

APPENDIX A

**Healthcare Commission Community Mental Health Survey, 2006  
UPDATED ACTION PLAN TO ADDRESS FINDINGS**

<b>Issues arising from survey</b>	<b>Actions</b>	<b>Accountability</b>	<b>Update</b>
<b>Crisis Care</b>	<p>Provision of out of hours contact line for Working Age Adults – one number per locality for contact both in and out of hours</p> <p>Assessment of need and exploration of opportunity to extend Out of Hours Services across Older Age Adults and Learning Disabilities</p>	<p>Service Director WAA/Substance Abuse ( Linda Folley )</p> <p>Service Director OAA/LD/Camhs</p>	<p>Partnership Accelerating Change Project addressing issue of access to out of hours numbers –models operating nationally have been reviewed and 24 hr reception at Wotton Lawn costed . Executive Team have decided that number will form part of 24hr Crisis/ Home Treatment Services .</p> <p>The extension of Crisis Resolution /Home Treatment to Older Age Adults with a functional illness has been agreed .</p>
<b>Medication</b>	<p>Presentation of Survey findings to Medical Staff Committee with a view to devising action plan to address issues raised .</p> <p>An audit of current situation re information routinely given to patients on prescribing to be considered involving Service User /Carer Research Group</p>	<p>Representative of Medical Staffing ( Dr Rob MacPherson )</p> <p>Dr Rob MacPherson to discuss with Medical Staff Committee</p>	<p>Findings presented to Medical Staff Committee and a medical audit session has looked at current practice. Awaiting the results of a case note audit.</p> <p>The Drugs and Therapeutics Committee is considering the issue of drug information sheets .</p>

APPENDIX A

	<p>Seek ratification of posters and cards for Service Users re medication through Practice Standards Committee.</p> <p>Posters to be widely disseminated encouraging Service Users to ask their doctor why they need to take the drug, what will happen if they take it and what will happen if they stop.</p> <p>Review of Policy for Prescribing, and Administration of Medicines to include review of Section “22 Consent to Treatment “ . Every letter re medication to include standard statement agreed by Drugs and Therapeutics Committee “ I have discussed the indications and possible side effects of medication with the patient who has given valid and informed consent “</p>	<p>Development Manager Recovering and Care Co – ordination ( Tim Coupland )</p> <p>Tim Coupland</p> <p>Tim Coupland and Lead Pharmacist GPT</p>	<p>I nformation about what Service Users need to know has been incorporated in to the new Policy for the Prescribing and Administration of Medicines which is now ratified. Posters are being disseminated .</p> <p>Clear statements are included in POPAM section 1 relating to types of consent. An example statement is given:</p> <p><i>“I have explained the purpose and outlined the potential benefits of the Medicine. I have also explained the risks and possible side effects of commencing this treatment and also alternatives (including non pharmacological) Approaches that may be beneficial.”</i></p>
<p><b>Care and Treatment</b></p>	<p>Review of Care Programme Approach and introduction of revised Policy including Care Plan Review sheet.</p> <p>This will require the Care Co ordinator to identify the mental health concern, to</p>	<p>Tim Coupland</p>	<p>An extensive review of the CPA has been completed and endorsed by the August Practice Standards Committee Training continues to be rolled out since September</p>

APPENDIX A

	<p>indicate whether there is a need for counselling, and to consider the need for information about employment, benefits and support groups. The form will indicate whether medication has been discussed with the service User and by whom, and the number they should contact out of hours The form will indicate whether the Service User has received a copy. A copy of the care plan to be sent with invitation to care plan review if deemed to be appropriate .</p> <p>Introduction of new procedural guidelines for both Care Co ordinators and administrative staff with clear roles indicated. This will be supported by training for each Team .</p>	<p>Tim Coupland</p>	<p>and has been recorded on the database at Collingwood House. Care Planning templates are now being developed for specialist areas. Training has been completed in AWA, Ops, and CAMHs and is now being undertaken in LD and SM services.</p> <p>All training for Service Users and Carers in the future will focus on the principles and paperwork.</p> <p>The application of the new CPA paperwork will be stringently monitored and audited.A CPA audit officer is to be employed to undertake this task later in the year.</p>
<p><b>Dissemination of Survey results</b></p>	<p>Action Plan to Practice Standards Committee</p> <p>Results and Action Plan to Partnership Trust Board</p> <p>Results to Overview and Scrutiny Committee</p> <p>Results to Senior Mangers for dissemination to staff</p> <p>Press release re availability of results</p>	<p>Mental Health Development Manager ( Jennifer Berry )</p> <p>Jennifer Berry</p> <p>Director of Nursing, Social Care and Therapies ( Hazel Watson )</p> <p>Service Directors</p> <p>Communications Manager</p>	<p>Completed</p> <p>Completed</p> <p>Not required</p> <p>Completed</p> <p>Completed</p>

APPENDIX A

		( Deborah Richards )	
	Article for GPT news	Jennifer Berry	Completed
	Dissemination of results to User and Carer Groups and Partner Agencies	Jennifer Berry	Completed
	Post survey results on Trust Website	Jennifer Berry	Completed