South West London and St Georges Mental Health NHS Trust
Core Standards Declaration 2007-8

1. Background
The Trust expects to declare compliance with all the core standards in the 2007-8 declaration except C20b: Privacy and Confidentiality, and C21: Well Designed and Clean Environments. Progress towards C20b and C21 continues although a proportion of services will be operating out of unsuitable accommodation e.g. the Psychiatric Intensive care Unit at Springfield Hospital until the new Acute Unit is completed in April 2009.

2. Progress since the 2006-7 Declaration

C5b Supervision and Leadership
A lack of, or conflicting assurance left the Trust Board unclear as to whether there were significant lapses in meeting this standard during 2006-7. The Trust's own records indicated better coverage with regards to supervision than indicated in the staff survey. Actions taken by the Trust since the 2006-7 core standards declaration include:

- The appointment of a full time Medical Director and Director of Nursing
- A revised Supervision and Development Review Policy has been published and a development review training programme has been implemented.
- The implementation of a Practice Development Programme for frontline clinical leaders.
- A Management Development Training Programme has been developed and is available to all Trust staff.
- The Assistant Chief Nurse has dedicated time to ensure structured supervision is in place in all clinical teams – Supervision action learning sets and ‘drop-in’ sessions have been established.

C4e Waste Management
The Trust declared non-compliance for this standard in the 2006-7 core standards declaration. The Trust had not implemented in full, changes in the recent statutory waste requirements. Actions taken by the Trust include:

- A Head of Patient Facilities has been appointed.
- A waste awareness training programme has been implemented for all Trust staff
- A revised Waste Policy has been developed.
- The completion of Polka Crest Waste Surveys
- The appointment of a waste advisor

3. Progress against Sutton OSC’s C7 and C17 Observations – 2006-7 Commentary

Adult Services Review
The Trust noted in Sutton OSC’s commentary for the 2006-7 declaration ‘there appears to be little cohesion between the various areas of development and limited acknowledgment of the interdependency between them and the impact of changes in one area on another e.g Early Intervention and Crisis Teams>CMHT’s>Day Service’. The Trust has recently undertaken an extensive Adult Services Review which has considered the entire care pathway, including both community and inpatient services for the borough, using a ‘whole systems’ approach. The work has been managed as a single project across all community teams with integrated transition planning.

Involving Service Users and Stakeholders in Consultation and Service Delivery and Planning
The Trust noted in Sutton OSC’s commentary for 2006-7 declaration ‘that the committee hopes that the involvement of service users and carers will become embedded in future service developments’. The Trust has further strengthened compliance against C17 by ensuring a
comprehensive consultation process for the proposed Springfield Regeneration Programme. In Sutton regular meetings between inpatients and staff have been established on the acute ward to progress issues and a forum is established with carers as a part of the Trust’s Borough Executive every two months. In addition the Trust participates actively on the various Partnership groups.

4. Other Relevant Developments

NHS Litigation Authority (NHSLA) Risk Management Standards Assessment
The Trust participated in a pilot of the revised NHSLA Risk Management Standards in December 2007, achieving a 100% score for Level 1.

Participation in Prescribing Observatory for Mental Health (POMH-UK) Audit Programme
The Trust has participated in the POMH-UK audit programme during 2006-7, strengthening the Trusts compliance with C4d: Medicine Management, C5a: Compliance with NICE Guidance, C5c: Updating Skills and Techniques and C5d: Clinical Audit.

Happy Soul Festivals
Following the success of the first Happy Soul Festival in July 2007, the Trust is hosting a second festival this March. The aim of the festival is to explore mental health awareness among London’s African-Caribbean, Asian and Korean communities. The Trust recently ran a workshop on 'African and Caribbean Men and Mental Health'. These events strengthen our compliance with C13a: Dignity and Respect and C7e: Challenging Discrimination and Promoting Equality.

Successful Tenders
The Trust was successful in the tender applications for the following services: HMP Wandsworth Prison and Eating Disorders. The Trust was complemented on its work with other healthcare organisations, agencies and contributions to local partnership arrangements, further strengthening our compliance against C6 and C22a and c.

Forensic Services Review – Making Connections
The Making Connections Taskforce was launched in October 2006 to examine the performance of the forensic service and the relationship between the forensic service, PICU’s and challenging behaviour rehabilitation services within the Trust. 18 of the 21 recommendations have been completely successfully and significant progress has been made on the remaining objectives. An Associate Medical Director has been appointed and a Senior Lead Nurse is being recruited. Since April 2007 security works have been phased to link in with structural work to change the functions on the wards, strengthening the Trusts compliance with C20a: Safe and Secure Environment.

Quality Improvement Programme (QIP)
QIP was established to develop a culture that promotes innovation and excellence in services and builds on the examples of excellence practice already taking place across the Trust. Projects incorporated into QIP include: tidy toilets, staff induction, guiding principles on communication, development of audio leaflets and developing activities on the ward. The QIP strengthens the Trusts compliance with a number of core standards including C11b: Mandatory Training and Induction, C13a: Dignity and Respect and C16: Information for Patients and Carers.

A specific quality initiative is taking place in Jasper Ward to improve the living conditions for patients. Specific improvements taking place include better access to water bowsers, improvements to televisions, provision of exercise equipment using charitable funds, improvements to food.
Recovery and Social Inclusion
The Trust’s primary aim is to promote recovery and facilitate social inclusion, recognising that everyone with mental health problems faces the challenge of retaining or recovering a life that is meaningful, satisfying and valued. The Trust has developed a Facilitating Recovery and Social Inclusion Strategy and has implemented a number of objectives over 2006-7. The work undertaken strengthens the Trusts compliance with a number of core standards including C7e: Challenging Discrimination and Promoting Equality, C13a: Dignity and Respect, C16: Information for Service Users and Carers and C18: Equal Access and Choice.