

Commentary from Healthwatch Coventry

Healthwatch Coventry represents the interests of patients and public in local NHS and social care services.

We are asked to consider if a Trust's quality account:

1. reflects peoples' real experiences as told to Healthwatch
2. shows a clear learning culture in the Trust that allows people's real experiences to help the provider get better
3. priorities for improvement are challenging enough and is it clear how improvement will be measured

This year much of the content of the Quality Account highlights how CWPT changed its services to respond to the implications of the COVID-19 pandemic and the disruption the pandemic caused for planned pieces of work.

CWPT also took on additional work to provide COVID-19 vaccination centres and other routes for vaccination as part of the national and local vaccination plans.

It is positive to hear that the trust plans to involve staff in developing its plans for the future.

Quality goals

The Trust had set a number of quality improvement goals for the different specialties it has for the last year.

It reports that the four mental health services related goals have not been delivered due to the impact the COVID-19 pandemic. There are some important pieces of work featured within these goals.

The patient experience objective has not been delivered and will roll over into the current year.

Some progress is reported on the staff development goal and the learning disability service related goal of implementing learning disability service improvement standards.

The trust says that one of the three Health and Wellbeing related goals has made some progress, but this is not quantified.

Other than rolling forward some quality goals the trust has not set out a list of quality improvement goals for the coming year in the document. Instead they

describe a focus on a broader Quality Improvement (QI) approach for the organisation. This QI approach is welcome and should be a positive step as it is about changing ways of working and thinking. Healthwatch Coventry met with the Trust on 10/6/21 to learn more about the approach being taken. As yet patient/user focused measures of QI are not detailed in the Quality Account.

Patient experience of care

The document contains some evidence of how patient/service user views are gathered and actions resulting from feedback. It also indicates a move to a changed approach of working to utilise experts by experience to co-produce patient led standards. This is positive. The trust acknowledges that responses to the survey of patients using community mental health service places the trust in the bottom 20% of trusts for some aspects of its care.

Other quality information

The trust has identified learning from audits and specific action undertaken or to be addressed.

The audit of oral care in residential home on Coventry - health record review identified a lack of consistent approach to mouth care. We welcome the actions to address this as this is an issue previously flagged through Healthwatch Coventry work to visit care homes in Coventry and evidenced in our reports of these visits.

There is no comparator data for the mortality data included in the report for similar trusts or previous years given to provide context.

A Coroner Inquest into the death of patient has resulted in actions by the trust being identified.

Ends