

# Healthwatch Birmingham Impact Report

## Improvement in Care Plans for People with Serious Mental Illness in Birmingham

As a result of our [report](#), Birmingham & Solihull Mental Health Foundation Trust (BSMHFT) undertook a work programme. In May 2017 they reported<sup>1</sup> that now:

5% more people on the 'Care Programme Approach' have a care plan (compared to Dec 2016)

All in-patients have care plans, which list needs, interventions and goals.

All service users on rehabilitation wards routinely now have care plans.

We reported last year that 20% of people with a serious mental illness do not have a care plan. The importance of this report was recognised in a House of Lords health and social care debate<sup>2</sup>.

### The Trust's update shows ongoing improvements, including:

The Community Mental Health Team is improving their clerical system. This will help them identify service users who have had a face-to-face meeting with Trust staff in the last twelve months.

The Trust is also working on improving the recording of inpatients' involvement in the development of care plans. Care plans have two parts, Part A and Part B. The staff member records whether the service user has taken part in developing the care plan in 'Part B'. This was missing for some service users. The [CQC](#) have identified that the Trust needs to develop effective processes for recording information for inpatients.

The Trust reported that staff often meet to monitor and track progress and all teams are aware of expected improvement targets. This should drive up the level of service quality for service users.

The Trust also now provides further performance information and guidance for teams not achieving agreed targets. These teams are required to put in place local action plans to improve compliance.

A full list of the actions and progress the Trust is making is available [here](#).

**Impact: Now, more people diagnosed with serious mental illness in Birmingham have a care plan.**

### Care plans are important as they:

- Outline what the person should do in an emergency.
- Provide easier access to health and social care services, when needed.
- Indicate support required, for example psychotherapy.

**"Teams with stable caseloads, for example Assertive Outreach Teams are achieving a consistently high level of performance with most teams routinely achieving 100% for service users with a care plan that is reviewed annually."** BSMHFT.

**"Our inquiry saw BSMHFT increase the number of people with a care plan. Our reports are prompting real action and is resulting in the improvement of services for people of Birmingham."** Andy Cave, Chief Executive Officer, Healthwatch Birmingham.

[Download Healthwatch Birmingham's full report \(2016\) here.](#)

Share your experiences of mental health services in Birmingham:  
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Or email us: [info@healthwatchbirmingham.co.uk](mailto:info@healthwatchbirmingham.co.uk)  
Or call us: 0800 652 5278.

<sup>1</sup>The Birmingham Cross City Clinical Commissioning Group Quality Team monitor quality within BSMHFT via a monthly Clinical Quality Review Group. Key outcomes included in the Trust's update to the Clinical Quality Review Group in May 2017.

<sup>2</sup>Health and Social Care debate. House of Lords, 15th December 2016, Vol 777. Column 1388 to 1389