been working with Leeds City Council to look at ways of providing respite care for people with a learning disability.

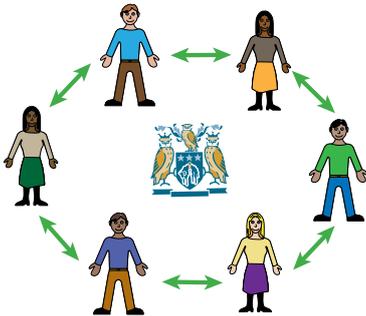
## Last year



To make sure our services are of a high standard we will replace the 'mock Care Quality Commission inspections by a system of quality visits across the Trust.

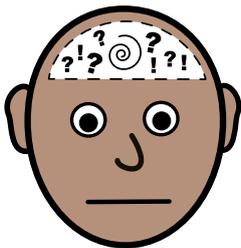
In 2014/15 the Care Quality Commission gave the Trust an overall rating of 'requires improvement'. They did say that 70% of our services were good and one was outstanding.

## What we will do next year



Our new single point of access will be the only route into any of our services. We will work with the voluntary sector and Adult Social Care to make sure people get a choice of services.

We will review our Community Mental Health Teams so there is more focus on recovery and choice of treatment. We want our services to integrate more closely with Adult Social Care mental health services.



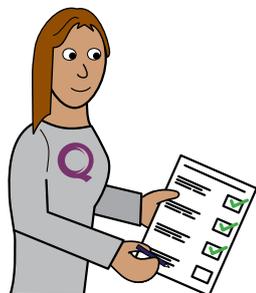
We will improve the way primary care mental health services are organised and co-ordinated with other services in North Yorkshire and York.



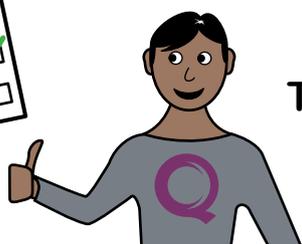
In relation to the Mental Health Act, we will be reviewing current equality impacts on diverse groups and agreeing and implementing improvement measures for 2015/16.



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



Clifton House (York)



The Newsam Centre (Leeds)



Crisis Assessment Service at The Becklin Centre (Leeds)

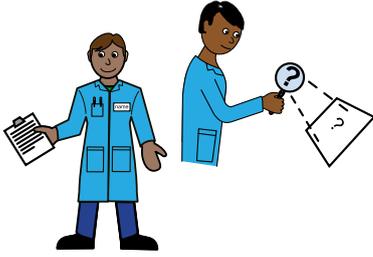


Eating Disorder Service



They gave us a list of 19 things that we must do and 23 things that we should do to make things better.

## Other important work we are doing



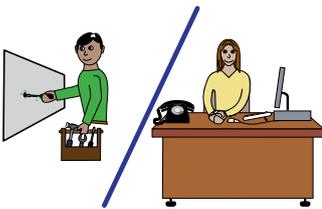
We took part in 2 national clinical audits and 1 national confidential enquiry. We have also asked someone to do a review on us. Some of our service users and staff have taken part in research projects. These help us to learn how we can make our services better.



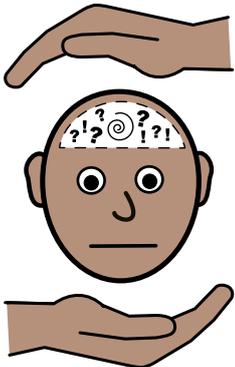
We opened our new Child and Adolescent Mental Health Service Inpatient unit at Mill Lodge in York in December 2014. This has more beds than the old unit at Lime Trees so more young people with mental health issues can stay near to their families.



Our apprenticeship scheme won Partnership of the Year with Leeds City College at the Health Education Yorkshire and Humber Apprenticeship Awards. There will be a new apprenticeship programme in mental health services in April 2015.

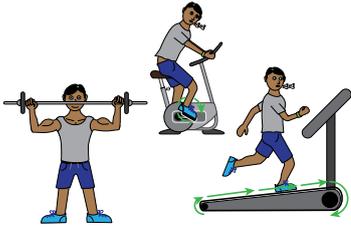


A lot of students visit our services. They said we are a great place to do work placements.

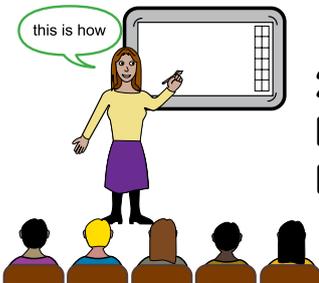


Our Street Triage Team has helped a lot of people with mental health illnesses stop being taken into police custody.

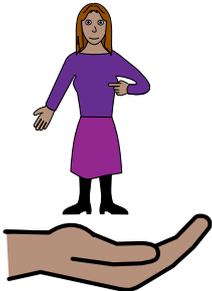
## Other important work we are doing



Keep Fit classes and relaxation classes have been very popular with the service users on wards at Bootham Park Hospital.



2 Occupational Therapists and a Registered Mental Health Nurse have trained to become Dementia Friends Champions.



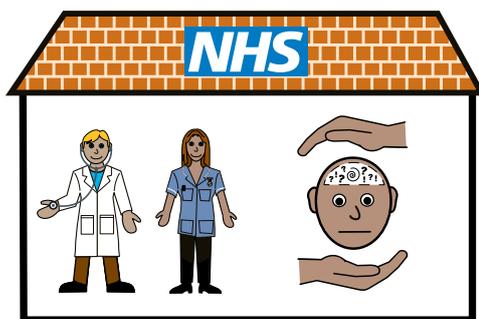
In May 2014 we opened our new women's low secure unit in York as part of the Forensic Psychiatry Service.



The Trust, in conjunction with York St. John University, were awarded a Mental Health and Wellbeing Award for Converge, our programme of short courses for people who use mental health services.



Human Resources and Learning Development Team won the People Management Award for the brilliant work they have done to reduce sickness levels.

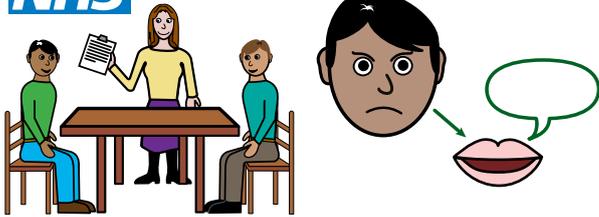


During 2014 we started a new mental health and self-harm assessment service in York Hospital Emergency Department. The Acute Liaison Psychiatry Service (ALPS) is available 24 hours a day, 7 days a week. This means people with mental health problems will see a big improvement in their access to care.

## Other important work we are doing

### PALS and complaints

**NHS**



As a Trust we value feedback. It helps us know what we are doing well and what things we can make better.

### Service Users Networks



Service User Networks (SUN) gives a voice to our service users. They can share experiences and feel involved in their care.

### Place assessments results

**NHS**

Patient-Led Assessments of the Care Environment (PLACE) have replaced the old Patient Environment Action Team (PEAT) inspections. These need to be done everywhere that provides NHS funded care. Most of our scores were above the national average.



## 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.

**NHS**  
Vale of York  
Clinical Commissioning Group

**NHS**  
Leeds North Clinical Commissioning Group

**healthwatch**  
Leeds

**healthwatch**  
North Yorkshire

**NHS**  
England

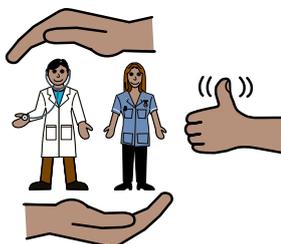
**healthwatch**  
York



## Other targets

**Monitor**  
Making the health sector  
work for patients

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.

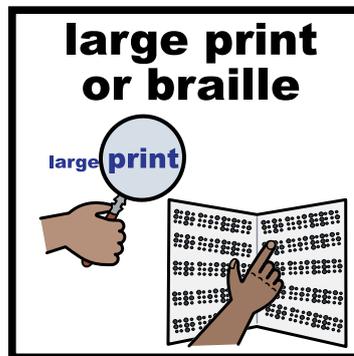
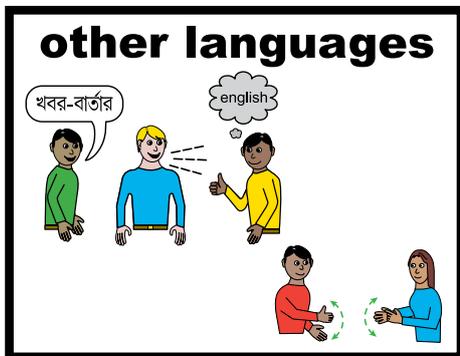
## Further information



For further information about the trust please visit

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

## We can offer you this information:



Please contact Interpretation and Translation Support Team:

 0113 8556418/9  [translation.lypft@nhs.net](mailto:translation.lypft@nhs.net)

