

Paper 5

Healthwatch Rutland response to the Leicestershire Partnership NHS Trust Quality Account 2019-2020

We thank Leicestershire Partnership NHS Trust (LPT) for the opportunity to respond to the 2019-2020 draft Quality Account. It is apparent that the Trust has truly become a 'learning' organisation over the last year in that it has placed great emphasis on partnerships with patients and their significant others, staff, clinical expertise and guidelines, academia and stake holders and is prepared to listen, learn and improve services. From the Healthwatch Rutland point of view, this has been borne out by our greater inclusion in strategic planning and opportunities to meet with senior staff in order to act as a 'critical friend' by challenging problem areas, representing the public voice and getting updates about innovation and progress. Many positive steps have, indeed, been made over the last year in response to the poor 2019 Care Quality Commission report. We commend the Trust, and on behalf of patients, carers and families we would like to thank staff for their hard work and dedication.

We particularly recognise the emphasis that LPT has placed on improving care for those with mental health difficulties and learning disabilities across all age ranges and this is well documented in the report. However, although the CEO refers to the transformation of Community nursing and therapy services and the new integrated 'Home First' teams in her initial statement, we find there is a lack of detail in the Account about this how this has been translated into LPT front line working practices. In addition, the second phase of Community Service Redesign which started in 2019 and continues in 2020, is looking at future utilisation of beds and planned care in the community, is of particular relevance, and concern, for Rutland people. Healthwatch Rutland has heard from many residents who consistently tell us they would like to see services at the Rutland Memorial Hospital expanded as part of the 'care closer to home' transformation. We would therefore like to see commentary on how well the integrated Home First teams and Locality Decision Units have operated in the early period of implementation and plans for realising the full Home First vision going forward into 2020/21.

We are pleased to see the focus on a co-design approach to improve patient experience and would welcome more information about how you have reached out into our communities to achieve this. During 2020/21 we would like to see how you are working with hard to reach and minority groups to help them better understand your services, across mental health, learning disability and community nursing. Healthwatch Rutland would be very happy to help communicate information and promote your engagement activities in our communities in Rutland.

A handwritten signature in black ink that reads "J Underwood".

Dr Janet Underwood PhD

Chair, Healthwatch Rutland