Reshaping Community Services in Wardown CMHT

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NHS East London NHS Foundation Trust

Life QI Code: 112287

What is your main achievement with this project? Think of a newspaper headline!

Aim

For 90% of Staff and Service Users to report satisfaction with the care they provide and receive

How did you involve service users and carers in this work?

We invited two carers and two service users from the beginning of the project. They are at all weekly QI group meetings and share valuable experience and insight. (Big I)

Tests of Change

1. Giving out the medication leaflets following medical appointments
2. "Tell My Story Once"-making sure that all the necessary information/details are captured;
3. Amending the Consultant clinical letter to give service users and carers the opportunity to feedback on any information within the letter;

Driver diagram
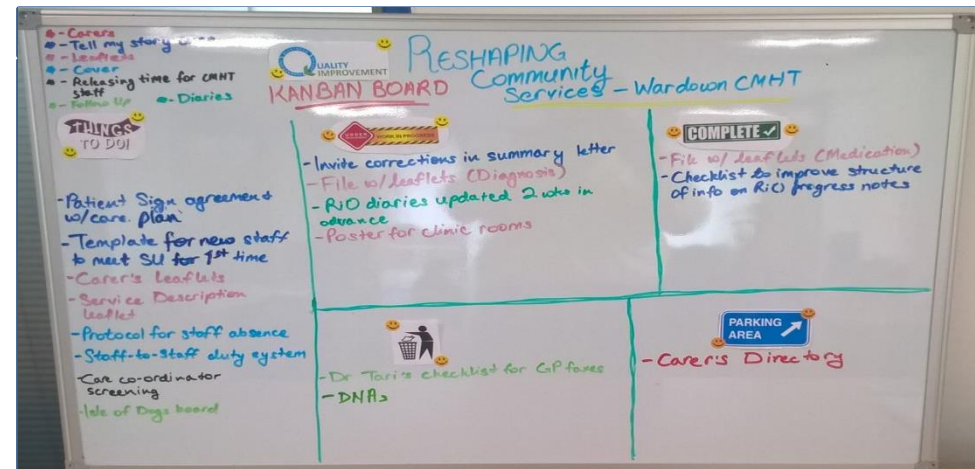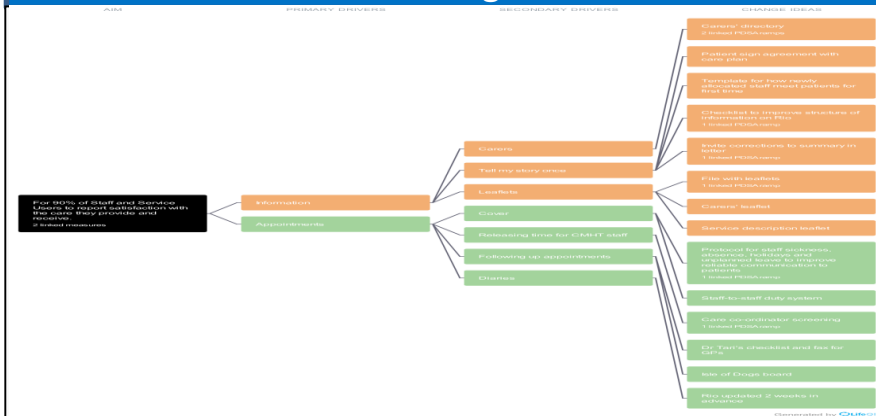
Learning and what next?

- We have learnt the importance of having regular meetings as a team, and how without these it's hard to plan PDSA's effectively. Also how important regular meetings are and the team to all be dedicated to the project.
- We have one more phase of creating a virtual database for all the carers who are supporting our service-users in Wardown CMHT.

Tell us your story in a nutshell

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The project is part of a wider trustwide project to reshape community mental health services and is the only project of its kind in Luton.

Our QI team meets weekly and is currently composed of one main project lead, one secondary project lead, two doctors, one band 6 care coordinator, one band 3 support worker, admin, one service user and two carers. With the help of our QI coach, we use our Kanban board to keep track of our ideas and to structure our meetings.

We developed the idea of introducing medication leaflets and diagnosis leaflets for each new service user and for every current service user who experiences difficulties in understanding his/her medical treatment plan and mental health diagnosis. We have also designed a poster and placed a copy in each clinic room as a reminder for the clinicians and services users to ensure they have received the leaflets.

It's important that service users tell their story only once, not to have to tell it over and over each time they saw a different member of staff whether it be a psychiatrist, care co-ordinator, support worker or a locum etc; so a new more comprehensive and holistic clinical template was designed and implemented in the system for recording the information on Rio (this new template is used for daily recording).

Any additional team or project photos?

Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net

The Team

Colour key (top left):
- Carers
- Tell my story...
- Leaflets
- Cover
- Releasing time for CMHT staff
- Follow Up
- Diaries

QUALITY IMPROVEMENT

RESHAPING Community Services – Wardown CMHT

KANBAN BOARD

THINGS TO DO!

- Patient Sign agreement w/ care plan
- Template for new staff to meet SU for 1st time
- Carer's leaflets
- Service Description leaflet
- Protocol for staff absence
- Staff-to-Staff duty system
- Care co-ordinator screening
- Isle of Dogs board

UNDER DEVELOPMENT / WORK IN PROGRESS

- Invite corrections in summary letter
- File w/ leaflets (Diagnosis)
- RiO diaries updated 2 wks in advance
- Poster for clinic rooms

COMPLETE ✓

- File w/ leaflets (Medication)
- Checklist to improve structure of info on RiO progress notes

(Bin / discarded)

- Dr Tari's checklist for GP faxes
- DNAs

PARKING AREA

- Carer's Directory

Poster for Clinic Rooms