

Two items on the agenda.

1. Adult Mental Health Acute Inpatient and Rehabilitation redesign
2. Strengthening the patient and carer voice across Herefordshire and Worcestershire Health and Care NHS Trust Service Delivery and in decision making.

Adult Mental Health Acute Inpatient and Rehabilitation redesign

- The Community Mental Health Transformation programme has developed new ways of working for adults with acute mental health needs, in partnership across several providers including the Voluntary, Community and Social Enterprise (VCSE) sector and Social Care.
- The new national guidance states that two levels of Mental Health Rehabilitation should be available:
 - Level 1 – Community Rehabilitation Units
 - Level 2 – Intensive Rehabilitation Support
- The aim of the programme is to design a solution that can meet Level 1 and Level 2 mental health rehabilitation needs for local service users, within the existing resource envelope.
- The overall objectives for the programme are:
 - Reduce unwarranted variation identified within inpatient and rehabilitation services.
 - Reduce patients being placed out of area, inappropriately, to 0%.
 - Achieve and maintain an average length of stay of below 35 days, excluding patients in Psychiatric Intensive Care Unit (PICU) with no patients staying longer than 60 days in an inpatient setting.
 - Ensure the Trust no longer use any high-cost agency staff on adult and rehabilitation services.
 - Reduce rolling 12-month staff turnover to below 12%.
 - Ensure person-centred care and co-production of care plans is standard practice.
 - Capture and analyse the impact of interventions to assess risks and benefits as part of evidence-based practice.
 - Develop and report robust ways for capturing interventions and outcomes for services that are heavily linked into partnership working.
 - Develop an induction and training package that enables and maintains a skilled and sustainable workforce with staff experience being measured through an improvement identified in the staff survey.
 - Review existing mental health estate to ensure it fits with the new clinical services model and can provide environments that will support improvement in health outcomes and afford protection against discrimination, reducing inequality of access, experience, and outcome.
 - Implementing a “Best Use of Resources” philosophy, to deliver a sustainable and affordable service by management of current resource, ensuring efficiency and reducing unwarranted variation.

Quality Improvement

To support the patient flow, reduce bed days and out of areas placements the following initiatives have been made available:

- Multi-agency discharge events
- Meaningful care matters (Experience of patient and staff)
- Escalation process for patient flow
- Complex emotional needs

Strengthening the patient and carer voice across Herefordshire and Worcestershire Health and Care NHS Trust Service Delivery and in decision making.

The Trust has undertaken work to consider how best to improve the levels of feedback across all services and has started to roll out a new Patient and Carer Experience Platform – Care Opinion. Roll out commenced in the Autumn of 2023 and full implementation is scheduled for early 2025. The platform ensures that patients and carers can give views about care received anonymously and that services receive it almost instantly.