

Action Plan

Organisation Name:	South West London & St George's Mental Health NHS Trust	Individual Completing Action Plan:	Community Team, Rick Dalton
Service Area:	East Wandsworth	Phone: Email Address:	richard.dalton@swlstg.nhs.uk
Action Plan Title:	HealthWatch 'Enter and View' visit outcome Recommendations for East Wandsworth		
Start Date:	September 2019	Completion Date:	
The aim of this Action Plan is to:	The help improve service user experience for service users being cared for by East Wandsworth CMHT		
Evidence Base / Rationale for undertaking this Action:	On the 2 nd and 18 th of August 2019 HealthWatch visited East Wandsworth CMHT. Although the visit was generally positive there were a number of recommendations that were name.		

(RAG - GREEN: complete/in action; AMBER: on time but not yet started/missed target but action in place to resolve; RED: missed target with no action to resolve)

Issue 1 (Recommendation 1)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Respect for individuals: ensure that patients are not only respected but feel respected	A session with staff on involving and engaging service users in their care.	Sept 19	Dec 19		Mike Hever and Richard Dalton	Ensure staff are appropriately trained	
	Monitor complaints and compliments are monitored and feedback/learning given to staff and individuals	Sept 19	Dec 19		Mike Hever and Richard Dalton	100% of all complaints have learning and feedback to either individuals and or team	
Issue 2 (Recommendation 2)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Choice: ensure that patients are given and understand as wide as possible a range of choices regarding their treatment, including a change of care coordinator if wanted	A session with staff on involving and engaging service users in their care.	Sept 19	Dec 19		Mike Hever and Richard Dalton	Ensure staff are appropriately trained	

Issue 3 (Recommendation 3)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
Continuity of care: seek to minimise unwanted changes of care coordinator and of consultant psychiatrist and preparing patients for change, particularly of care coordinator, so far as possible	Ensuring staffing vacancies are recruited	Sept 19			Richard Dalton	All care co-ordinator posts are recruited to.	
Issue 4 (Recommendation 4)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
Working with carers: ensure that carers feel that their voice is heard	Ensure that East Wandsworth Triangle of care audit is completed and any recommendations actioned.	Sept 19	Feb 2020		Richard Dalton	Completion of audit recommendations.	
	Ensure that the East Wandsworth carer champion is linked in to TOC subgroups	Sept 19	Oct 19		Richard Dalton	Carer lead is linked in to Trust based carer related groups	
	Monitor complaints and feedback from carers to and ensure feedback/learning is given to staff and or the team	Sept 19	Jan 20		Mike Hever and Richard Dalton	100% of carer related complaints fed back to staff with learning.	
	Arrange a talk/session for the team from the carers centre	Sept 19	Feb 20		Richard Dalton	Session completed	
Issue 5 (Recommendation 5)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
Discharge: ensure that all patients (including those not on CPA) and their carers are properly prepared for discharge and that following discharge a letter is sent to the GP within 7 days.	Review discharge processes to ensure that service users, carers and significant others are informed of discharged.	Sept 19	Feb 20		Team Manager	Review policy	

	Audit a sample of discharges to ensure service users, carers and significant others are informed of discharge.	Feb 20	March 20		Team Manager	100% of patients and their significant others and carer are informed of discharge.	
Issue 6 (Recommendation 6)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
Develop a welcome pack and/or welcome email for patient's referred to a CMHT. This should cover what patients and carers should expect from the team and who to contact both during and outside working hours. There might need to be different version for CPA and non-CPA patients	Develop and welcome pack for EW CMHT service users in line with the recommendation.	Oct 19	Feb 20		Team Manager	Welcome pack completed	
Issue 7 (Recommendation 7)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
More should be done to provide a reliably and directly accessible, as well as clinically qualified, out of hours (including weekends) source of advice and support for CMHT patients experiencing difficulty, with access to the Crisis and Home Treatment Team as necessary	East Wandsworth CMHT will work to ensure all service users have a Crisis and Contingency.	Oct 19	Dec 19		Team Manager	The team will meet its targets for completion of crisis and contingency plans for CPA and Non-CPA services.	
	Audit a random sample of crisis plans to ensure that the content includes gaining appropriate support out of hours. The results/recommendations should come to the service line	Jan 19	Mar 20		Team Manager	Audit completion with recommendations	

	governance meeting and Wandsworth governance meeting.						
Issue 8 (Recommendation 8)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
The team need to ensure that patients are involved in the co-creation of their care plans (or the next steps in their treatment if they are not on CPA) and their crisis plans and that they understand them and have a copy. In order to be able to document and monitor this requirement routinely the Trust should consider the need to amend its existing electronic records system	Audit a sample of care plans to ensure that service users views are captured in the "clients view section of the care plan".	Dec 19	Feb 20		Team Manager	100% of care plans have a comment from the service user in the "clients view" section of the care plan.	
	Arrange a session of on care planning standards with staff.	Sept 19	Dec 19		Mike Hever	Session completed	
	Audit Crisis plans to ensure service users are involved in and understand these.	Sept 19	Dec 19		Team Manager	100% of service users have been involved in and understand their crisis plan.	
Issue 9 (Recommendation 9)	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	
The Trust should consider with the responsible commissioners the case for devoting additional resources to reducing the overall size and caseload of the East Wandsworth team in the longer term while minimising disruption	Monitor caseload sizes to ensure caseloads are under 30 cases per care co-ordinator.	Sept 19	On-going		Team Manager	All care co-ordinators have a case load under 30.	

Group signed off:	Sharon Spain, Director of Nursing & Quality (acting)
Sustainability for this Action Plan:	Plan to be monitored by the Community Serviced Line Governance Group
Action Plan Completed:	