

Annual Review

2014/15

Welcome to Derbyshire Healthcare NHS Foundation Trust's Annual Review.

This provides a review of our work during the 2014/15 financial year.

Derbyshire Healthcare NHS Foundation Trust (DHCFT) is a multi-specialty provider of community, children's and mental health services across the city of Derby and wider county of Derbyshire. We also provide a range of children's physical and mental health services in Derby, and specialist services across the county including substance misuse, eating disorders and learning disabilities.

Many of our services are provided in the community – through clinics, schools and within people's homes. We also have a range of hospital based services, providing more intensive support when it is needed.

We are a Foundation Trust, which means local residents, our patients and their carers can become members of the Trust and help shape our services and future developments.

This booklet provides information about our work last year (2014/15).

For details of our future plans and aspirations for the forthcoming year (2015/16), please turn over this booklet and read from the other side.

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Our services

Throughout 2014/15, the Trust delivered care through a structure of two clinical divisions:

- **Urgent and planned care** – which brings together mental health services for adults and older adults
- **Specialist and children’s services** – including services for children and young people, substance misuse, eating disorders, learning disabilities and forensic services.

During the year the Trust developed a neighbourhood-based approach to delivering services and, from 1 April 2015, the Trust’s mental health services commenced a shadow neighbourhood-based structure, as outlined by this map. You can read more about our neighbourhood plans in the reverse side of this booklet.



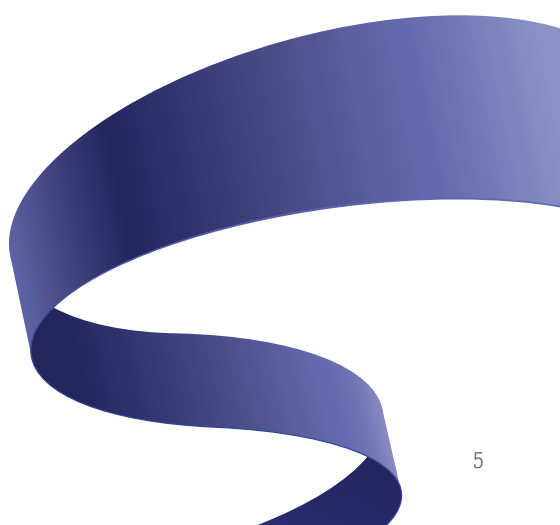
The Trust’s new model of neighbourhood based services

Trust strategy

The Trust strategy for 2013-16 sets out our commitment to provide excellent quality services – with people at the centre of them. We are doing this against a backdrop of an increasing and changing population. This includes a growing number of older people in Derbyshire, an increase in children and the youth population in Derby city and southern Derbyshire, and greater ethnic diversity, especially within the city.

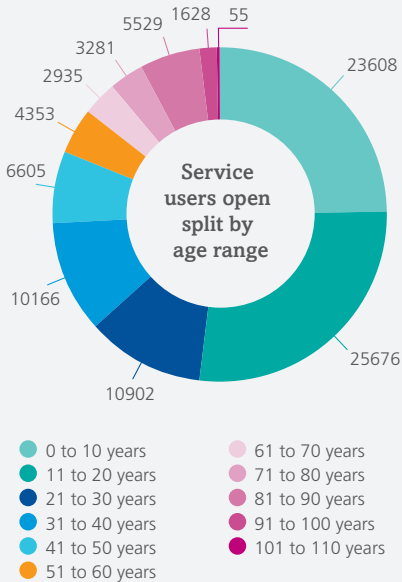
People have told us that they want their strengths, ambitions and goals to be seen. To be individuals who have a life beyond their illness, and for our teams to understand that their physical and mental health needs are combined. People want safe, recovery-enhancing services that support inclusion in the communities of their choice. We will tirelessly address the stigma and prejudice that people with mental health conditions face and ensure that inclusion, personal wellbeing, physical and social recovery run like a thread through all our programmes of work.

Above all, people want to be at the centre of decisions made about their lives. They want to be fully and actively involved in their care and to have positive experiences of the care they receive. They also want the organisations that support them to work closely together so that pathways of care feel seamless and easy to follow.



An overview of the Trust in 2014/15

94,738 service users being supported by Derbyshire Healthcare on 31 March 2015



88,208 service users seen



311 inpatients beds



1,502 Inpatient admissions



67,547 Referrals received



112,211 Occupied bed days



37,121 Adults treated at any one time



638,900 Attended contacts



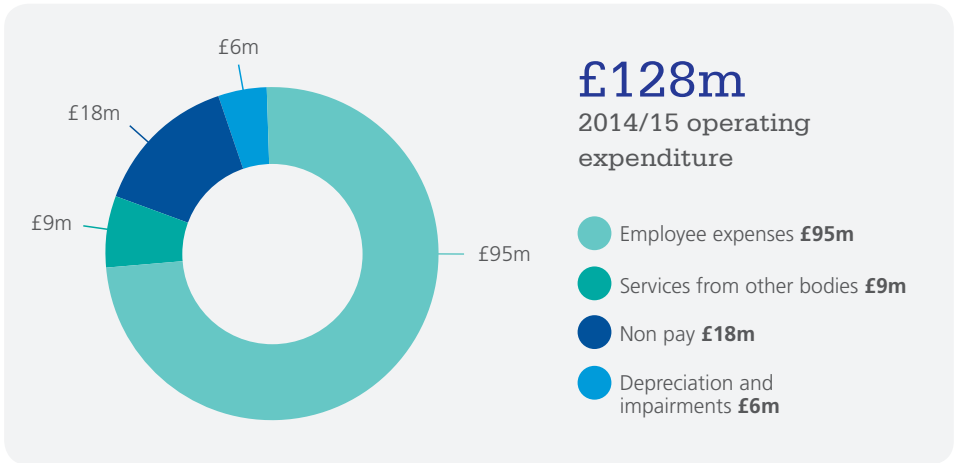
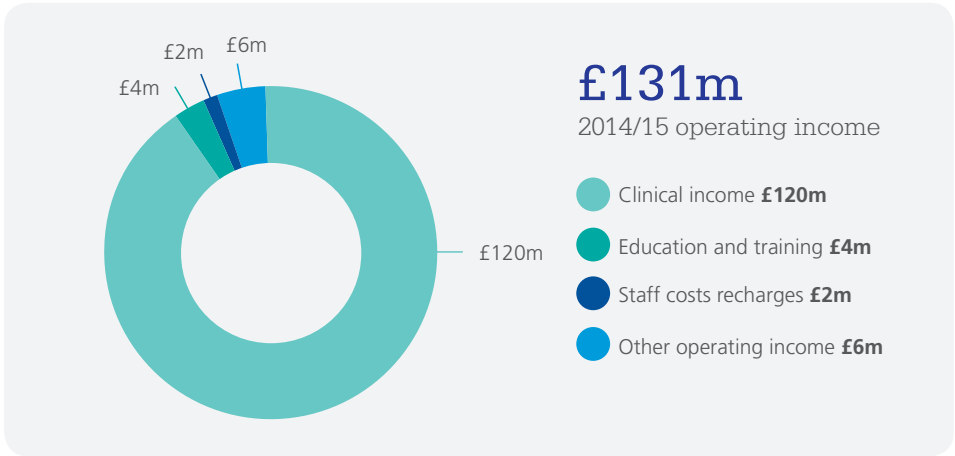
70,457 Children treated at any one time



The Trust cared for **3,948** babies born in Derby City



Who we received our money from and how we spent it.



When taking into account finance costs as well as operating costs, we recorded an accounting deficit for 2014/15 of £166,000 but a regulatory-measured surplus of £1.8m (which excludes impairments).

A partnership vision

Our collaborative work with our health and social care partners has been greatly strengthened during the year, as we have worked closely with our partners across the city and county to explore transformation plans, and to collaborate together to achieve a shared vision for the future of health and care services throughout Derbyshire.

This approach has brought together physical and mental health providers across primary and secondary care, to share common challenges and plans for the future. The requirement to reduce expenditure at acute hospitals is a challenge we all share and, in line with our own transformation plans, can only be achieved if we build community resilience and extend the support we offer to people in the community to prevent hospital admissions. Whilst difficult, if we get this right there are many

benefits to all types of patient care as we know people want

to be supported to live within their own homes and only be treated in hospital when it is clinically necessary.

The Trust is working with our local healthcare economy partners to achieve this vision, through the Joined Up Care programme in the city and south of the county and through the 21st Century Healthcare programme in the north. Both groups are responsible for working to the Health and Wellbeing Boards' visions for a combined Derbyshire-wide health and care system. Both programmes have five year plans to redesign services, locate care closer to home and drive cost efficiencies.

We are also key partners in the Erewash Vanguard pilot, which is working to establish more integrated health services within the Erewash area.

Recovery and wellbeing approaches

Recovery and wellbeing was an integral theme for the Trust during 2014/15 as we sought to embed the principles of recovery across all our services. This focus culminated in the opening of the new Hope and Resilience Hub in February 2015.

The Hub, based at the Radbourne Unit in Derby, brings together a range of urgent care services to bring about a new way of working. These services include the Radbourne Unit's Occupational Therapy department, the Crisis Resolution Home Treatment (CRHT) service and the Day Hospital previously located at the Resource Centre at London Road Community Hospital.

The Hub provides an assessment function for those who would benefit from an alternative to admission and also a less intensive form of support for those approaching discharge from hospital. The service involves recreational activities, psychosocial education and one-to-one sessions to support people to manage their symptoms and ensure their medication is working for them.

The recovery element of the service is about rebuilding a 'life beyond illness' and aims to enable people to think about self-management and wellbeing through recovery education and recovery action-planning courses. The Hub also focuses on connecting people back into their communities and neighbourhoods, whether that be returning to work, volunteering, engaging in social activity or rebuilding relationships.



Hope & Resilience Hub

A previous service receiver from the Radbourne Unit in Derby created the hub's new district identity.

Our performance

From 1 April 2015, the Trust’s registration with the Care Quality Commission (CQC) was extended without any conditions.

Performance against key health targets

As a Foundation Trust we are required to comply with our provider licence, as set out in Monitor’s risk assessment process. Performance during 2014/15 continued to be strong, and the Trust achieved its targets set for all Monitor indicators.

for each quarter. For all quarters we have exceeded our planned rating for finances. Our better-than-plan financial performance was due in part to the impact of some one-off benefits such as the disposal of assets, but primarily to the success of our operational and quality delivery plans, which achieved efficiencies without the need to spend our contingency reserve.

Regulatory ratings

In 2014/15 the Trust met its planned governance rating (green)

The Trust received no formal intervention from Monitor during 2014/15.

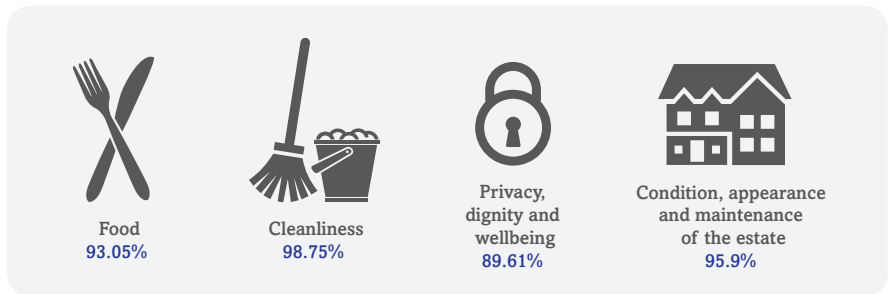
	Annual plan 2014/15	Q1	Q2	Q3	Q4
Continuity of service rating	3	4	4	4	3
Governance rating					

The full Annual Report and Accounts 2014/15 is available to download from our website.
www.derbyshirehealthcareft.nhs.uk/about-us/publications/annual-report/

External feedback and assessment



This year we have received external feedback on our performance. We have scored above the national average for our care environments in the PLACE (Patient Led Assessments of the Care Environment) assessments, with the results as follows:

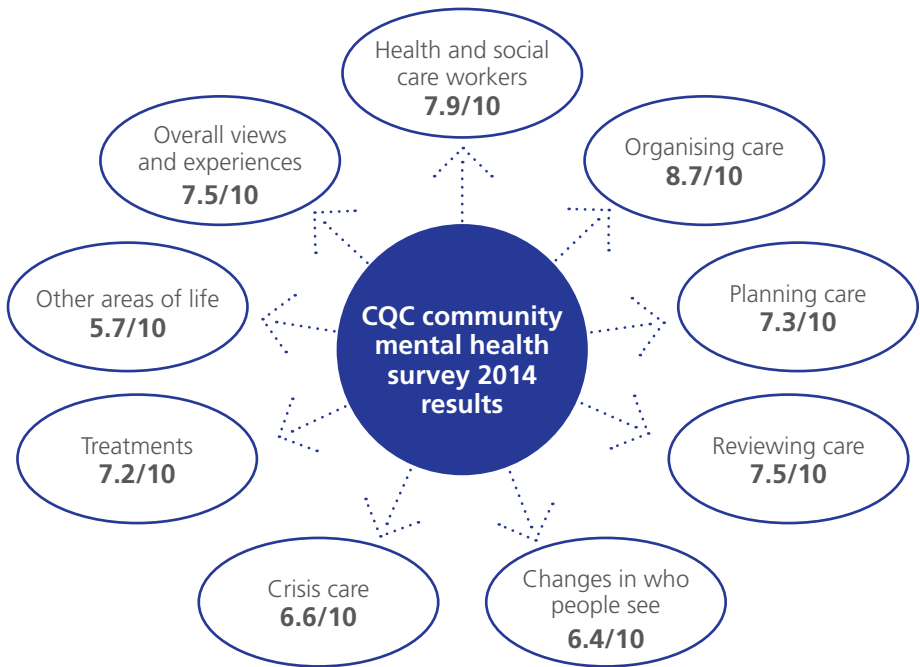


Think Healthy

Healthwatch Derby undertook an in-depth, independent review into our work in the city in Autumn 2014, to see how the Trust supported people with mental health problems, learning disabilities and Derby's children and families.

The full report and recommendations can be accessed at www.healthwatchderby.co.uk

We scored above the national average in a number of domains in the **Care Quality Commission (CQC)'s survey of people who use community mental health services 2014** (patient survey), which looks at the experiences of people receiving community mental health services. The survey asks people to respond to 43 questions, categorised under eight broad sections (see diagram below).



Eight sections of the CQC's survey of people who use community mental health services 2014; the score out of 10 represents the Trust's average score for that section of the survey

We have been assessed as a lower risk than the national average according to the **CQC intelligent monitoring report** of our mental health services. This report presents the CQC's analysis of 59 key indicators for the Trust, including bed occupancy rates and staff and patient surveys. The CQC analysed these to identify possible levels of risk of poor care. The Trust was classified as one of 16 'band four' organisations posing the 'lowest perceived risk'.

In our **looked-after children services**, we are very proud of our teams for scoring above the national average in every area in terms of up-to-date health checks.

We are making progress and we are striving to give the very best service with what we are commissioned to provide. We are very proud of our teams performing above the national average and enabling the Trust to 'deliver excellence'.



New services

During 2014/15 the Trust retained all of its core business and worked with commissioners to enhance the quality of care offered to local people by providing the following new services:

- The opening of a **new ward** at the Radbourne Unit, Derby for adults with acute mental health difficulties. This enabled us to provide a net increase of five new beds, but importantly also allowed the size of all wards at the Radbourne Unit to be reduced, to improve patient experience
- The **Hope and Resilience Hub** at the Radbourne Unit in Derby (see above)
- A **psychiatric liaison service** was launched at Chesterfield Royal Hospital
- An **enhanced memory assessment service** commenced in Southern Derbyshire, to ensure that we can deliver a faster diagnosis and support service for people with dementia
- An innovative pilot started in Erewash, to provide **intensive home support for people with drug and alcohol problems** who are regular attenders at the acute hospitals
- A specialist community mental health nurse adviser started working with **NHS 111** this year, supporting the most appropriate triage of people with mental health needs ringing the service
- The Trust further developed the skill mix for the new and developing **perinatal community service** in North Derbyshire
- The development of a new pilot **dementia rapid response team**, providing support in people's homes to avoid unnecessary hospital admissions.



In addition to these exciting developments we have also been able to further enhance the number of **health visitors** we have within Derby City as part of our drive towards achieving the outcomes of the Health Visitor Implementation Plan – ‘A Call to Action’.

Working closely with Hardwick CCG we have developed **GP practice-level dementia support** that works closely with GPs and healthcare practice staff to increase the speed of dementia diagnosis and, importantly, adopting a unified approach to supporting people with memory problems and their family.

The Trust has successfully tendered during this year for the **South West Yorkshire locked and unlocked rehabilitation**

services framework

agreement, which means if people from South and West Yorkshire choose to use our rehabilitation services in future they can do so.

We are also delighted to have retained and grown our service to people with a substance misuse in Derby City by winning, in partnership with Phoenix Futures and Aquarius, **the integrated substance misuse tender** that will commence from April 2015.

The Trust was expecting to have ceased delivering **pharmacy services** to community hospitals managed by Derbyshire Community Health Services NHS Foundation Trust this year but we were requested to continue to provide the service.

A reflection on our achievements during 2014/15

April 2014

Derbyshire Healthcare recognised as national lead for employee engagement

Derbyshire Healthcare was identified as one of only eight NHS Trusts recognised by the IPA (Involvement and Participation Association) for our high performance based on employee engagement scores, patient satisfaction and a range of other data. Furthermore, the Trust was one of only two Trusts where mental health services are core to its provision.



The Trust was proud to sign the BSL charter in May 2014

May 2014

Trust leads the way in signing commitment to Deaf people

During May our Chairman and Chief Executive jointly signed the British Deaf Association's BSL Charter. By doing so Derbyshire Healthcare become the first NHS Trust in the county – and only the second mental health Trust in England – to firmly demonstrate its commitment to equality for Deaf people. The Trust also established itself as the first NHS Trust to fund a mental health awareness training programme for Deaf community groups called 'Mental Health First Aid'.

June 2014

Top again for patient confidentiality

The NHS Health and Social Care Information Centre rated Derbyshire Healthcare as the best mental health and community trust in the country for ensuring that confidential information, such as patient records, is stored safely. This is the second consecutive year that the Trust has topped the national charts for its commitment to confidentiality, by achieving 96% compliance and an initial grading of satisfactory (the highest grading available).



The Beeches perinatal unit receive a kite mark for their specialist care

July 2014

Trust's perinatal mental health unit rated as one of the country's best

In July the Trust's perinatal mental health unit, The Beeches, was nationally accredited by the Royal College of Psychiatrists for a second successful time.

This kite mark, which lasts for three years, highlights and offers assurance that The Beeches is one of only 15 units offering specialist perinatal care across the country, providing support to pregnant women and new mothers who are experiencing mental health issues such as severe postnatal depression, anxiety disorder, schizophrenia and bipolar disorder.

August 2014

"Derbyshire Healthcare food deserves three Michelin stars"

Patients receiving care at two of Derbyshire Healthcare's mental health hospitals in Derby are receiving the best hospital food in the country, according to national statistics published on 29 August. Wards based at the Radbourne Unit and Kingsway Site both received top scores of 100% for the quality of food they serve to both their patients and staff.

September 2014

Derbyshire Healthcare named as one of the best places to work in the NHS

On 5 September Derbyshire Healthcare was highlighted as one of the top healthcare organisations in the country to work for by the Health Service Journal (HSJ) and NHS Employers.

Derbyshire Healthcare was recognised for its high levels of staff engagement, with 92% of staff believing their role makes a difference to patients, and job-relevant training.

October 2014

Trust pulls back the curtain on mental health

To recognise World Mental Health Day, the Trust invited people living across Derby and Derbyshire to a free theatre production event, which aimed to promote awareness and help to reduce stigma and discrimination around mental health issues.

November 2014

Celebrating the achievements of staff and volunteers

Achievements of staff and volunteers were recognised at the Trust's annual Delivering Excellence Awards ceremony on 27 November. Stories about how staff are using innovative ways to help service users into recovery, employees supporting their colleagues' development, and how staff are delivering compassionate care in challenging circumstances were heard by guests, giving a clear reminder about the positive impacts that the NHS delivers day in, day out.

December 2014

Trust teams up with national newspaper to help young people cope with Christmas

In December Laurence Baldwin, a consultant nurse in our Derby City CAMHS (Child and Adolescent



The Trust celebrated its annual staff awards in November 2014



The Trust's relationship with First News includes support to children over the festive period

Mental Health Service) team, wrote a special report for the Christmas issue of First News, the national newspaper for young people. The article offered advice on how best to cope with the festive period and have some fun. A young person from Derbyshire, Leanne, also provided her top tips for when things get tense. This was the fourth time during 2014 that the Trust had teamed up with First News to offer advice and support to children and young people.

Involving communities through our membership

Foundation Trusts have greater freedom to develop services that meet the needs of local communities. Local people are invited to become a member of Derbyshire Healthcare NHS Foundation Trust, to work with the Trust to provide the most suitable services for the local population.

Membership strengthens the links between healthcare services and the local community. It is voluntary and free of charge and obligation. Members are able to give their views on relevant issues for governors to act on, as well as helping to reduce stigma and discrimination regarding the services offered by the Trust.

Members' views are represented at the Council of Governors, by governors who are appointed for specific groups of members known as constituencies. The composition of the Council covers service users, staff, partner organisations and the public.

Public governors are elected to represent their particular geographical area and have a duty to engage with local members. Appointed governors reside on the Council of Governors to represent the views of their particular

organisation and staff governors represent the different staff groups that work for the Trust.

Governors canvass the opinion of the Trust's members and the public and communicate their views to the Board of Directors. Appointed governors also canvass the opinion of the body they represent. The Trust takes steps to ensure that members of the Board of Directors develop an understanding of the views of members and governors through regular attendance at the Council of Governors and wider face to face contact.

Anyone over 16 years of age who is resident in Derbyshire or surrounding areas (the counties which border Derbyshire) is eligible to become a public member of the Foundation Trust (subject to certain exclusions, which are contained in the Foundation Trust Constitution).

Throughout 2014/15 the Trust proactively sought to work with other local organisations for membership recruitment and, for example, has worked closely with libraries in Derby city and Erewash to reach new members, and with Derby City Council.

The Trust has also participated in a number of external events to recruit new and diverse members that reflect our community groups. These events have included a Deaf information day, a cancer awareness event for BME women and Derby Out – a Lesbian Gay Bisexual and Transgender (LGBT) event. In response to interest generated by our governors, we have also focused on engaging with local PPGs across Derbyshire

to widen links with local communities and GPs, gain new members and promote the work of the Trust and the services we provide.

Alongside this work, in the latter part of the year, the Trust began an analysis of membership composition against local community data. This information gave an indication of areas where membership was low and enabled the Trust to target these areas, ensuring that the membership remained representative of the local communities. This work will continue throughout 2015/16.



Members can find their governor representative via the Derbyshire Healthcare website, www.derbyshirehealthcareft.nhs.uk and contact them by emailing governors@derbyshcft.nhs.uk

Membership highlights from our volunteers

This year the membership development group and our membership champions have been concentrating on engagement with members and local communities. They have been out and about both in Derby city and across Derbyshire, promoting the work of the Trust and also recruiting new members.



“ In August 2014 we attended our first Patient Participation Group (PPG) event! We were well received and felt like we made a difference by being there. ”

“ As a membership champion I feel as though engagement with the overall community has been so worthwhile. We managed to sign up more than 200 new members this year, but the main thing is engaging with the community, answering their questions and demonstrating that the Trust cares. ”

“ We have been working with libraries up and down the county to promote membership and have found this very useful as a way to really immerse ourselves in local communities. ”

“ We attended a dementia Q&A session, hosted by the Trust for carers and service users, at Swadlincote. This was a very inspiring event and we really engaged with those who attended, signing up 10 new members. ”

Improving quality

Each year the Trust produces a Quality Report, which identifies a number of key priority areas to improve the quality of our services. Priorities are developed with our partners in response to the feedback we receive and to incorporate any new ideas to improve local services and care.

Priorities for 2014/15 included:

- 1.** To continue our work to improve the physical healthcare of our patients
- 2.** To develop our work to reduce suicides wherever possible, so that individuals and their families and friends do not have to experience this tragic and distressing outcome
- 3.** To safely reduce the use of restrictive practices, including seclusion, on our acute inpatient wards through our work on the national programme of 'Force Free Futures'
- 4.** To develop, refine and renew our focus on clinician and patient reported outcome measures
- 5.** To hear the voice of our patients and implement the national Friends and Family Test
- 6.** To build on our work to ensure all services Think! Family – that is, take a whole-family approach to providing care
- 7.** To implement a true recovery model, where health professionals recommend care pathways and options for individuals to weigh up and decide upon the best route for them, making an informed choice about how to best meet their individual needs.

1. To continue our work to improve the physical healthcare of our patients

- We have introduced a framework on our inpatient wards to identify likely physical risks
- We are enabling our services to record and interpret ECGs (electrocardiographs) to monitor the health of those on anti-psychotic medication
- Advanced smoking cessation training is being delivered to mental health clinical staff
- Learning disabilities (LD) staff are involved in a number of initiatives to improve health outcomes for people with LD
- Our results from the 2014 National Audit of Schizophrenia indicated that, although feedback from patients on their experience of care was positive, monitoring and interventions for physical health risk factors and problems was still below what should be provided.

This indicator will remain a priority for 2015/16 and will be monitored by the Trust's Quality Committee.

The full Quality Report 2014/15 is available to download from our website www.derbyshirehealthcareft.nhs.uk/about-us/publications/annual-report/

2. To develop our work to reduce suicides wherever possible, so that individuals and their families and friends do not have to experience this tragic and distressing outcome.

- In January 2015 the Trust held a national conference on suicide prevention
- We have worked with Derbyshire's Health and Wellbeing Board to re-establish the county-wide suicide prevention group
- We have a suicide prevention working group, which will ensure appropriate training to meet the needs of the local population.

This indicator will remain a priority for 2015/16 and will be monitored by the Trust's commissioners, Quality Committee and Board of Directors.

Like many other Trusts, the suicide rates across Derbyshire have increased during 2014/15 and this is a major concern. Suicide is currently a major cause of death in UK society overall and locally we are proactively working to address this situation.

3. To safely reduce the use of restrictive practices, including seclusion, on our acute inpatient wards through our work on the national programme of 'Force Free Futures'

- The Trust has developed a new strategy 'Positive and proactive care: reducing the need for restrictive intervention in our Trust' which aims to minimise the need for staff to restrain people who are in our care
- The strategy sets out a two year plan to reduce the need for restrictive intervention in the Trust
- Seclusion rates have reduced within the Trust over the last year and national benchmarking data indicates that the Trust is low in its use of seclusion overall.

4. To develop, refine and renew our focus on clinician and patient reported outcome measures

- A new approach has reduced length of stays in service for our CAMHS clients – through adopting the principles of listening to the service receiver through their self-directed goals, shared decision making when planning care, working together and getting care planning right
- LD services have introduced a patient reported outcome measure to obtain service satisfaction data from service receivers.

5. To hear the voice of our patients and implement the national Friends and Family Test

- In January 2015 the Friends and Family Test was extended to community and mental health providers. Services respond to the feedback raised through a 'you said, we did' mechanism – for example:

You said:

More activity, perhaps dance or movement?

Staff were caring, approachable, listened and professional

The staff were available

The food was lovely

Friendly atmosphere

We did:

Ward 33 are piloting a 16 week dance movement psychotherapy course which is receiving very positive feedback from the patients. This will be evaluated once the pilot is complete.

6. To build on our work to ensure all services Think! Family – that is, take a whole-family approach to providing care

- An electronic baseline self-assessment questionnaire was piloted in three of the Trust's services, to demonstrate staff understanding of the Think! Family principles. Feedback showed that the Trust's culture in this respect was improving
- Think! Family will continue to be an ongoing programme for all clinical staff. A new board-level committee will monitor and gain assurance on safeguarding children, families and adults.

7. To implement a true recovery model, where health professionals recommend care pathways and options for individuals to weigh up and decide upon the best route for them, making an informed choice about how to best meet their individual needs

- The Trust has introduced a number of recovery based initiatives throughout the year
- Recovery education is and will continue to develop in each of the Trust's neighbourhoods
- Progress will be monitored and reported to the Quality Committee.

Translations

If you would like this information in a different language or format please contact communications@derbyshcft.nhs.uk

إذا كنت تريد هذه المعلومات بلغة أو تنسيق مختلف برجاء الاتصال بن
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Jeżeli chcieliby Państwo otrzymać kopię niniejszych informacji w innej wersji językowej lub w alternatywnym formacie, prosimy o kontakt z communications@derbyshcft.nhs.uk

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