

Paper 5

Leicestershire Partnership Trust Draft Quality Account 2021-2022 Statement from Healthwatch Rutland

We thank Leicestershire Partnership Trust (LPT) for the opportunity to comment on the draft Quality Account for 2021-22. We support the ongoing commitment from LPT management to continued improvements in all their departments and operations and their concern for staff wellbeing despite all the difficulties created by the COVID-19 pandemic.

Patient services

Although we know that a lot of work has been centred on adult mental health services through the Step up to Great mental health programme, we can see no evidence in the Quality Account of measures to improve waiting times for access to Children's mental health services (CAMHS) and therapies. Feedback from Rutland families to Healthwatch Rutland indicates little resilience and continuing long backlogs in these services. We would like to see specific priority work in 2022-23 to tackle this.

We also note that a step-down facility for COVID-19 positive patients requiring inpatient care has been set up in Hinckley. Travel to this facility is particularly challenging for carers and families from Rutland. Healthwatch Rutland would like to see how the Trust will measure and use patient and family satisfaction rates and experiences to assess the quality of this service.

The draft Quality Account demonstrates much work to maintain and improve patients' services despite the added pressures of the ongoing COVID-19 pandemic. We welcome the positive actions taken to keep waiting list patients safe as described for priority 4. We would value the provision of data to evidence the success (or otherwise) of this approach along with information about patient experience and feedback of waiting patients.

Engaging with patients, friends and families

We note the ongoing focus on strengthening patient and carer involvement in Trust work. We appreciate that delays in recruiting patient safety partners and slow uptake of the new Friends and Family Test system have been caused by COVID-19 challenges, and welcome that the Trust recognises the need for renewed efforts to prioritise these activities in 2022/23.

Healthwatch Rutland will watch with interest, how the positive transformation and coproduction work with patients with Learning Disabilities and their families is carried

forward. The bespoke COVID-19 vaccination clinics for people with learning disabilities have been valued, although the clinics have not been in Rutland itself.

Staff welfare, recruitment and retention

We acknowledge the difficulties, nationwide, of recruiting and retaining staff. LPT is being proactive in managing this by caring for and training and developing staff in addition to overseas recruitment. We would also encourage, wherever possible, moves towards apprenticeship schemes and placements for trainees - both of which receive minimal attention in the draft Quality Account. This would equip and provide a workforce for the future. It is pleasing to see that there remains a focus on research and we hope this will continue and that research opportunities will be offered to all staff members as part of their support and development.

Healthwatch Rutland finds the progress with work to support staff in the 'Freedom to Speak Up' (FTSU) programme very encouraging. As evidenced through the staff survey, 82% of colleagues feel comfortable in raising concerns around clinical practices. The embedding of the FTSU Guardian, and ongoing support for FTSU champions shows a clear commitment to a culture of learning from occasions when things have gone wrong. This, in turn, promotes good patient care and safety.

In conclusion, Healthwatch Rutland has valued a continuing strong and productive relationship over the year with LPT staff and senior management teams and we look forward to another year of working together on this journey of continuous improvement.



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