

# OUR YEAR

2017 – 2018



Trust rated as 'Good' by CQC

High scores again in  
NHS National Staff Survey

Another great year for HPFT

## Introduction

Page 3

## Great Outcomes

Page 4 – 11

## Great People

Page 12 – 14

## Networks & Partnership

Page 15 – 16

## Great Organisations

Page 17 – 18

## Finance

Page 19

## Our Mission

*We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.*

## Our Vision

*Delivering great care, achieving great outcomes – together.*

## Our services

*We are committed to providing excellent health and social care for people with mental ill health, physical ill health and those with learning disabilities.*

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**Our**  **values**

**Welcoming Kind Positive Respectful Professional**

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Hertfordshire Partnership University NHS Foundation Trust works toward eliminating all forms of discrimination and promoting equality of opportunity for all.

We are a smoke free Trust therefore smoking is not permitted anywhere on our premises.

**Welcoming Kind Positive Respectful Professional**

# Introduction



**2018 was a year in which the Trust performed very well against increased demand. This was reflected in our CQC rating of 'Good' with 'Outstanding' for our learning disability and forensic services.**

The CQC inspection included very positive feedback about our staff and the compassionate way in which they go about delivering care, saying that: "We were impressed by the way all staff embraced and modelled the values...staff showed the values in their day-to-day work." The CQC highlighted that our leaders and managers at all levels are visible and approachable. There is good engagement with staff, service users and partners.

This feedback is also borne out in our National NHS Staff Survey where we have maintained high scores for engagement over recent years. Our staff are very proud of the quality of services they provide and would recommend HPFT as both a place to work and an employer.

The last year has seen us build on our Good to Great strategy, established in 2016. Highlights include establishing our Community Perinatal Service, introducing a 24-hour crisis service and winning a HSJ Award for our CAMHS Community Eating Disorders Service.

Delivering great care depends on our ability to attract and retain great people - which remains a challenge across the

NHS. During this year we have developed our workforce with new roles and ways of working. We have provided support for delivering a staff wellbeing programme through to providing effective IT systems that give staff real time information on safe staffing levels and bed management.

Another important part of our role is maintaining effective partnerships and relationships. We have promoted closer working between mental and physical health and social care, by ensuring that mental health is embedded throughout 'A healthier future', the Sustainability and Transformation Plan for Herts and West Essex and working with our partners to deliver integrated services that treat people's mental and physical health together – for example, through our newly-opened Marlowes Health and Wellbeing Centre.

Our Good to Great strategy has provided a new energy and focus for the years ahead. There will undoubtedly be challenges in 2018/19 but we are confident that we have the people, relationships and skills to continue to deliver great care and great outcomes.

**Chris Lawrence, Chair**  
**Tom Cahill, CEO**

# Trust rated as ‘Good’ by CQC and ‘Outstanding’ for two core services

We were delighted to receive a rating of ‘Good’ by the Care Quality Commission (CQC), the body that regulates all hospitals, health and social care providers. In addition two of our core services – forensic inpatient services and wards for people with a learning disability – were rated ‘Outstanding’ which is a brilliant achievement.

The CQC inspectors praised staff working within the Trust, commenting that:

“Staff behaved in a kind, respectful and compassionate manner when interacting with patients. Staff always took time to listen to patients and fully understand what support they required” and that they “showed caring, compassionate attitudes, were proud to work for the Trust and were dedicated to their roles.”

The CQC noted that HPFT leaders and managers at all levels are visible and approachable. There is

good engagement with staff, service users and partners. Service users are involved in service improvement and their feedback is used to change practice.

The CQC also recognised the impact that the Trust’s investment in IT systems and innovation projects is having in enabling staff to deliver improved safety and better outcomes for service users.

HPFT’s Chief Executive, Tom Cahill, said:

“We’re proud to be one of a number of mental health and learning disability trusts that have received a ‘Good’ rating across England. This rating has come at a time when demand for our services is higher than ever. We have continued to improve while treating greater numbers of people. The results also move us closer to our ambition deliver Great Care and Great Outcomes – providing excellent mental and physical care at the heart of the community.”

|  | Safe                                   | Effective                              | Caring                       | Responsive             | Well-led                     | Overall                               |
|--|--|--|------------------------------|------------------------|------------------------------|---------------------------------------|
| Acute wards for adults of working age and psychiatric intensive care units       | Requires improvement<br>↔<br>Apr 2018  | Requires improvement<br>↓<br>Apr 2018  | Good<br>↔<br>Apr 2018        | Good<br>↔<br>Apr 2018  | Good<br>↔<br>Apr 2018        | Requires improvement<br>↓<br>Apr 2018 |
| Long-stay or rehabilitation mental health wards for working age adults           | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| Forensic inpatient or secure wards   | Good<br>↔<br>Apr 2018                  | Good<br>↔<br>Apr 2018                  | Outstanding<br>↑<br>Apr 2018 | Good<br>↔<br>Apr 2018  | Outstanding<br>↑<br>Apr 2018 | Outstanding<br>↑<br>Apr 2018          |
| Child and adolescent mental health wards   | Requires improvement<br>↔<br>Apr 2018  | Good<br>↔<br>Apr 2018                  | Good<br>↔<br>Apr 2018        | Good<br>↔<br>Apr 2018  | Good<br>↔<br>Apr 2018        | Good<br>↔<br>Apr 2018                 |
| Wards for older people with mental health problems                               | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| Wards for people with a learning disability or autism                            | Good<br>↔<br>Apr 2018                  | Good<br>↔<br>Apr 2018                  | Outstanding<br>↑<br>Apr 2018 | Good<br>↔<br>Apr 2018  | Outstanding<br>↑<br>Apr 2018 | Outstanding<br>↑<br>Apr 2018          |
| Community-based mental health services for adults of working age                 | Good<br>↔<br>Sept 2015                 | Requires improvement<br>↓<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| Mental health crisis services and health-based places of safety                  | Requires improvement<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| Specialist community mental health services for children and young people        | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| Community-based mental health services for older people                          | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| Community mental health services for people with a learning disability or autism | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015                 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015 | Good<br>↔<br>Sept 2015       | Good<br>↔<br>Sept 2015                |
| <b>Overall</b>   | Requires improvement<br>↔<br>Apr 2018  | Good<br>↔<br>Apr 2018                  | Good<br>↔<br>Apr 2018        | Good<br>↔<br>Apr 2018  | Good<br>↔<br>Apr 2018        | Good<br>↔<br>Apr 2018                 |

# Clozapine clinics, a one stop service

**HPFT has saved people time by introducing one-stop Clozapine clinics for people with schizophrenia.**

Clozapine is an antipsychotic drug used to treat people with schizophrenia. Previously service users had to wait three days for blood test results and then medication. However, clinics like the new one-stop clinic introduced in St Albans in March 2018 means that service users now receive results and medication on the same day they have their blood samples taken.

Early feedback from service users has been overwhelmingly positive. Clinic staff have also welcomed the changes which have greatly reduced the time spent chasing blood results and checking that people collect their medication.

This frees them up to spend more time discussing other aspects of clinical care with service users.

We plan to roll out this the new Clozapine clinic model to other sites throughout the Trust.

## Tackling over medication of people with a learning disability or autism



**STOMP stands for stopping over medication of people with a learning disability, autism or both with psychotropic medicines. It is a national project to help stop the over use of these medicines, helping people to stay well and have a good quality of life.**

Psychotropic medicines affect how the brain works and may be prescribed for psychosis, depression, anxiety, sleep problems and epilepsy. Sometimes they are inaccurately given to people because their behaviour is seen as challenging, and people with a learning disability, and /or autism are more likely to be given these medicines.

When people without a mental illness are given psychotropic medicines they may feel calmer in the short term. However, this will not get to the root cause of the problem and can have a negative impact on concentration and physical health.

At HPFT, we found that many of our service users, take medication that is normally used to treat mental illness, and they were not always taking the most suitable medication, or the lowest dose needed.

We have already taken significant steps to tackle this and will be signing up to the national STOMP pledge, continuing to make sure that medication is not an alternative to good care.





# Introducing dogs has made our walking groups very popular

**HPFT is keen to promote physical activity amongst our inpatient population. The physical health of people with severe mental illness (SMI) is significantly worse than the general population with people on average dying 15-20 years prematurely. The vast majority of these premature deaths are caused by things like smoking, alcohol, poor diet, and lack of physical activity.**

Occupational therapists have traditionally offered walking groups to people in our inpatient services. These groups:

- facilitate promotion and discussions regarding physical health and exercise
- allow people a chance to get off the ward, away from the hospital environment
- offer an opportunity to socialise, support and care for others in a relaxed environment

However, the uptake has been low so in an innovative approach designed to encourage more people to enjoy the benefits of healthy exercise the Occupational Therapy Service decided to introduce PAT (Pets as Therapy) dogs to walking groups at two of our sites. PAT dogs have visited our inpatient services in the past on the wards. However, it has tended to be a fairly passive activity.

This introduction of the dogs to our walking groups has had a very positive reaction from service users:

- the group interacts much more amongst themselves and the PAT dog owner
- there is increased fun and enjoyment
- service users look forward to the walks and it gives them a routine
- it is providing a sense of purpose to the exercise
- fresh air and exercise help with sleeping
- it promotes discussion of family pets, routines and activities at home that support physical health

Walking in groups with the PAT dogs has been great for our service users – they love being in the outdoors, away from the ward and the dogs have increased their enjoyment – they can just observe the dogs enjoying their walk or can ‘take the lead’ themselves allowing them a chance to take care of the animal. The result is that that thanks to the PAT dogs our walking groups have become much more popular.

# Success at the Positive Practice in Mental Health Awards

**At the Positive Practice in Mental Health Awards we achieved 'highly commended' in all three categories we were nominated in.**

## Community Perinatal Service

In the Specialist Perinatal Mental Health Care (NHS England), award judges recognised HPFT for Development of a Specialist Perinatal Mental Health Team. The Community Perinatal Team work with women, their baby and family from pre-conception up to 12 months postpartum who are experiencing a range of mental illnesses, and cannot effectively be managed by primary care.

## CAMHS Eating Disorders Service

The Specialist Eating Disorders Care (NHS England) also saw HPFT highly commended for our CAMHS Eating Disorders (Service Expansion). Our staff worked with parents

and young people to expand our eating disorders service for young people and to develop and deliver a community-based service. This service has reduced the number of inpatient beds from 12 to two while improving outcomes for young people who get specialist intervention at a much earlier stage, giving them a much better chance of making a full recovery.

## My Wellbeing Plan

Finally, HPFT's 'My Wellbeing Plan' was highly commended in the Mental Health and Social Care award. My Wellbeing Plan is an approach to planning and delivering health, care and support with adults with mental ill health and their carers which was co-productively developed between HPFT staff, service users and carers.

The Community Perinatal Service Team





## “Lucy is phenomenal”

**Penny Smith, CAMHS, on Lucy's radio debut**

**Lucy, 18, is passionate about the support she has received from HPFT's CAMHS Eating Disorders Service following her diagnosis of anorexia. So she decided to write into BBC Radio 4 Woman's Hour about the benefits of outpatient**

**treatment and as a result both Lucy and Penny Smith, Advanced Eating Disorders Practitioner were invited to be interviewed live by programme host Jane Garvey.**

HPFT's CAMHS (Child and Adolescent Mental Health Services) Eating Disorders Team treat a range of conditions which include anorexia. They have developed exceptional expertise in this field. One important area of focus has been on how Outpatient treatment is provided to support families.

**“If you want a hug from your Mum and Dad you can't have it” Lucy**

Lucy was just 12 years old when she was first admitted to a hospital in London suffering from anorexia. “I was taken away from my family and when you want a hug from your Mum and Dad you can't have it.” Lucy has been an inpatient three times before being transferred to HPFT's CAMHS Eating Disorders Service as an outpatient.

**“The more people we can help in the community the better”**

**Penny Smith**

Discussing the benefits of outpatient treatment with Jane Garvey Penny said “The treatment we offer is very recovery focussed. We do a lot of work around restoring physical health and helping young people and families understand the illness so they can both challenge it and fight it together. This approach has reduced the number of admissions to hospital.”

The amount of help service users need varies. Some require more intensive support which means the team could visit someone five days a week to avoid the need for inpatient treatment.

Penny sees Lucy twice a week. Lucy says “It's a professional relationship but she's also a friend and I trust her with everything.”

**“The positive feedback we received was amazing!”**

“I thought Lucy was so brave to share her story on the radio and I felt she made her point beautifully” Penny says. She continues “I was also really impressed with how she challenged the interviewer over topics she did not agree with. Lucy is phenomenal.”





“This is a pleasant scheme which deserves to win”

#### BBH Award Judges

**In November 2017 Logandene, our specialist dementia care assessment and treatment unit, won a Building Better Healthcare Awards (BBHA) for the ‘Best External Environment’. The BBHA’s celebrate outstanding achievements and innovation in the healthcare sector. They also recognise people leading the way in enhancing services across the sector.**

Logandene underwent a state-of-the-art refurbishment, in March 2017, as part of a wider £42million investment into top range services across Hertfordshire, ensuring vulnerable and elderly adults always receive excellent treatment.

The garden at Logandene was transformed into a flourishing landscaped area where service users can freely walk without direct supervision under the discreet observation of staff. Having access to such a unique open space is critical to good quality care.

People living with dementia need opportunities to enjoy independence. The new garden space enables service users to walk along a yellow soft pour walkway, guided by hand rails which lead to points of interest, including flower borders, nature

and bird feeding areas. The potting shed and raised troughs also provide an opportunity to get involved in gentle gardening activities.

Award judges said: “This is a pleasant controlled scheme which deserves to win. For people of this demographic it is so good. It has been very thoughtfully designed, with good signage and use of colour.”

Jess Lievesley, HPFT’s Director of Service Delivery and Service User Experience, said: “Logandene has a phenomenal team, who had the vision to set a new bar for dementia.

The flourishing garden landscape has been well received by patients, visitors and staff. friendly environments.

We believe the attention to detail shows our commitment to first class care, enabling our patients to live better with dementia.”

# What is the STP and what does it mean for Mental Health and Learning Disability services?

HPFT is part of the Sustainability and Transformation Partnership (STP) for Hertfordshire and West Essex.

Across England, NHS and social care organisations have been encouraged to work more closely together to deliver more effective, joined-up and affordable services for patients and service users. In Hertfordshire and West Essex, councils, health and ambulance services, GPs, patient representative groups and the voluntary and community sector have been asked by the NHS to produce an improvement plan for the next five years.

These improvement plans are called 'Sustainability and Transformation Partnerships' (STPs). The STP for Hertfordshire and West Essex is called 'A Healthier Future'. HPFT is one of the organisations helping to deliver 'A Healthier Future'. [www.healthierfuture.org.uk](http://www.healthierfuture.org.uk)

The aim of STPs is to ensure that health and care services are delivered in a way that is more convenient for people to access. There is also an emphasis on encouraging people to look after their own health – so that we all stay healthier.

The Mental Health and Learning Disability workstream is an important part of 'A Healthier Future'. There are a number of projects in place that will deliver mental health services that are closer to people's homes and more closely linked to physical health. These include:



## **Giving access to mental health services through GPs' surgeries**

This new approach is being tested in Stevenage, Watford, Hertford. It is potentially a way of providing mental health care more quickly and nearer to people's homes. We also hope it will reduce the number of cancelled appointments.

## **New home-based services for young people**

We are developing a home service for young people suffering from serious mental health issues. We want to prevent young people becoming inpatients or and/or having to travel outside Hertfordshire to receive care.

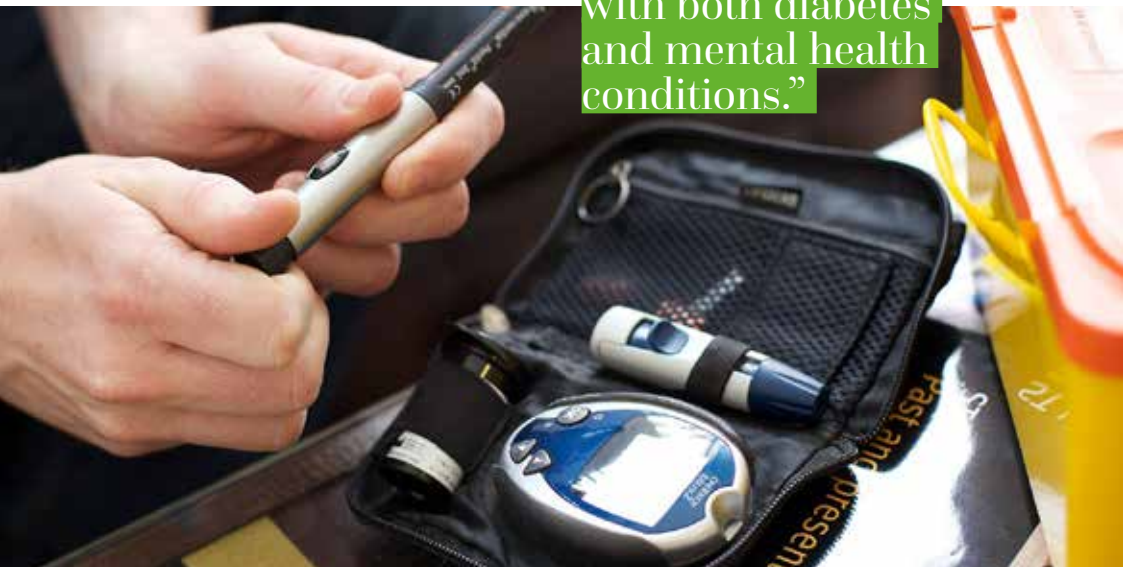
# MP nominates West Herts Diabetes Service for an award

**This is an excellent example of improving people's lives with joined-up mental and physical health services. The diabetes team from West Hertfordshire Hospitals NHS Trust (WHHT) and the mental health team from HPFT have been nominated for a special NHS 70 Parliamentary Award for their outstanding work in improving care for people with diabetes who are also coping with mental health conditions.**

Many people who suffer from long-term conditions (such as Diabetes) also experience mental health ill health. By improving people's mental health, we can ensure that they take better care of their physical health. Through working closely together, the teams can offer patients support with managing their diabetes and mental health conditions more effectively.

Watford MP Richard Harrington, who nominated the teams for the award, said:

**"By working closely together, these teams have made some real improvements to services locally. These will ultimately lead to improved access to care and a better quality of life for people coping with both diabetes and mental health conditions."**



# Sam Slaytor is Stonewall's East of England Trans Ally of the Year

**As Equality and Diversity Lead for all the Trust Sam Slaytor is an exceptionally busy person. It's a demanding role but one that she is clearly passionate about. "I love my job" she says.**

In recognition of her efforts to promote diversity and inclusion Sam recently received the award for Stonewall's East of England Trans Ally of the Year. She is very modest about her achievements – "I'm doing my job" she says. However, Sam appreciates the benefits that such an award brings in raising the profile of trans issues, demonstrating HPFT's commitment to Equality Diversity and Inclusion (EDI) and giving trans people someone they can contact and a resource for information and support.

One of the factors in Sam winning the award was the work she did on producing a guide for clinicians on 'Sexual Orientation and Gender Identity: A guide for clinicians working in children and young people's mental health and emotional wellbeing settings' This important guidance was launched in 2017 where it was greeted with enthusiasm by clinicians, young people and parents alike.

Sam's award also recognised her work as a member of the Hertfordshire LGBT Partnership, a group of pan-Hertfordshire organisations working together for LGBT and communities. It was perhaps no surprise then that another of Stonewall's winners was Sgt Steve Alison, from Herts Constabulary also a member of the partnership, who picked up the award East of England LGBT Role Model of the Year.







# High scores again for HPFT in the NHS National Staff Survey

HPFT yet again scored highly in the NHS National Staff Survey with 77% of staff recommending it as a place to work and receive treatment. Staff motivation was also another area where the Trust continues to perform well, as are quality of training, learning and development opportunities. In addition 78% of staff were highly satisfied with the quality of work and care they are able to deliver.

Jinjer Kandola, Deputy CEO and Executive Director of Workforce and Organisational Development, said: "I am delighted to see that our overall staff engagement score has improved year on year. Our aim is to continue to develop an environment where staff grow, thrive and succeed."

## Staff engagement – listening to our staff

Once again our Big Listen and Local Listens, which took place across the Trust's services proved to be popular. These engagement events provide an opportunity for staff to share their views on key topics and priorities. As a result of feedback from the Big Listens we have: increased health and wellbeing activities and locally delivered Schwartz rounds (these provide opportunities for staff to reflect on the emotional aspects of their work).

The Executive Team also travelled to many of our sites for face-to-face engagement sessions as part of our Good to Great roadshows. These events enable staff to have conversations about the five areas of interest so that we can put into action our 'Good to Great' strategy.

Our Chief Executive also holds regular breakfast meetings where different groups of staff feedback their views and experiences of working for the Trust and explore how we can improve the quality of care for service users.

## Health and Wellbeing

### A popular programme of events for staff

During the year we organised a diverse range of health and wellbeing events which were very popular with staff. They included: cycling, running, swimming and hydration team challenges, on site massages and mini health checks as well as piloting mindfulness programmes in four locations, which will be rolled out across the Trust.



# Tom Cahill is HSJ Chief Executive of the Year 2017

Towards the end of 2017

Tom Cahill, our CEO, was named as the HSJ's Chief Executive of the Year. Tom says "It is a huge honour and one of the many things that made me proud



were the judge's words when they referenced 'a leader and an organisation that puts service users and their families at the very centre of his trust's work.' I truly believe that winning this award was not only in recognition of my contribution and leadership but a reflection of HPFT and our 3000 or so staff who deliver great care day in and day out.

I am proud to be the leader of an organisation that puts service users first."

Tom has overseen a major transformation since he took on the chief executive role at HPFT in 2009 - including developing new models of care, new facilities and addressing the Trust's Good to Great strategy.

The last year has been busy for both Tom and the Trust. HPFT is one of the pilot trusts developing new care models in childrens' and adolescents' services. The Trust also took on specialist learning disability services in Buckinghamshire, have expanded our eating disorder services, set up a street triage initiative with the local police service and launched a community perinatal service.

## Peer Experience Listening - a unique approach to service improvement

Peer Experience Listening is a unique approach to service improvement that directly involves service users and carers. This innovative project is led by individuals with a lived experience of mental health services, either as a service user or care. Peer Experience Listeners gather information from their peers for the purpose of improving the service user and carer experience.

Since the project started Peer Experience Listeners have supported over 500 people to feedback about their experience of mental health services - by giving them time to talk. These stories have provided valuable information on how we can improve and develop our services.

Many of our peer experience listeners are carers themselves. We have designed and delivered valuable projects to improve HPFT's commitment and services to unpaid carers. This includes looking at the quality of support that is available to carers who support someone with dementia as well as interviewing carers about their personal experiences. The information that was gathered has helped the Trust improve its services that are available to carers.



# The Marlowes Health and Wellbeing Centre



In March 2018 mental and physical health services started moving in to our £6m state-of-the-art health facility in Hemel Hempstead. The centre is a joint venture between

HPFT and Hertfordshire Community NHS Trust (HCT) and offers a range of community mental and physical health services for adults and children all together under one roof. This makes it easier for them to share knowledge and to provide more joined up care for local patients, service users, carers and families.

## Mental and physical health services under one roof

Adult services provided at the centre include: community mental health services, diabetes care, nutrition and dietetics, a leg ulcer clinic and specialist mental health care for older people. Children's services offered include: Child and Adolescent Mental Health Services (CAMHS), community dentistry, audiology, speech and language therapy and children's therapy.

HPFT's chief executive Tom Cahill said: "Mental and physical health are very closely linked. This joint project is part of our wider vision to continue to innovate, offering treatment and facilities of the very highest quality."



## HPFT and EEAS

### Reducing ambulance call-outs by helping nervous patients

East of England Ambulance Service (EEAS) is frequently called out to nervous patients but when the ambulance staff arrive the patients rarely require medical attention. Instead they would often benefit from some form of anxiety or mood intervention.

HPFT's Wellbeing Service offers short-term support to clients, often through courses which teach practical skills and techniques for managing low mood and anxiety. They agreed to work together with the EEAS in order to help patients with anxiety.

Information about the Wellbeing Service has been made available to EEAS staff through

an app used by all ambulance staff to quickly identify appropriate services for people when out on call.

Details of the Wellbeing Service were also passed to triage units across Hertfordshire so that they can provide a signposting service to 999 callers assessed as not in need of an ambulance.

This innovative example of partnership working between HPFT's Wellbeing Service and the EEAS is providing a way for paramedics to support people in crisis at the point of contact, and will reduce unnecessary ambulance call-outs.

# Working together to prevent suicide

**Set up in 2017 to deliver the Hertfordshire Suicide Prevention Strategy, HPFT is part of the Suicide Prevention Network which involves more than 80 people from 20-plus organisations.**

The Network has a shared vision to make Hertfordshire a county where no one ever gets to a point where they feel suicide is their only option.

Suicide is the leading cause of death for men under 50. Each death by suicide impacts as many as 130 people

and costs the UK an estimated £1.67 million. Hertfordshire has low suicide rates compared to regional and national rates – but each and every death is a tragedy.

Focus groups, involving many people who have been bereaved by suicide themselves are working collectively to tackle a number of countywide initiatives including:

- improving sign posting services and referral pathways
- creating a discharge pack for service users
- contributing to the development and launch of the Just Talk campaign
- increasing public awareness of depression and suicide through the Spot the Signs campaign
- supporting the introduction of the Healthy Young Minds in Herts School Accreditation and Suicide Aware School status
- working to reduce suicides at local hotspots with Samaritans and railway partners by auditing and sharing incident information and exploring surveillance options.
- working with schools to raise awareness of mental health and how young people can look after themselves and others
- supporting families and carers of people bereaved by suicide

Catherine Pelley, Deputy Director at Hertfordshire Partnership University NHS Foundation Trust (HPFT) said: "We must all join together in our continued ambition to reduce the number of deaths in our county."

**E: [hpft.comms@nhs.net](mailto:hpft.comms@nhs.net) for further information**



Who dies by **suicide** in Hertfordshire

**80%** MALE

**82%** HAD DISCUSSED THEIR MENTAL HEALTH WITH GP

**50%** EMPLOYED

**23%** INVOLVED IN CRIMINAL JUSTICE SYSTEM

**67%** NOT IN A RELATIONSHIP

**59%** NOT KNOWN TO MENTAL HEALTH SERVICES

# Information technology – helping staff to deliver better care

A number of IT systems have been introduced, adapted and improved to enable staff to deliver care more safely and efficiently.

## SafeCare – for the safe and effective management of workforce levels

**SafeCare is an innovative new system which helps with managing workforce levels. SafeCare was introduced after staff shared their ideas for improving services by using technology with HPFT's Executive Team.**

Staffing levels and the numbers of staff required at a particular site may vary on a daily and hourly basis dependent upon the needs of service users. Managing these fluctuations and ensuring efficient and effective allocation of staff is a challenging and time consuming process. SafeCare enables managers to monitor and manage staffing levels and respond to the changing needs of their service users far more easily as they have access to real time analytical data. This results in a safer and more consistent experience for service users and frontline staff.

## Service user Practitioner Information Knowledge Excellence (SPIKE)

SPIKE is our new reporting tool for the Trust, which went live in January 2017. It is a one stop place for all information and reporting requirements and enables staff to access and monitor performance. The data on SPIKE is updated on a daily basis. A Single Point of Access (SPA) Administrator says "In the past counting the number of cases sitting in SPA would take up to 90 minutes but now it takes just a few minutes. A huge plus for me in time saving and accuracy of data."

As part of our 'Good to Great' strategy and on the success of SPIKE, we have agreed to tackle the use of data and information within the Trust therefore SPIKE version 2 will commence roll out during 2018/2019.



# Norman Lamb MP visits Broadland Clinic for a Q&A session



**In September 2017 Norman Lamb, MP for North Norfolk, former Minister of State for Care and Support and a passionate campaigner on mental health issues visited The Broadland Clinic in Norfolk at the request of service users. The visit was coordinated with Opening Doors, which is a user led organisation run by and for people with learning disabilities in Norfolk.**

After a tour of the clinic's facilities Norman Lamb joined a group of service users for a Q&A. As well as wanting to find out if owns a sports car – he doesn't - they were also keen to know his views on social housing, the 1% pay cap and what a typical day was like for him.

Discussing the challenges faced by those with mental health issues he said that he felt that many were overlooked in society and that they deserved parity of esteem. "We have to keep campaigning for equality."

## Kingsley Green welcomes Dido Harding, NHS Improvement Chair

**Baroness Dido Harding, Chair of NHS Improvement, visited the Trust at the beginning of 2018 for a tour of our services on the Kingsley Green site.**

Baroness Harding was shown the Section 136 suite, a purpose-built facility which allows vulnerable and often distressed people to be safely. This was followed by a visit to Swift Ward Acute Assessment Unit.

At Thumbswood, our state of the art mother and baby unit, she chatted to some of the mothers staying there and to Suzanne Gray, Community Perinatal Team (CPT) Leader, about the excellent work they are doing in the community. Lynsay Evans, Modern Matron welcomed Baroness Harding to Forest House Adolescent Unit. They discussed the Trust's record for ensuring the children maintain their

education whilst staying at the unit and she heard about the forthcoming plans to provide greater home support to those in adolescent care. Baroness Harding also spoke to some young people about their experiences.

During the visit, the Baroness spoke very positively about the enthusiasm and professionalism of the staff she met and the warm welcome she received.





# Another year of strong finances

Despite the financial challenges across the NHS, we achieved a surplus of £9.1m (£8.m 2016-17). This is a considerable achievement and testimony to the efforts of our staff and our work with our partners.

Our surplus included £6.1m of Sustainability Transformation Funding (STF). Securing this level of additional performance related funding is very positive and crucial for our future development.

When considering our financial performance we tend to excluding STF funding and other non-routine transactions and this shows our surplus was £3.5m (£2.6m in 2016-17).

This excellent performance was achieved despite continued demand for services and staffing difficulties.

Our surplus arises from a combination of:

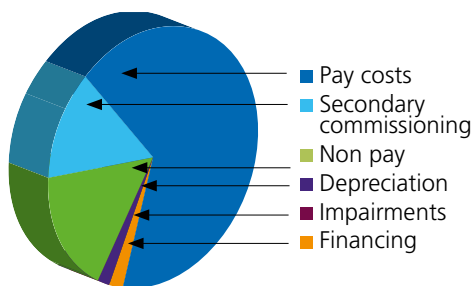
- The additional investment made by commissioners who are increasing the relative level of funding provided for mental health
- Managing our costs closely particularly the demand for bed placements and challenges around workforce recruitment and retention
- Looking to grow our income through expanding our services where needed. The main development in the year being the CAMHS Tier 4 service
- Meeting or exceeding performance for the vast majority of our quality measures

We achieved a Use of Resource Risk rating of 1 (the highest rating) from our regulator

|   | 17-18      | 16-17      |
|---|------------|------------|
| Operating Income                                  | 230.3      | 224.8      |
| Operating Expenditure including Finance costs     | 221.2      | 215.9      |
| <b>Surplus for the Year – includes as follows</b> | <b>9.1</b> | <b>8.9</b> |
| Sustainability & Transformation Funding (STF)     | 6.1        | 6.7        |
| Settlement of historic VAT claims                 | -          | 1.6        |
| Net impairments                                   | (0.5)      | (2.0)      |
| <b>Surplus for the Year after adjustment</b>      | <b>3.5</b> | <b>2.6</b> |

|   | 17-18        | 16-17        |
|---|--------------|--------------|
| Income from commissioner requested services     | 216.7        | 211.8        |
| Income from non-commissioner requested services | 13.4         | 13.0         |
|   | <b>230.3</b> | <b>224.8</b> |

NHSI, which reflected the strong level of financial management despite the very difficult financial environment and we met the agreed spend (agency cap level) set by NHSI of £8.5m.



We operate from over 50 sites and the largest part of our budget is spent on staffing. We also commission £28m of social and specialist health care packages. Operating expense details are contained in the Annual Accounts for 2017/18.

# 2017/2018 at a glance



**335,516**  
secondary care contacts



**52,423**  
referrals through Single Point of Access (SPA)



**155,159**  
IAPT (Improving Access to Psychological Therapies) contacts



**160,288**  
occupied bed days



**87%**  
would recommend us to friends and family



**3,157**  
(permanent and temporary)  
Staff working across 47 Trust sites