

An update from the Quality Network

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Changes to the review cycle

- 2 year cycle
- Introduced the 'QI' day
- Greater opportunity for discussion
- Aggregated reporting



Emerging themes

Good practice

Staff morale

Link with community services

Collaborative working

Dignity and respect

Carer
Involvement

Clinical and
managerial
supervision

Areas for improvement

Post incident
debriefs

Environment

Food provision

Feedback from QI day



Host team

Did you feel that you had the opportunity to discuss issues relevant to forensic mental health services?

- **52 yes**
- **3 No**

‘The team were very warm and very knowledgeable, making lots of helpful suggestions’

‘A bit more time for the final feedback would be good, time to discuss ideas and improvements is welcome’

Feedback from QI day



Peer review team

Did you feel that you had the opportunity to discuss issues relevant to forensic mental health services?

- **118 yes**
- **1 No**

‘There was an increased amount of time for patients and frontline staff’

‘A tour of the unit would have been useful’

Recent initiatives

- Events:
 - August 2017 – Engaging Carers
 - November 2017 – Revisiting See Think Act
 - March 2018 – Launch of NHS England’s Carers’ Toolkit
 - April 2018 - Patient involvement and engagement



Recent initiatives

- Newsletters:
 - What is community?
 - Managing obesity
 - Personality disorder and effective treatment pathways
 - Next edition: Managing the diversity challenge.
- Articles needed: Deadline 31 May 2018



FORENSIC
QUALITY NETWORK FOR FORENSIC
MENTAL HEALTH SERVICES

CCQI

RC
PSYCH
ROYAL COLLEGE OF
PSYCHIATRISTS

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WELCOME

Welcome to the 35th edition of the Quality Network for Forensic Mental Health Services' newsletter. This edition is looking at 'what is community?' in forensic services. The articles explore a wide range of innovative practices on offer across the country and highlights how these initiatives contribute to improving the wellbeing of both patients and staff. Thank you to all of those who have contributed to this edition.

Having come to the end of another successful cycle, the Network hosted the Annual Forums for both low and medium secure services in May and June 2017. Both information-packed days offered delegates thought-provoking and insightful discussions on how service provision and care delivery can be improved. We hope you enjoyed the days and were able to take away lots of thoughts and ideas to develop your services with.

I would like to take to this opportunity to thank all member services for their hard work over the last cycle and for engaging in the process. We are looking forward to rolling out the changes for the upcoming cycle and hope you enjoy this new approach to quality improvement.

Dr. Quazi Haque, Chair of the Advisory Group



Art work submitted to this year's competition
by Kemple View

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Strategic focus

1. Standards consultation

- Consultation ‘roadshow’ between September and October 2018:
 - London (RCPsych) – 4 September 2018
 - North
 - West – 17 October 2018
- Areas of focus
- Embed outcome measures

2. New care models

- Maximise opportunities to share good practice and drive improvements
- Consolidated reports for each NCM footprint
- Improve understanding of issues and consistency of practice
- Focus on NCM objectives
- Shared priorities and action plans

3. Good practice hub



- Platform to support sharing of information and good practice
- Replace email discussion groups
- Survey to inform construction
- Launch within the next 12 months

4. Carers toolkit

- Support services to implement
- Embed within new standards
- Dedicate newsletter to sharing progress
- Revise review process

Upcoming initiatives



- 27 November 2018
Special interest day: Prison transfer and remission (jointly run with the Prison QN)
- March 2019
Special interest day: topic TBC
- Newsletters

Getting the most out of your review

- How can you involve your wider team, patients and carers in the review process?
- What is the most effective way to approach a review day?
- Following the review, how could you make the most out of the findings?
- What would make the process more helpful for your service?

Getting the most out of your review

- Whole team approach
- Allocate responsibilities among team
- Identify patient and carer representatives
- Collaborative action planning
- Honestly reflect on each area
- View the process as supportive
- Attendance at reviews – range of expertise and disciplines
- Professional development

Service experience: What are our areas of achievement and challenge?

Thank you!

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