

Devon Partnership NHS Trust 2015-2016 Quality Account



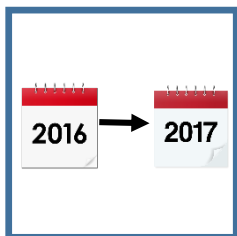
Every year, we report on how we did last year and set out our **main aims** for next year.



Some of the aims are agreed locally, and others are agreed nationally.



We call this report our **Quality Account**.



These are the **targets** we have set for this year:
2016 - 2017

1. Improving the experience of people using services

Involving people



Last year we wanted to **listen** more carefully to people using our service, their families and carers.



We started a project called '**Together**' to make sure we **involve** people who use our service in the work that we do, and to make our services **better**.



We have written a plan called the **Together Delivery Plan** about how we work with people who use our service. We want to make sure everyone knows about this plan.

2. Clinical effectiveness

Physical Wellbeing



The **physical health** and **wellbeing** of the people we support is very important to us.



We want to get better at checking people's physical health and wellbeing and we want to get better at helping people to be healthy.



We want to make our services better and we want to make sure that we **share** important information with other professionals.



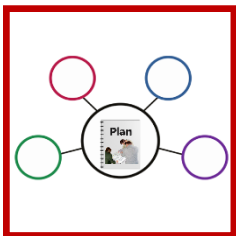
Last year, the **Care Quality Commission** told us we need to get better at looking after people in a crisis or emergency. We are still working on doing this.

3. Safety

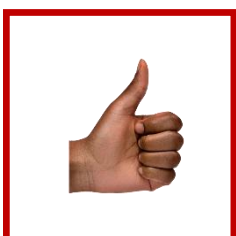
Reducing violence and aggression



It is really important that our staff and people who use our service stay safe. We don't want people to be **violent** or **aggressive** in the hospital.



Last year we started a project to help everybody stay **safe**.



The project has been very **successful** and there has been less violence and aggression in the hospital.

Reducing avoidable harm



We are also trying to make sure people who use our service don't get hurt in hospital -



We don't want people to fall over.



We don't want our staff to get things wrong.

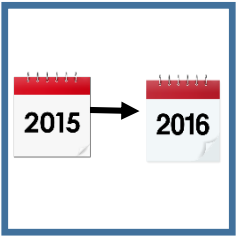


We don't want people to hurt themselves or take their own lives.



We are going to make sure our staff have the right **training** so that people don't get hurt in hospital.

How did we do last year?



This is how well we did with the targets we set for last year: **2015 -2016**.

1. Improving the Experience of People Using Services

Always Events



'Always events' are things that should **always** happen when we see people who use our services. This means doing things like saying 'hello' and telling people our names.



How did we do?

We have got better at doing this.



We have started projects like "**hello my name is**" to help staff remember important things to say and do.

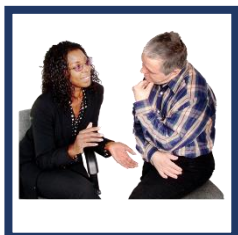


We have started running **kiosks** where people can tell us what they think about our services.

Engaging and involving people



Last year we said we wanted to get better at **involving** people in what we do. We wanted to start a new project to help us do this.



How did we do?

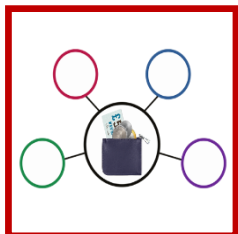
We started a project called **'Together'**. We asked staff, service users, families and carers to tell us how we can make our services better.



The 'Together' project is very **important** to us. We will keep working on it.

2. Clinical effectiveness

Reducing violence and aggression



Last year we had some **money** to help us to make the hospital **safer**. We started a project to help everybody stay safe in hospital.



We wanted to reduce violence and aggression on the wards by **half**. This project is going well.

Improving physical health and wellbeing



We are focusing more on **physical health** and **wellbeing** of our service users.



Last year we wanted to make sure staff wrote down **important health information** about the people they support with severe mental health needs.



We wanted to make sure our staff **share** this information with other professionals that support our service users.



How did we do?

We have got **better** at checking important health information in people with severe mental health needs.



We have a new **Nurse for Physical Healthcare** to help us do this.



Some of our staff have helped with a big **research** project to improve the physical health of people with severe mental health needs.

3. Safety

Investigation of incidents



We want to get better at how well we deal with incidents that happen. Last year we said we wanted to set up a special group of different professionals to help us do this.



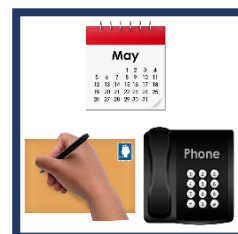
How did we do?

We set up a special group called a **Multi Agency Investigation Network**. This has worked really well.

We hit all of our major targets last year!



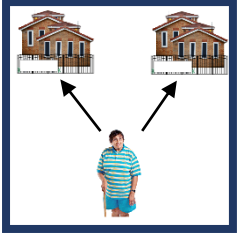
More than **60000** people needed to use our services.



We contacted **18844** people every month.



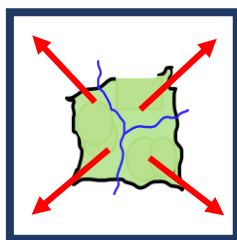
Everyone who left our hospital wards was seen again the next week to check how they were.



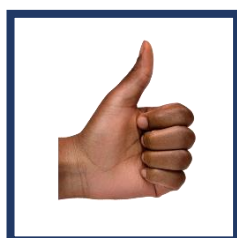
Our special teams made sure everybody coming into hospital went to the right place.



People who need to talk to a trained professional like a psychologist are being seen more quickly.



Less people had to travel outside of Devon for their care.



Many people said they thought our services were **good**.

Listening, Learning and Involving 'Together'



We are really excited about our **'Together'** project. We will talk about 'Together' at our next **AGM**. We would love you to come along and find out more about it.

AGM – 29 September in Exeter. Call: 01392 208664 for more information.

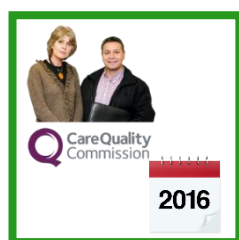
Care Quality Commission (CQC)



When **CQC** visited us last year they said we did some things very well, but needed to improve in some areas.



CQC said that our staff were **caring** and **understanding** toward the people who use our services. This is very important to us.



CQC will visit us again later this year for another inspection.

Dementia Wellbeing Service wins award!



We want to say a big well done to our **Dementia Wellbeing Service** in Bristol. They won Mental Health Team of the Year at Bristol Health and Care Awards.



The Dementia Wellbeing Service helps with patient appointments, advice and support for professionals, people living with Dementia, their families and carers.

Compliments and Complaints



During the year we had 295 complaints and 560 compliments. More than half of the complaints were about the care we provided or the attitude of our staff.

Friends and Family Test



1440 staff and service users completed the Friends and Family Test.



More than **80 per cent** of people thought our services were good and more than **60 per cent** of staff thought the hospital was a good place to work.

Never Events



Never Events are serious events that should never take place. We had none of these events during **2015-2016**.