

## Regional Pathway Development Service Annual Review Summary (April 2017 – March 2018)

The Annual Review reports activity and performance for the Regional Pathway Development Service (PDS) for the period 1st April 2017 to 31st March 2018. There has been a **significant increase** in referral numbers and in subsequent activity from the PDS this financial year.

### Referrals to the PDS

During this financial year the PDS received **a total of 68 referrals**, 54 of whom were accepted into the service. This is a significant increase from 2016-2017 referrals (n=51).

**25** accepted referrals were identified as having a **housing and resettlement need**, a significant increase from 2016-2017 referrals (n=15).

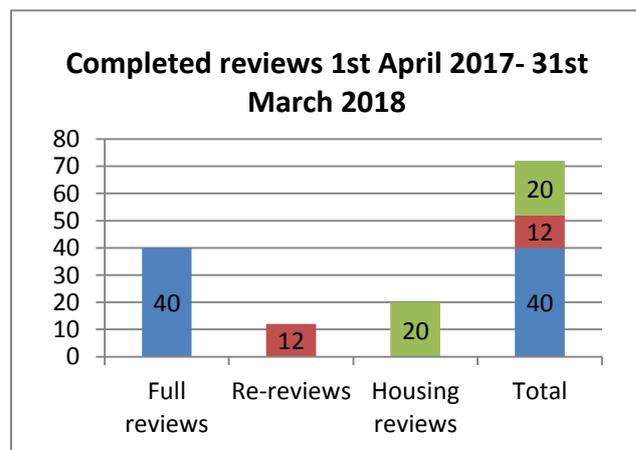
The majority of service users referred were female and identified as White British. The average age was 30 years, with 13 referrals aged between 16-18 year olds.

Referrals came predominantly from Acute Wards, PICUs, Locked Rehabilitation and Low Secure Services, with 14 service users being resident in hospitals outside of the Yorkshire and Humberside region at the time of referral.

### Key Outcomes

The PDS has completed more **full PDS reviews** this year (40 compared to 26 in 2016-2017), and fewer **re-review reports** (12 compared to 16 in 2016-2017).

**20 Housing and Resettlement review reports** were completed, which is fewer than in the year of 2016-2017 (n=24). 107 Housing and Resettlement visits took place for mapping, brokerage workshops and consultation meetings. These are similar to reviews and visits in 2016-2017



### Training delivered by PDS 2017-18

- 9 three day KUF (Knowledge and Understanding Framework) Awareness level training cohorts
- Working with Core Beliefs in CBT
- Introduction to Personality disorder
- 'Involvement' (co-delivered with service users)
- Clinical Supervision training
- 'Personality Disorder Awareness, Risk Management and Use of Seclusion' training
- 25 training sessions as part of Brokerage Workshops

## Service User Involvement

A clear strategy and action plan for Involvement has been developed and the PDS has engaged with service users from Garrow House as ‘experts by experience’ in supporting development and service improvement throughout the year.

### *PDS Involvement Action Plan: Key Actions Completed*

<b>Development of PDS Involvement Structure</b>	Memorandum of Understanding with Garrow House Involvement Group to be PDS “ <b>Expert-by-Experience Reference Group</b> ”. Co-production of Involvement Guidance with EBEs.
<b>Involvement in National &amp; Regional Strategy</b>	PDS staff attending Yorkshire-Humber Network meetings to develop regional links. Co-facilitation of KUF training.
<b>Involvement in Service Development &amp; Delivery</b>	PDS staff attended co-produced Involvement training. EBEs consulted on service information leaflets, involvement information, glossary of terms, PDS letters and evaluation outcomes. EBEs attending PDS Involvement Steering Group at Garrow House.
<b>Involvement in one’s own care</b>	93% of service users met with a caseworker as part of their review and 63% met with a caseworker to get feedback from the review and planning meeting. Service users provided feedback using PDS evaluation questionnaire.
<b>Evaluation of Involvement Activity</b>	Baseline Evaluation completed June 2017 – informed the action plan for the year.

## Service Evaluation

### *Satisfaction*

The service continued collecting routine satisfaction feedback from Case Managers, Clinical Team staff members and Service Users throughout this year.

### *Findings*

Clinical Team Staff members returned the most satisfaction questionnaires (15), followed by Case Managers (11), with fewer being returned by Service Users (7). The feedback from all participants was broadly positive and suggestions for improvements have been acted on over the year, including:

- Creating a glossary of terms for service users
- Changes to invitations to participate
- The introduction of ‘Survey Monkey’ online questionnaire tool to provide easier access
- Development of accessible service information for service users and carers.

*“I feel more hopeful than before the report, and can now feel confident that all the different teams helping me are working together. Thank you.”*

- Service User

### *Future Developments*

A new evaluation tool will be developed for Re-reviews, following changes to the Re-review process, which will involve regular caseworker attendance at CPA meetings and a revised report. A revised questionnaire will be developed to ensure questions will be relevant to the new process.