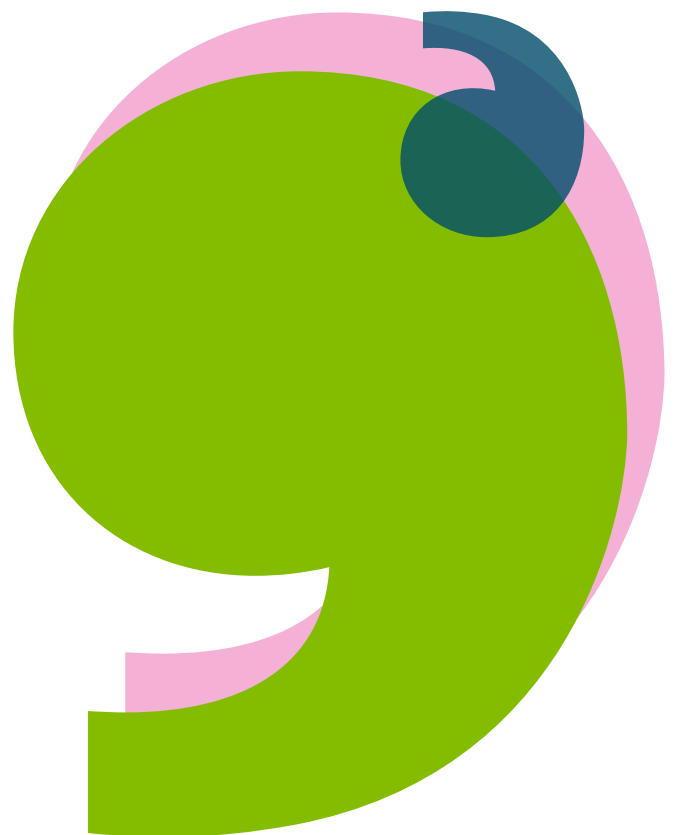




Enter and View report

South Adult Mental Health Team Didcot

November 2019



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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Ridgeway, 99 Wantage Road, Didcot, OX11 0AF
Service Provider	Oxford Health NHS Foundation Trust
Date and Time	19 th November 2019 13:00 – 15:30
Authorised Representatives	Jeanne Humber, Carolyn Newbert
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, patients and staff for their contribution to the Enter and View Programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



2 What is Enter and View?

Part of the Healthwatch Oxfordshire programme is to carry out Enter and View visits. Healthwatch Oxfordshire representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of Visit

To engage with patients to understand their experience of using the Adult Mental Health Team in Didcot.

To get a staff perspective on working within the team.

To observe how the service operates and provides its services.

2.2 Strategic drivers

During 2019, Healthwatch Oxfordshire will be looking at patient and service user experiences of mental health services. We want to hear what is working well as well as where things could be improved. We will be visiting a range of providers starting with inpatient acute care, moving on to community-based care and then looking at voluntary sector provision.



2.3 Methodology

Following a meeting with relevant senior managers in Oxford Health, we were introduced to the lead for the South Adult Mental Health Team (AMHT) in Didcot via email. We arranged a meeting with the two leads from the South AMHT to discuss the purpose of the visit and agree a convenient day for our visit.

On arrival we were given a tour of the building and had an opportunity to learn more about the service. We were offered the large meeting room to provide a private and confidential space in which to hear from people. We heard from one patient, one carer and three members of staff. We would ideally like to hear from more than one patient, but understand in some environments or situations this is not possible. We were grateful that a patient came in specially to speak to us, and as that patient gave consent, we have shared their experiences in this report.

2.4 Summary of findings

- We heard very positive feedback about the Adult Mental Health Team
- We heard it was a supportive and well-led team to work in
- Waiting lists for the Complex Needs Service can be very long at the expense of both staff and patients
- Feedback about the Oxfordshire Mental Health Partnership was positive with the introduction of embedded voluntary sector workers being welcomed
- The team is working on limited resources with no capacity for staff sickness or unexpected crises

2.5 Results of visit

The South Adult Mental Health Team (AMHT) Didcot provides support to adults aged 18 to 65 experiencing mental health problems. The team operates seven days a week from 7am to 9pm with out of hours support being offered by the night team. The Oxford Health NHS Foundation Trust receives 250-300 referrals per month with around 28% of those referrals being received by the Didcot patch. It is often where people go to when they have been turned down by other services. Targets are mostly met which is helped by good relationships with local GP's, appropriate referrals and by AMHT staff attending GP liaison meetings. The team have three main bases at Wallingford, Abingdon and Didcot. This was a visit to the Didcot site.

Available Information and observations

Based near the Didcot Community Hospital, the building was easy to find and there was parking available. The main front door opened into the waiting room with one door leading to the corridor with the shared staff office. The other corridor led to the back of reception, 1:1 meeting rooms, Doctors' offices and clinic rooms. It was slightly more confusing to find our way around this area however patients would be escorted at all times beyond the waiting room. 1:1 meeting rooms ranged in size and did include a rather odd L-shaped room with a sink in the corner. Rooms were named rather than numbered which we thought was a nice touch.

The large meeting room felt very comfortable with a lovely view of the back garden. A patient's family had kindly left a donation for the garden to be renovated, so the team were planning a project with the Restore (mental health charity within OMHP) recovery group based in Didcot.

There was a range of information available including posters about other support agencies.

We noticed there was a radio on in the waiting room which we felt was a nice touch and helped to break up any silence. Toilets were easy to find and accessible and there was also water available.

Patient Feedback

- We heard very positive feedback about the AMHT team at Didcot hearing what an important part they played in patient wellbeing and how they were lifesavers
- We heard how supportive and encouraging the AMHT were, working really well as a team with a respectful person-centred approach to care
- We heard that the Consultant and Care Co-ordinators were respectful
- Feedback about in-patient care was less positive with the feeling that the communication between the ward and the AMHT could be improved, however the attendance of Care Co-ordinators at ward rounds was greatly appreciated
- We were told that due to the large catchment area and small staff numbers covering the night telephone line, that the support didn't always meet patient needs
- We heard how it made a big difference to patient experience when their GP specialised in mental health, especially when it came to understanding medication



- Mind offer much needed support around obtaining benefits as most people don't know what they are entitled to. Feedback was given that the benefits system was disgusting

Carer feedback

- We heard how difficult and cumbersome it could be to access the right help, especially when a loved one has complex needs
- We heard how hard it was to find out what services are available when you are new to an area
- We did hear however, once support was found and accessed, everyone is helpful
- We were told that accessing out of hours was a big challenge
- We heard that there was too much of a focus of support based in Oxford (which was too expensive to travel to) with not enough outreach work being done in Didcot
- We were also told that there was a lack of cohesion and communication between mental health and physical health services especially where people have high support needs for both

Staff Feedback

- Staff told us there was a strong culture of team working with staff doing all they could to support and help each other
- We heard how well-led the team was, by both the Team Manager and the Consultant Psychiatrist
- Staff take part in regular business meetings where they have an opportunity to raise any issues and make suggestions
- We heard how there was always a dedicated staff member available to take calls from patients needing support or advice
- We heard it had been a long, drawn-out process to integrate the psychological services into the AMHT, however improvements could be seen which were much needed in order to be able to provide the therapy offered to patients
- AMHT staff are keen to be able to deliver psychological services to their patients, but this will require time to be set aside for additional training and supervision
- We heard what a big impact the long waiting lists for the Complex Needs service was having on Care Co-ordinators as they typically spend a great deal more time supporting their patients who have complex needs or personality disorders, often at the expense of their other patients
- Feedback about the Oxfordshire Mental Health Partnership (OMHP) was positive, especially the introduction of the embedded workers from the voluntary sector. We did hear however, that the Oxford Health IT system didn't allow access to all OMHP websites



- We were told that liaison and involvement with the hospital wards was good with daily discussions taking place and Care Co-ordinators being allocated to in-patients and encouraged to attend ward rounds
- Generally the communication between relevant agencies involved in patient care is good, but there are challenges around accessing social care, particularly where people need help with housing issues with this resulting in delayed discharge
- We heard that some of the challenges faced by staff were around time and resources with the system not having any flexibility to allow for staff sickness or absences
- Concerns were expressed about patients being bounced back and forth like ‘footballs’ between the AMHT and Talking Space Service due to ‘inappropriate referrals’ and the impact this had on patient confidence
- We were told about the prohibitive cost of housing in the area with a desperate need for more keyworker / social housing and the introduction of Oxford Weighing

2.6 Additional findings

We heard that whilst the building was nice for patients, staff felt there was room for improvement with the development of purpose-built buildings being the gold standard.

We also heard that the IT system needed to be improved.

2.7 Recommendations

- Look at the longer-term benefits on providing Care Co-ordinators with more supervision and training so they can offer psychological therapies to patients
- Oxford Health NHS Foundation Trust to invest in the infrastructure of the IT systems within its community based mental health provision
- Consider expansion of the Complex Needs Services, and/or the provision of an intermediary service for those either on the waiting list, or for whom Complex Needs is maybe not the most appropriate service



2.8 Service provider response

Thank you to Jeanne and Carolyn from Healthwatch for taking the time to visit our service in Didcot and for compiling the above report. We will look into the comments and recommendations and continue to make improvements to our service. We were very grateful that our service users and carers took their time to come and meet with Healthwatch to provide their feedback.

We feel it is important to mention that since the enter and view visit, access to psychological services has improved with the recruitment of substantive embedded psychological therapies staff within the Adult Mental Health Team. Thank you once again for visiting and we would welcome a further visit in the future.