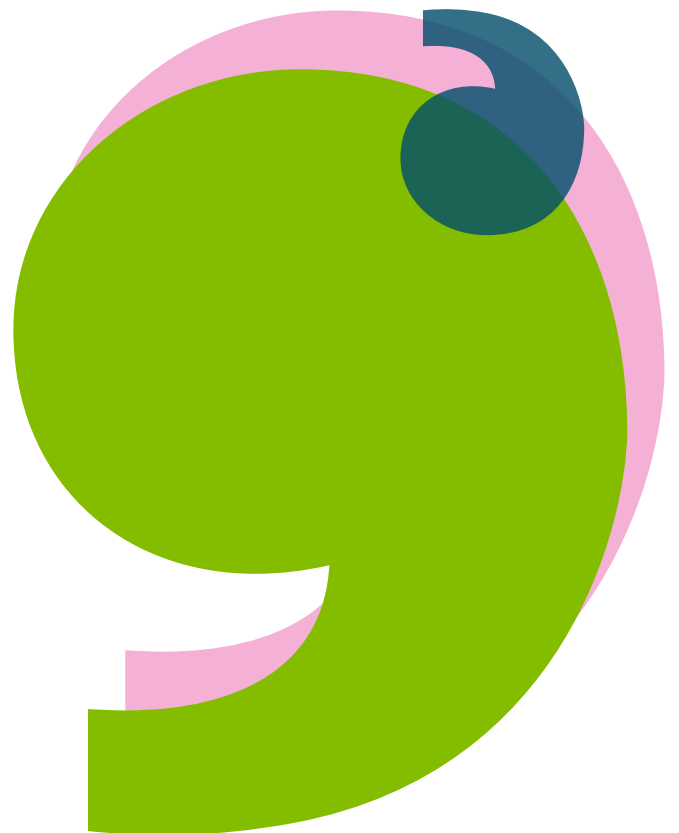




Enter and View report

Older Adults Community Mental Health
Team Abingdon

October 2019



Contents

1	Introduction	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer	3
2	What is Enter and View?	4
2.1	Purpose of Visit	4
2.2	Strategic drivers	4
2.3	Methodology	4
2.4	Summary of findings	5
2.5	Results of visit	5
2.6	Additional findings	7
2.7	Recommendations for the team	8
2.8	Wider recommendations for the trust	8
2.9	Service provider response	8
3	Appendix	9
3.1	Carer story as part of mental health project 2019	9



1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Adult Mental Health Services, Abingdon
Service Provider	Oxford Health NHS Foundation Trust
Date and Time	8 th October 2019 09:00 to 15:00
Authorised Representatives	Jeanne Humber, Brian Allan
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-authorized 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 View visits 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 Care Quality Commission (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 older adult community health team in Abingdon including the memory clinic.

To get a staff perspective on working within the team.

To observe how the project operates and provides its services.

2.2 Strategic drivers

During 2019, Healthwatch Oxfordshire looked at patient and service user experiences of mental health services. We wanted to hear what is working well as well as where things could be improved. We visited 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 Older Adults team via email. A date was agreed for us to visit the team.



When we first arrived, we were shown around the building and given the opportunity to find out more about the service. To hear from patients, we based ourselves within the waiting area. Staff had very kindly asked each patient if they would be happy to talk to us following their appointment. Understandably, patients and their families did not feel up to talking with us after their appointments. However, we were able to have more informal chats with patients and carers in the waiting room.

2.4 Summary of findings

- The building was easy to find and accessible
- We observed excellent communication with patients and their carers by staff
- We heard what a great team it was to work in
- Issues with IT and having problems resolved was a barrier to effective working
- Technical issues with the data recording system and problems with data syncing
- The supporting of carers / family members was considered to be a very important aspect of the work
- The team was proactive about responding to patient and carer feedback and was developing new approaches to ensure more feedback was received

2.5 Results of visit

The Older Adults Community Mental Health Team (OA CMHT) provides support to adults aged 65 and over who are experiencing functional or organic mental health problems or younger adults living with dementia. The team provides assessments, and treatment which includes medical, nursing, occupational, psychosocial and psychological interventions. The memory clinic service provides diagnosis and treatment where appropriate for dementia treatment in the form of psychological interventions and medications as well as diagnosis and treatment of dementia.

The team receives approximately 100 referrals per month with an average caseload of 20 for a full-time qualified nurse or occupational therapist. The majority of referrals come from GPs and are split into three types - emergency (to be seen within a four-hour target), urgent (a seven-day target) and routine (with a 28-day target). Regardless of referral type the team try to make contact with all those referred on the same day. We heard that on average, routine referrals were usually seen within two to three weeks. The team consists of approximately 40 staff with a high retention rate.

Available Information and observations

Sitting within the Abingdon Community hospital site, we found the building easy to find. There is a shared waiting room for the Adult Mental Health Team and OA CMHT / Memory Clinic patients.

The waiting area was well lit and clean with standard furniture in good condition. There was plenty of space but maybe not enough chairs. We did find it too warm however with two radiators on.

In the waiting area there were various boards for the different services each displaying relevant and useful information. There was information about how to make a complaint as well as a 'you said, we did' response to feedback board. Water was available.

Once we walked through to where the clinic rooms were based (1:1 meeting rooms, doctor and consultants room etc) we saw lots of information relating to goals, targets and how the system works for patients.

We observed staff approaching patients in a very kind and respectful manner. They were very friendly, clearly explained who they were and what would be happening regarding the appointment. We were very impressed at observing the excellent practice of how effectively staff were able to put people at ease.

We left some stress balls out on the coffee tables in the waiting room and were really interested to see how many patients, carers and staff chose to pick one up and fiddle with it. We wondered how much of an impact these had on managing anxiety levels whilst waiting for appointments.

Patient Feedback

- Transport to access services was an issue for some patients with one couple we spoke to being reliant upon a volunteer driver service to get them from Henley to Abingdon.
- We heard that patients felt the waiting time for their appointment was more than acceptable.
- We heard that patients were happy with the waiting area.

Carer feedback

- Carers who had attended the appointment with their loved one told us that the centre was easy to find.
- "The Older Adult Team is probably the service that has made the biggest difference".
- "I can't speak highly enough of the whole team and service"
- See appendix for carer's story.



Staff Feedback

- We heard what a friendly, supportive, genuine and caring team this was to work in.
- We heard how helpful and essential the admin team were.
- We heard how important supervision was within the team with formal supervision taking place regularly, used effectively with focus on each staff member as a whole.
- For newly qualified staff there is lots of training and support including monthly support groups, peer support and the recently introduced Flyer Programme which is aimed at supporting and mentoring newly qualified staff plus an option of obtaining additional qualifications.
- All staff were happy and very positive about the team and their jobs.
- We heard how problems with the IT system can be a barrier to effective working with the online data system, the data system, Care Notes often having problems and the iPad used to write clinical notes remotely not always syncing with the system.
- We heard that as the Trust IT support team was small, it could take hours for problems to be resolved.
- We heard that Oxford Health was a great trust to work for where ideas around service improvement were encouraged and supported.
- The staff team appears very dedicated and patient-centred but also offer a great deal of support to carers by encouraging them to reach out and access additional support such as carers groups, feedback sessions, plus referring to the mental health social team where required.
- Patient and carer feedback is regularly shared during the monthly team business meetings where it is discussed and learning takes place.
- The team has two nominated patient and carer experience leads and is in the process of setting up a patients / carers feedback group to improve how they gather and use feedback.
- We heard that the team wished to further expand patient involvement with the introduction of a peer support worker within the team.

2.6 Additional findings

Since social workers have been removed from the OA CMHT, staff have noticed an impact on patient care. Staff find they don't get responsiveness needed from social workers and walls quickly appeared after they left. The fact that they are not within the team makes it harder to liaise and joint work with them. Not all staff were clear on the referral criteria to the social work team and didn't find the information was readily available. It was explained to us that the cluster a patient



is in will determined how they are referred to social care with the majority going to the mental health social work team.

We also heard that the team works with care homes and families around care and take a very flexible approach to the transition from the Adult Mental Health team to the Older Adults Team. Referrals are only accepted when patients are as well and settled as they can be and both teams carry out joint visits to the patient to ease transition.

2.7 Recommendations for the team

- Leave a selection of fidget toys such as stress balls in the waiting area.
- Ask patients whether a radio playing in the waiting room would be welcomed.
- More chairs in waiting area.
- Regulate building temperature to improve patient comfort and reduce costs.

2.8 Wider recommendations for the trust

- Investment needs to be made into the IT system ensuring that PCs are fit for purpose and able to run effectively with updated software and that database storing and syncing systems are effective.

2.9 Service provider response

We really value the feedback in this report. As a team we work hard to ensure that we offer a great service to our patient group but understand that sometimes we do not manage to get things totally right and so need to review our input and make changes. Getting patient and carer feedback is essential to this and something we are striving to improve upon.

No longer being integrated with social care was a loss to us and our patients but we have put time in to ensure that we can work as seamlessly as possible despite the barrier of being in different organisations and offices.

We consider good supervision, training and support to staff to be crucial to the safe working of the team and are glad that this is recognised in the review findings.

We shall certainly investigate the idea of fidget toys and a radio in reception.

The heating system in our building along with IT is a challenge that we are consistently raising with the relevant services in our organisation.

Offering a service which offers dignity and respect to our service users and their families is of the highest priority to us and we are glad to find that the feedback you received on the day reflects this.



3 Appendix

3.1 Carer story as part of mental health project 2019

Mum has been under the team's care for approximately two years. We faced a difficult start when my parents moved to the village, as their house was not ready so they lived with me for 6 months.

Mum was referred to the Older Adults team and they made contact really quickly. We felt supported and that the team had their arm round us to help us with the system.

We don't feel the door will be shut. It feels like they will be on the journey with us.

Mum's current worker, X is the perfect candidate for this role. Mum took to X straight away. X is warm, calm and caring. X is always there for mum as a priority. Mum opens up to X more than she has to anyone else. X has private conversations with mum, then will ask mum about talking to the rest of the family to share information with them. X always has mum's best interests at the heart of her treatment.

Another helpful thing was that X picked up on the family dynamics straight away so will adapt his approach according to which family member he is talking with. X is very good at handling the wider picture which is more important than anyone realises. The continuity of care has been perfect from the handover of the previous worker to X. In the early days it was very hard, mum was in a very dark place and not on meds, dad was in denial of the situation and I felt as I was at breaking point. It was a difficult situation for any key worker to take on.

The back-up team are very good. It has been a nice service to have and to deal with. I can't think of any improvements to the service. If X is short of time, they will always let us know and does so in a lovely way. X will also give us some family time and encourages us to get things out in the open. I am sure that X has endless clients, but never shows this.

The Older Adult Team is probably the service that has made the biggest difference. It has not all been perfect and there was a hiccup. However, it was put right relatively quickly and everybody pulled together to put it right.

I can't speak highly enough of the whole team and service.

