

## **Response to Kent and Medway NHS and Social Care Partnership Trust (KMPT) Quality Account on behalf of Medway Council's Health and Adult Social Care Overview and Scrutiny Committee**

Senior representatives of KMPT have continued to regularly attend meetings of Medway Council's Health and Adult Social Care Overview and Scrutiny Committee during 2016-7. The dialogue between the Committee and KMPT has been ongoing and constructive.

KMPT has provided updates to the Committee on four occasions during the year. In addition, the Committee was presented an update on the development of a Medway Mental Health Strategy, which is joint work between Medway Council and KMPT.

The newly appointed Chief Executive of KMPT was welcomed to the Committee for the first time in June 2016. A concern raised by the Committee was that people with mental health issues were being held in cells and that beds should be found for them instead. Concerns remained with regard to the £4.4 million cost incurred during the previous year of providing beds outside Medway. The Chief Executive of KMPT stated that the Trust wished to see patients treated in beds in Medway and looked after by the Trust's staff rather than being placed in private beds. Addressing this would, however, take time and required joined up working with other agencies.

The Committee has previously raised concern about the level of reliance on out of area acute beds, which it had considered to be at an unacceptable level. At the August 2016 meeting, the Committee was advised that the number of mental health patients needing to be placed in beds outside Kent and Medway had fallen from 76 in March 2016 to 49 in June. It was anticipated that this figure would reduce to 15 by November 2016. The Chief Executive of KMPT acknowledged that recruitment and filling of vacancies was proving to be a challenge.

At its November 2016 meeting, the Chief Executive of KMPT informed the Committee that a Whole System Mental Health Workshop had taken place on 12 October 2016. Following this, a report had been presented to the Medway Health and Wellbeing Board on 3 November about the development of a Medway Mental Health Strategy. This work involves close collaboration between Medway Council and KMPT.

The Trust had hit its target to reduce the use of private inpatient acute mental health beds to a maximum of 15 by the end of October 2016. This figure has subsequently been reduced to zero. A plan was in place to ensure that this reduction was sustained and medical professionals were involved in the work. A detailed plan was being developed to address the recruitment issues highlighted at the August meeting.

The Committee raised concerns in relation to the availability of Street Triage. Following discussion, the Committee agreed to request that the Medway Council Cabinet emphasised to the Kent Police and Crime Commissioner the importance of Street Triage. This request was considered by the Council's Cabinet in January 2017. The Committee was pleased to be subsequently informed that funding had

been made available for Street Triage provision in Medway, although the Committee wished to note the importance of this provision receiving adequate, ongoing funding.

At its January 2017 meeting, the Committee was advised that the Care Quality Commission had recently undertaken an inspection of KMPT. The Committee was also informed that KMPT now had a mental health nurse based in the South East Coast Ambulance Service control room at peak times.

Members raised concerns with regards to the time taken for mental health patients to be seen and recruitment challenges facing the Trust. These concerns were acknowledged by the Chief Executive of KMPT who advised that there were now a range of professionals working on mental health wards to help alleviate the pressure and that a bid was being made for funding to provide additional night time staff.

Committee Members reiterated previously expressed concerns about the lack of adequate provision for people with a personality disorder, following the closure of the specialist service. The Chief Executive of KMPT agreed that current provision was not good enough.

In March 2017, the Committee was updated on the development of the Medway Mental Health Strategy. It was anticipated that the Strategy would help to address a number of challenges including ensuring access to effective services in the local areas, helping people to support themselves, making effective use of the voluntary sector, raising awareness amongst clinicians and having a local workforce able to effectively meet the mental health needs of the population. Enabling people to leave acute care provision as quickly as was safe was also important given accepted medical opinion that providing care in the patients' own home was preferable. The provision of effective Child and Adolescent Mental Health Services was acknowledged to be a problem locally. It is anticipated that the draft Mental Health Strategy will be presented to the Committee in August 2017.

### **General Comments**

- The Committee recognises the significant improvements made by the Trust which has led to the Care Quality Commission rating the Trust as 'Good' following the inspection undertaken in January 2017. However, the Committee recognises that there are still a number of areas that require improvement, as highlighted above and by the CQC findings. In relation to the inspection findings, the Committee notes that a number of areas in relation to acute wards for adults of working age and also in relation to community based mental health services for adults of working age, are rated as requiring improvement.
- The Committee is encouraged that KMPT has been selected as one of twenty health care projects in the country to be part of the Innovating for Improvement Programme and hopes that this will lead to further improvements in services provided by the Trust.
- While recognising that there are ongoing challenges in relation to recruitment, the Committee is pleased to see improved recruitment figures and that KMPT now ranks 17<sup>th</sup> of 53 mental health trusts in terms of recruitment.

- It is questioned whether the performance data included on pages 97 to 100 of the Quality Account could be made more meaningful by comparing this data to targets and/or with national or regional averages.
- The Committee has continued to provide challenge and to seek assurance that the measures being put in place by the Trust, commissioners and other partners would lead to the impact required to achieve an improved CQC rating and is pleased that this had been achieved. The Committee looks forward to working with KMPT over the coming year with a view to supporting the sustainment of improvements made so far and the delivery of further improvement.
- The Committee relies on Healthwatch Medway, which is a non-voting committee member, to feed back patient views and experiences.

Councillor David Wildey, Chairman of Medway Health and Adult Social Care Overview and Scrutiny Committee, 2016-17

This response to the Quality Account has been submitted by officers, in consultation with the Committee Chairman, Vice-Chairman and Opposition Spokesperson, under delegation from the Medway Health and Social Care Overview and Scrutiny Committee.