

Quality Account

2022-23



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Associate Director Cheshire
East, LD, NDD & ABI

*Helping to improve the lives of
everyone in our communities*

East Cheshire – CWP activity data 22/23

Children and Young People 2022/23

Total Referrals | 4797

Average Referrals per month | 400

Average Caseload each month | 3190

Adult Mental Health

Total Referrals | 9552

Average Referrals per month | 796

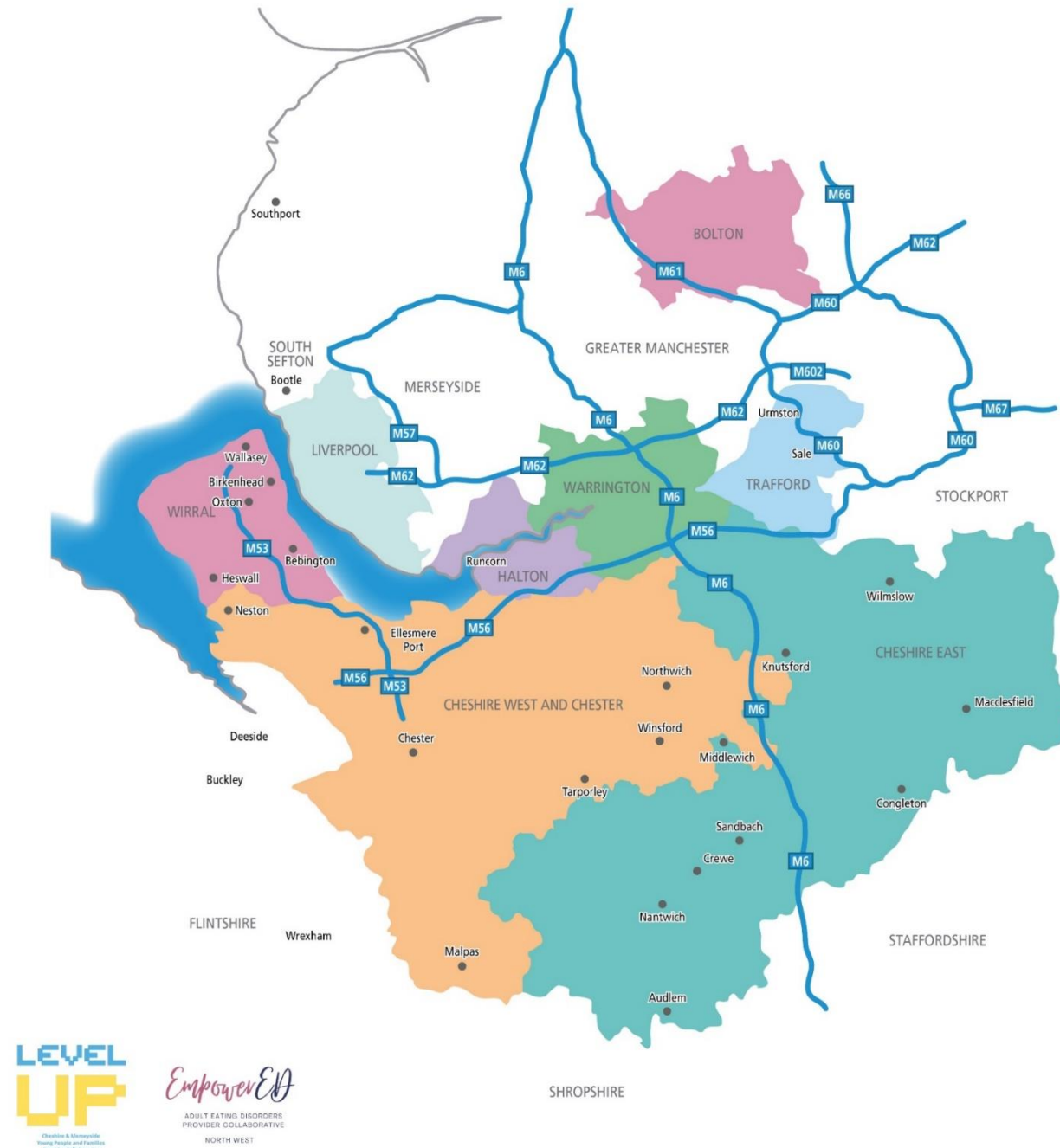
Average Caseload each month | 6663

Learning disability

Total Referrals | 1007

Average Referrals per month | 83

Average Caseload each month | 1144



In **West Cheshire** CWP provides services in: Adult Mental Health, Learning Disability, Child and Adolescent Mental Health, Community Physical Health Services, including the 0-19 Starting Well Service, Community Nursing, three GP surgeries and a GP Out of Hours service.

In **Wirral**, CWP provides services in: Adult Mental Health, Learning Disability, Child and Adolescent Mental Health, All Age Disability and the Continuing Healthcare and Complex Healthcare Service.

In **East Cheshire**, CWP provides services in: Adult Mental Health, Learning Disability and Child and Adolescent Mental Health.

In **Warrington** CWP provides an Eating Disorder Service.

In **Trafford** CWP provides Learning Disability Services and an Eating Disorder Service.

In **Halton** CWP provides an Eating Disorder Service.

In **Bolton** CWP provides an Eating Disorder Service.

In **Shropshire**, we provide Community Adult Autism assessment and treatment.

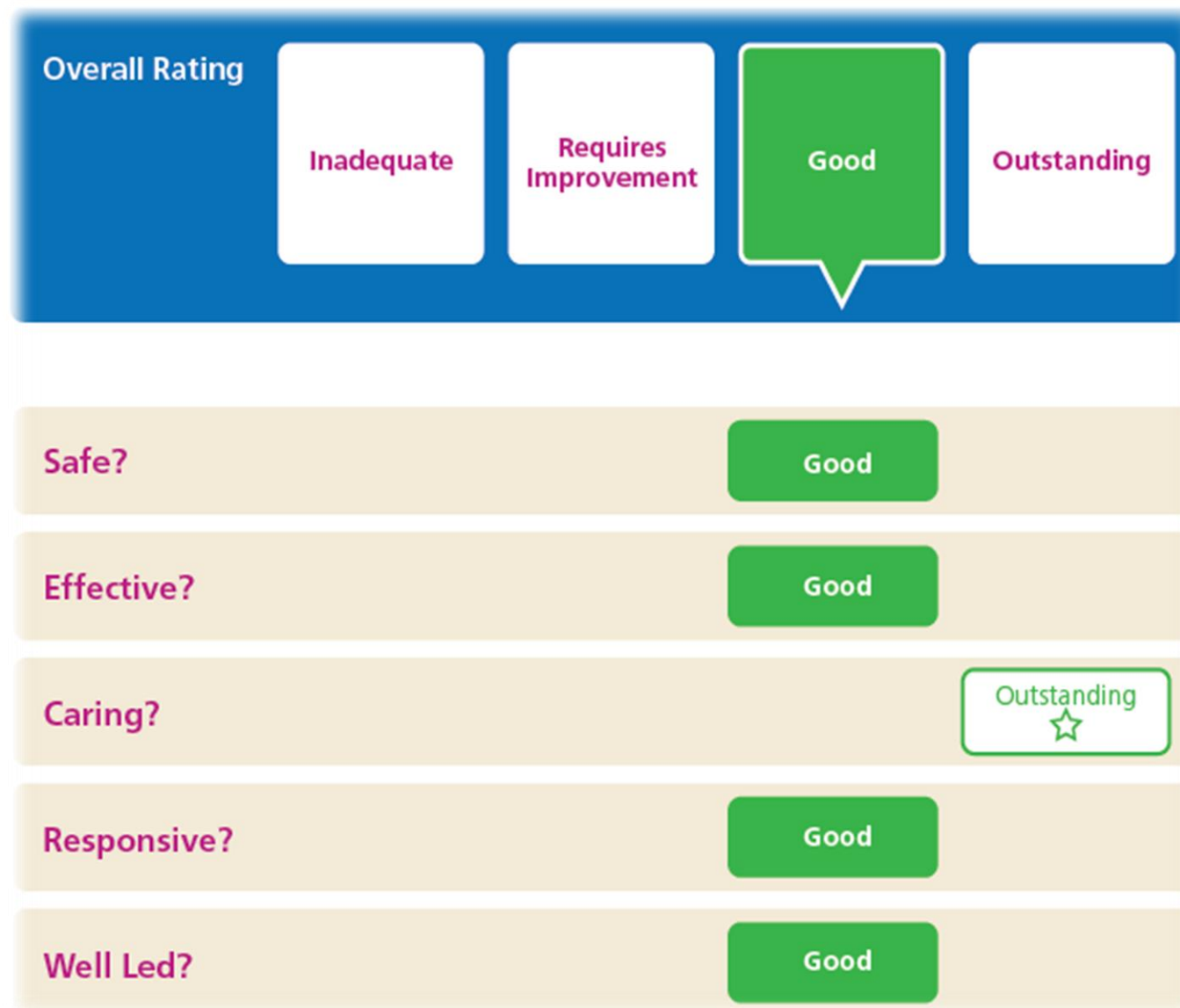
In **Liverpool**, we provide Community Adult ADHD assessment and treatment and Cheshire & Merseyside Adolescent Eating Disorder Services (CHEDS).

Regionally, CWP provides CAMHS Tier 4 services for Cheshire and Merseyside and eating disorder services across the North West and leads two Provider Collaboratives:

- Level Up, Young people and families, Cheshire and Merseyside, Provider Collaborative
- EmpowerED, Adult Eating Disorders, North West, Provider Collaborative.




CWP is also part of Prospect Partnership, the provider collaborative for Adult Secure Services in the North West.

Continuous improvement



Big Book of Best Practice

Our quality improvement priorities 2022-23

- 
Clinical effectiveness
 Improvement in the use of outcome measures as a mechanism for quality improvement through the development of a clinician-level digital dashboard (known as an 'Effective Care tool')
- 
Patient experience:
 To ensure that people are asked for their feedback on the quality of their care in the last 12 months
- 
Patient safety
 Enhanced patient training to CWP staff, which emphasises a proactive approach to identifying risks to safe care and includes systems thinking and human factors

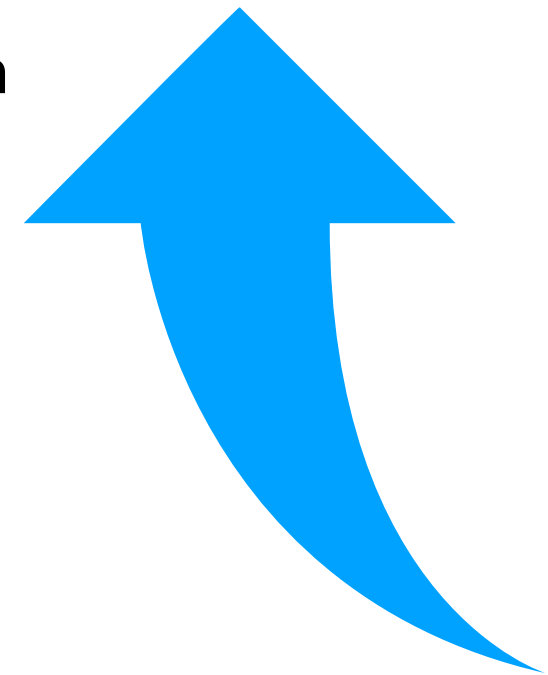
Our quality improvement priorities 2023-24

- To implement the Patient Safety Incident Response Framework (PSIRF), demonstrating tangible benefits of the framework in the way we respond to incidents in terms of integration of learning and patient safety improvement.
- To develop clinical networks across all Care Groups, as a support to services and practitioners to use evidence and research as mechanisms for improvement and assurance.
- Implementation of the revised Patient Experience Improvement framework.



Quality highlights

- Responding to **surge in demand** for specialist mental health care with associated impact on length of stay/treatment plan due to complexity of illness.
- Continued success of **Community Wellbeing Alliance** in partnership with local authority, VCSE and housing partners to improve joint working in community mental health care.
- **Opened two new mental health crisis cafés** to improve patient experience - the result of a partnership between CWP, Cheshire East Council, Independence Supported, and East Cheshire Housing Consortium (ECHC).
- The **Cheshire Community integrated primary and community care** new models designed to incorporate care for people with eating disorders and mental health difficulties.



**Cheshire and Wirral
Community Wellbeing
Alliance**

COMMUNITIES THAT CARE



- Launch of **First Response Service** to support early intervention, best use of resources and improved patient experience
- **Best in the country** - Cheshire's Individual Placement and Support Service (IPS) has been listed as 'exemplary' following a recent review - the highest scoring service in the country.
- **End of Life care** providing utmost service for people who are rapidly deteriorating and eligible for the service.
- **Supporting neurodiverse young people in their classrooms** by providing professional development and training for teachers raising positive awareness of neurodiversity in the local community and school culture.
- CWP won the highly prestigious **Mental Health Innovation of the Year at the HSJ Awards** for work on the Dynamic Support Database – Clinical Support Tool (DSD-CST)



- **CWP is the Lead Provider** for Adults Eating Disorders Services in the North West and Young People and Families Tier 4 services across Cheshire and Merseyside - working with other providers to make improvements to local specialist services for people and their families.
- Continuing to respond to **an increase in demand for CYP** mental health support. 1 in 6 young people are now impacted by serious mental ill-health (previously 1 in 9). Associated impact on length of stay/treatment plan due to complexity of illness.
- CWP has been recognised as an **overall top performer** following the publication of results from the Care Quality Commission (CQC), following a survey of mental health community services.
- **CWP and the Cheshire COVID-19 vaccination service** continues to deliver an innovative and agile offer to the local communities and people across Cheshire – the Living Well Bus.



Listening to you

Children, Young People & Families

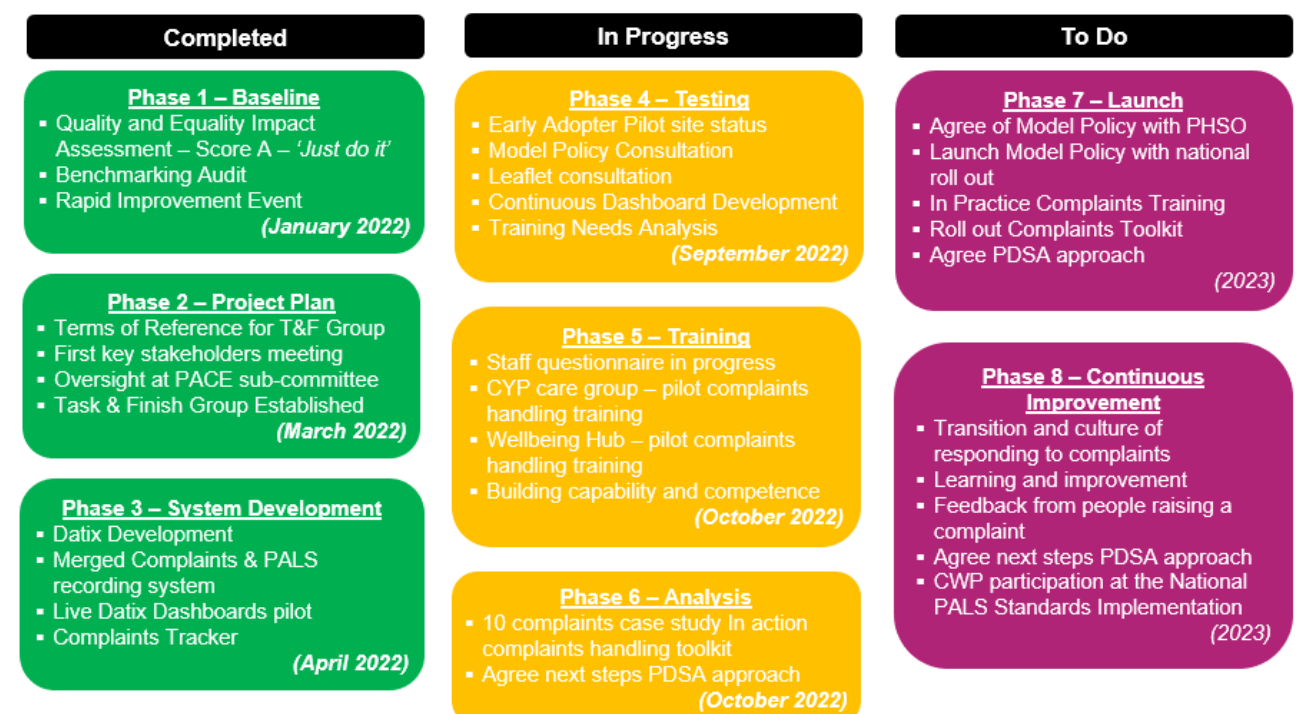
Mum asked practitioner to pass on her thanks for the support telephone calls they received from the Urgent Support Team, she was very grateful to the team for relieving her stress and for supporting both her and (patient).

“My daughter’s mental health worker was excellent, caring, helpful and very good at her job. Really grateful for the service and support. (Staff member) was a pleasure to work with for (patient) and us. She was great at taking us on this journey, problem solving and never giving up and giving us tools to use. Helpful, flexible, informative, friendly, professional, patient, consistently kind and supportive.”

Specialist Mental Health – place based

Patient who is due for discharge today came up to staff members and thanked us all for the care we provided while patient was admitted. During their admission they said even they were very unwell and could not get out of their room. Staff provided person-centred care, ensuring that the patient had their medication and diet and fluid and continued to provide interaction with the patient to ensure they did not become isolative. Patient thanked staff for everything we have done for them and they have felt so welcomed since being admitted.

CWP COMPLAINTS & PALS NEW MODEL MILESTONES



Thank you

Cheshire and Wirral Partnership NHS Foundation Trust

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