

Paper 7

27 May 2026

Healthwatch Rutland Statement on the LPT Quality Account 2025/26

Healthwatch Rutland welcomes the opportunity to comment on Leicestershire Partnership NHS Trust's (LPT) Quality Account for 2025/26. We appreciate the openness with which the Trust describes both achievements and areas requiring further improvement. We also recognise the significant pressures facing mental health, learning disability and community services across Leicester, Leicestershire and Rutland.

We are pleased to see strong progress in several areas that matter to patients, families and carers:

- *Carer involvement:* The Trust's achievement of Triangle of Care (TOC) Star 1 accreditation and the expansion of TOC across community mental health and learning disability services is encouraging. The new carer dashboard in SystemOne and the coproduced Young Carers Pack demonstrate the commitment to improving identification and support for carers. The Quality Account notes that the staff training is co-delivered with lived experience partners, an approach we strongly support.
- *Patient and Carer Race Equality Framework:* We welcome the Trust's active work to reduce inequalities, including community-led engagement with Bangladeshi and Black communities and the development of the Manifesto for Black Safety, Healing and Belonging, highlighting the importance of culturally responsive care.
- *Improvements in community mental health services:* We note the CQC's recognition of kind, respectful care and improved ratings for safety and effectiveness. The reduction of average waiting times to 51 days following the warning notice is positive, though continued improvement and monitoring is essential.
- *Quality improvement and patient experience:* We welcome the expansion of coproduction, including the Youth Advisory Board, the People's Council, and lived experience partners embedded in governance and QI projects. We feel that it is important to be clear however, on where true coproduction is in operation and where the Trust is engaging with patients and carers to simply codesign existing patient-facing materials (Recovery College Course Guides) and call scripts

(Mental Health Access Point). We would also like to see how lived experience input is changing Trust services in addition to how it is contributing to them.

However, despite some progress, long waits remain a significant concern for people in Rutland, particularly in CAMHS, ADHD pathways and community mental health. The new "While You Wait" resources are helpful, but they cannot replace timely access to assessment and treatment.

The Quality Account acknowledges that care planning is not yet consistent across inpatient services. We support the new priority for 2026/27 to ensure personalised, accessible care plans and hope to see evidence of improvement in the next year.

Overall, the Quality Account reflects a Trust that is committed to improvement, transparent about challenges and increasingly shaped by the voices of patients, carers and communities. Healthwatch Rutland looks forward to continuing to work with LPT this year to ensure that people across Rutland receive safe, timely, compassionate and equitable care.



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