

Paper 5: Leicestershire Partnership Trust Draft Quality Account 2022/2023 Statement from Healthwatch Rutland

Healthwatch Rutland thanks LPT for inviting our response to the 2022-2023 Quality Account. We also value our regular meetings throughout the year with LPT leaders.

We are especially pleased that refurbishment work has been carried out at Rutland Memorial Hospital and that the inpatient ward has now reopened. We know that Rutland people value this facility highly and hope for an increased range of services there in the future.

LPT's excellent efforts in involving patients, their families and the wider public in their health and care activities are well evidenced throughout the Quality Account. We particularly support the recognition by LPT of the need to involve patients in shared decision-making and the importance of learning from the lived experience of children and young people through the work of the Youth Advisory Board.

We also welcome the continuing focus on reducing harm from pressure ulcers and encourage the continuation of this work. We do recognise that resource constraints and high demands might limit some work (for example a proposed review of the plans for patient first contact with a senior community nurse). However, we would urge LPT to consider any plans to reduce services which might put a later strain on resources and adversely affect patient well-being if more pressure ulcers were a result.

We are pleased to see the ongoing work for achieving high standards of patient care through the Valuing High Standards Accreditation (VHSA) self-assessment framework and Fifteen Steps programme of service user involvement. Further to this, we support the prioritisation of meaningful activity for inpatients; not just for patients but for family, friends and carers, too.

We also encourage the continued involvement in research and note the Finch-IMP programme looking at falls in care homes. We would like to see such work extended further to investigating causes, effects and potential mitigations of falls by the frail and elderly in their own homes.

Finally, the quarterly core indicators since 2018/2019 clearly show the impact of the COVID-19 pandemic with notable improvements over the period 2022/2023. However, we question why the number of major harm and deaths are showing a slight upward trend but note that there are a greater number of deaths investigated for a Learning from Deaths Review. We hope to see a decline in patient harm incidences in this year.

We acknowledge that LPT staff are often working under tremendous pressure and would like to thank all staff members for their hard work in the recovery and rebuild phase following the COVID-19 pandemic.