

Devon Partnership NHS Trust 2014/15 Quality Account



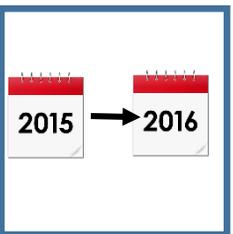
Every year, we report on how we did last year and set out our main aims for next year.



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 (2015/16):

1. Safety

Investigation of incidents



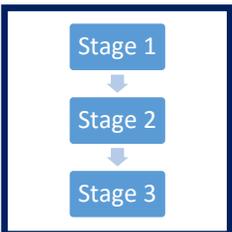
We want to get better at understanding things that go wrong.



We want to get better at sharing what we learn with other people.



We want to get better at learning from our mistakes.



We will set up a system to do this with the other organisations we work with.

2. Effectiveness

Reducing violence and aggression



Our organisation is very interested in safety. We want our staff and the people we support to be as safe as possible.



We have been given money to work with a similar organisation in London to improve safety.



We hope to reduce violence and aggression by 50% on our inpatient wards.

3. Giving people a better experience



We want to make sure we get the basics right in everyone's care.



We also want to involve them as much as we can in their care.

Getting it right every time



We have agreed some '**Always Events**'. These are things that should happen every time with every person we support.



For example, our staff should always introduce themselves. We will be supporting the national '**My Name Is**' idea.

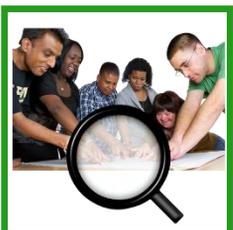


We are also introducing a '**See Something Say Something**' idea, so that staff and people who use services are confident to speak up when something isn't right.

Involving people



This year we are focusing on listening to people. We will write a plan about how we will work with people who use our services.



We will also set up a group of people with mental health needs and learning disabilities to help us understand how to make services better.

How did we do last year?



This is how we did against the targets set for last year (2014/15):

1. Safety



Physical Intervention

We wanted to use less physical control on the wards because it is stressful and upsetting.



We wanted to train some staff to manage difficult situations without needing to use physical control.



How did we do?

This project has been stopped for a short time.



Instead we are looking at how to have less violence and aggression on the wards, this will mean physical control is needed less.

2. Clinical Effectiveness



Fewer people are admitted to hospital

We wanted to do more to support people who go to hospital regularly for their mental health, this includes people who have to go to a hospital outside Devon.



How did we do?

We talked to a lot of people who need to come into hospital regularly, or be seen outside Devon. This has helped us introduce a new system so they need to go into hospital less.

Better physical health



We wanted to help people with Schizophrenia (a serious mental health problem) to be physically healthier.



We wanted 90% of a small group of people with Schizophrenia to have an up-to-date plan showing their physical health needs.

How did we do?



We created a Wellbeing Passport which shows the physical health checks people will have and gave advice and information about services for things like stopping smoking, losing weight and doing more exercise.

Care Pathways



We wanted to help people to understand the care they will get from us, so know what they can expect. We are introducing different Care Pathways for people with different kinds of problems.

How did we do?



Last year, we looked mainly at the Care Pathways for people with very serious or urgent mental health problems. We are continuing to do this work and talking to people who have used our services.



Friends and Family Test

The Friends and Family Test asks people if they would recommend us to their family and friends. We ask our staff and people who use our services.



How did we do?

More than 3,000 people gave their views. In March 2015, nearly 80% of people said that they would recommend us to their friends and family.



Talking therapy

We wanted to make it simpler and quicker for people to access a 'talking therapy', where you can talk to a professional psychologist about your feelings.

How did we do?



We have reduced waiting times by a long way for most people. The number of people waiting across Devon and Torbay has gone down from 1,308 to 933 and we expect to bring this down further.



Compliments and complaints

During the year we had 372 complaints and 342 compliments. Over 60% of complaints were about the care we provided or the attitude of our staff.



Single sex accommodation

There are rules about how we care for men and women and they must have separate accommodation. We kept to these rules during 2014/15.



'Never Events'

These are serious events that should never take place. We had none of these events during 2014/15.