

Appendix 1 – Improvement plan

Service: [Swansea Central (Area 2) CMHT]

Date of inspection: [14 and 15 September 2017]

The table below includes any other improvements identified during the inspection where we require the service to complete an improvement plan telling us about the actions they are taking to address these areas.

Improvement needed	Standard	Service action	Responsible officer	Timescale
Quality of the patient experience				
<p>Implement a formal system to assess the effectiveness of the information and signposting in addressing service users' needs</p> <p>The waiting times for psychology and therapy and the interface between the CMHT and other teams</p>	<p>Health and Care Standards:</p> <p>5.1 Timely access</p> <p>6.1 Planning care to promote independence</p> <p>Local Authority Quality Standards (LAQS)</p> <p>1b) Provide services to prevent or delay people's need for</p>	<p>Develop a randomised audit of people who were signposted following CMHT assessment to assess satisfaction in the quality of service and information provided.</p> <p>Support regular information exchange meetings with LPMHSS, CAMHS and OPMHS to support the seamless transition from one service to another via the Swansea Community Managers meeting and the</p>	<p>Community Mental Health Team (CMHT) managers: C. Woods & J. Doyle</p> <p>Locality Manager: M. Jones & Principal Officer M. Campisi</p>	<p>June 2018</p> <p>In situ</p>

Improvement needed	Standard	Service action	Responsible officer	Timescale
	care and support	<p>Swansea Locality board.</p> <p>A Task & Finish Group has been established to address the waiting times in relation to psychology and therapy.</p> <p>The T&F group will implement a plan to validate existing therapy waiting lists and produce a demand & capacity plan.</p>	<p>Head Of Therapies R.Parry</p>	<p>June 2018</p>
<p>Make arrangements for a more systematic offer of advocacy and record this in service users' care records.</p>	<p>Health and Care Standards:</p> <p>6.1 Planning care to promote independence</p> <p>LAQS</p> <p>1g) Arrange independent advocate</p> <p>2b) Support people to access services</p>	<p>Managers to reinforce the necessity for a more systematic approach via supervision and regular assessment audits.</p> <p>Practitioners to be reminded to record this initially in PARIS prior to the introduction of WCCIS that will have this functionality as part of new IT system development</p>	<p>Principal Officer M. Campisi & CMHT Managers: C. Woods & J. Doyle</p>	<p>June 2018</p>

Delivery of safe and effective care

Improvement needed	Standard	Service action	Responsible officer	Timescale
<p>Review position of panic buttons to promote easy access by staff</p>	<p>Health and Care Standards: 2.1 Managing risk and promoting health and safety</p>	<p>The Swansea Locality manager has requested that Health & Safety conduct a review of the panic buttons and that a risk assessment of the area is conducted.</p>	<p>Locality Manager: M.Jones</p>	<p>March 2018</p>
<p>Implement a system to ensure that medicines are being stored at temperatures recommended by the manufacturer</p> <p>Make arrangements to ensure that drug charts clearly indicate whether patients have known allergies</p>	<p>Health and Care Standards: 2.6 Medicines Management</p>	<p>The CMHT Health Team Manager has liaised with the Pharmacy to ensure that a system is put in place to monitor the temperature levels in the clinical room and the clinic room fridges.</p> <p>The CMHT Health Team Manager will remind all CPNs of the requirement to clearly indicate known allergies on the drug charts.</p> <p>An audit will be conducted by the pharmacist to check compliance.</p>	<p>CMHT Manager J.Doyle & Lead Pharmacist: S.Jones</p>	<p>Feb 2018</p>
<p>Record keeping within care records to clearly demonstrate that carers have been provided with every opportunity for their needs to be</p>	<p>Health and Care Standards: 3.5 Record</p>	<p>Managers to reinforce the necessity for a more systematic approach to carers needs assessment</p>	<p>CMHT Managers: C. Woods & J. Doyle</p>	<p>Completed</p>

Improvement needed	Standard	Service action	Responsible officer	Timescale
assessed	<p>keeping</p> <p>LAQS:</p> <p>5d) Take the views of carers into consideration when assessing care and support needs</p>	<p>via supervision with staff and regular CTP and CPA recovery assessment audits as well as focus for the dedicated carers assessor.</p> <p>PARIS has this functionality so it is important that the WCCIS IT system has this functionality as part of new IT system development.</p>		
Record keeping within care records to clearly demonstrate multi-disciplinary team and management decisions in relation to service users' care and management	<p>Monitoring the Mental Health Measure</p> <p>Compliance with Social Services and Well-being (Wales) Act 2014</p> <p>Health and Care Standards:</p> <p>3.5 Record keeping</p> <p>6.1 Planning care to promote</p>	Team meetings to clarify action points in relation to particular individuals and these to be transposed onto the individuals case record as appropriate	CMHT Managers: C. Woods & J. Doyle	Completed

Improvement needed	Standard	Service action	Responsible officer	Timescale
	independence LAQS: 1k) Professionals facilitate multi-disciplinary plans			
Consideration should be given to whether the existing multi-disciplinary team meeting arrangements effectively contribute to the review of service users' care	Health and Care Standards: 3.1 Safe and Clinically Effective care LAQS: 1k) Professionals facilitate multi-disciplinary plans 6a) Participate as active citizens	Team meetings to clarify action points in relation to particular individuals and these to be transposed onto the individuals case record as appropriate The existing MDT is a team meeting that focuses on information sharing and communication but it is recognised that complex cases are sometimes discussed in these meetings in the form of a peer review.	CMHT managers: C. Woods & J. Doyle	Completed
Consideration should be given to introducing a more formal reference to exchanging information within the identified actions from the single point of access meeting	Health and Care Standards: 2.7 Safeguarding children and adults at risk	Single point of access meetings to clarify action points in relation to particular individuals and these to be clearly directed to the responsible Care	CMHT Managers: C. Woods & J. Doyle	Completed

Improvement needed	Standard	Service action	Responsible officer	Timescale
	<p>LAQS:</p> <p>3c) Develop suitable arrangements for people who put their safety or that of others at risk to prevent abuse and neglect</p>	<p>Coordinator or duty officer.</p> <p>The system currently in place where the notes and actions are managed by the Team Administrator is to be strengthened by regular review of the actions by the CMHT managers.</p>	<p>CMHT Managers: C. Woods & J. Doyle</p>	<p>Completed</p>
<p>Third sector input to support prevention and recovery</p>	<p>Health and Care Standards:</p> <p>6.1 Planning care to promote independence</p> <p>LAQS:</p> <p>6a) Participate as active citizens</p>	<p>Continued collaboration with third sector agencies through Together for Mental Health Partnership Group to ensure efficient and effective engagement.</p>	<p>Locality manager: M. Jones & Principal Officer M. Campisi</p>	<p>In situ</p>
<p>Community Treatment Order documentation should demonstrate whether service users have been involved in the process and whether an advocate had been involved</p>	<p>Application of the Mental Health Act</p>	<p>All practitioners have been instructed that the right to advocacy needs to be discussed with the service user at the point when a CTO is being considered and that the service user is</p>	<p>CMHT Managers C. Woods & J. Doyle</p>	<p>Completed</p>

Improvement needed	Standard	Service action	Responsible officer	Timescale
The system for appraisals for social work staff so that these take place annually.		As above	M. Campisi & CMHT Manager: C. Woods	in situ
The arrangements to support staff to attend mandatory training.		City and County of Swansea to continue to provide managers with a record of mandatory training of all staff members	Principal Officer M. Campisi & CMHT Manager: C. Woods	in situ

The following section must be completed by a representative of the service who has overall responsibility and accountability for ensuring the improvement plan is actioned.

Service representative

Name (print): | **Malcolm Jones/Mark Campisi** |

Job role: | **Locality General Manager ABMU Health Board/Principal Officer**
City & County of Swansea |

Date: | **18.1.18** |