

Board of Directors' Public Meeting April 2021

Agenda item	079/21		
Report	Mental Health Report		
Executive Lead	Director of Nursing		
<i>√ tick only those applicable</i>	Link to strategic pillar:		Link to CQC domain:
	Our patients and community		Safe √
	Our people		Effective √
	Our service delivery	√	Caring √
	Our partners		Responsive √
	Our governance	√	Well Led √
<i>√ tick / input only those applicable, usually only one</i>	Report recommendations:		Link to BAF / risk:
	For assurance	√	561,1771
	For decision / approval		Link to risk register:
	For review / discussion		
	For noting		
	For information		
For consent			
Presented to:			
Dependent upon (if applicable):	<input type="checkbox"/>		
Executive summary:	<p>An unannounced inspection of the CYP services at the Princess Royal Hospital focusing on the safety and quality of the provision of the assessment and treatment of CYP who presented to the service with acute mental health needs and/or learning disabilities took place on the 24th February 2021.</p> <p>Following this inspection the CQC used its enforcement powers to issue the Trust with a Section 31 in relation to the care of CYP with mental health needs and children's safeguarding. The Section 31 outlined 6 conditions. The Trust took immediate actions in relation to the first 2 conditions and submitted improvement actions to the CQC on the 12th March 2021 in relation to the remaining 4 conditions.</p> <p>The report outlines the immediate actions implemented, actions being taken and the system wide work which has commenced and will be required to continue to ensure the service provision moving forward</p>		

	meets the needs of CYP in response to the new conditions and actions required as part of the Section 29A warning notice
Appendices	CQC Inspection of Children and Young People Service

1.0 INTRODUCTION

This report outlines the new Section 31 conditions and Section 29A Warning Notice imposed on the Trust following the most recent Care Quality Commission's (CQC) inspection of Children and Young People Services at the Princess Royal Hospital in February 2021.

2.0 BACKGROUND

The Care Quality Commission undertook an unannounced, focused inspection of the Children and Young People services at the Princess Royal Hospital on the 24th February 2021 because they had received information about the safety and quality of the provision of the assessment and treatment of children and young people who presented to the service with acute mental health needs and/or learning disabilities.

Following this visit immediate concerns were raised and the CQC used its enforcement powers to issue the Trust with a Section 31 in relation to the care of children and young people with mental health needs and children's safeguarding on the 26th February 2021. The Section 31 outlined 6 conditions. The Trust took immediate actions in relation to the first 2 conditions and submitted improvement actions to the CQC on the 12th March 2021 in relation to the remaining 4 actions. These new conditions and actions taken or in progress are outlined in the next section.

The draft CQC Inspection report was received by the Trust on the 12th March 2021, along with a Section 29A Warning Notice. The 3 elements of the warning notice and actions taken are also outlined.

3.0 SECTION 31 CHILDREN AND YOUNG PEOPLE SERVICES

Following the CQC inspection of Children and Young People (CYP) Services the CQC imposed 6 new conditions as part of the Section 31 imposed on the Trust in relation to the care of CYP with mental health needs and children's safeguarding. These conditions included:

Condition 1:

The registered provider must undertake an immediate review of the clinical records of all patients under the age of 18 who are currently admitted with an acute mental health need. This review must include appropriate assessment and mitigation of risks relating to the patients' mental health or learning disability needs. The Registered Provider must provide the Care Quality Commission with a report of the review including action taken by 12pm on Monday 1 March 2021.

In response the Trust undertook an immediate and complete review of all patients to ensure that appropriate actions/assessments were in place or completed and that the patients were safeguarded from any potential harm and that mitigations to risks were actioned. These actions were undertaken and completed in response to this condition on the 1st March 2021.

Condition 2:

The registered provider must not admit patients:

- (a) under the age of 18 who present with isolated acute mental health needs***
- (b) who do not have physical health needs that require inpatient assessment/treatment***

In response to this condition the Trust took immediate action to ensure that children and young people who had mental health needs but no associated physical health needs were not admitted to the Trust. This was communicated across the Trust and wider health economy.

The Trust then sought further clarification from the CQC in relation to this condition as NICE Guidance (2004) Clinical Guideline (CG16) outlines “All children or young people who have self-harmed should normally be admitted overnight to a paediatric ward and assessed fully the following day before discharge or further treatment and care is initiated”. The CQC confirmed that the Trust can deliver care to children and young people who have attempted self-harm as per NICE (CG 16) guidance published in 2004 but following this overnight stay the child/young person must be transferred to an alternative care setting to meet their mental health care needs if they are not well enough to be discharged.

In response to this condition the Trust also:

- Developed a Standard Operating Procedure (SOP) for children 16-18 years of age, ensuring they had a choice of care on a designated adult ward or be admitted to the Children’s ward for their care
- Worked with colleagues in the Mental Health Trust to develop a revised Oversight of Care SOP to ensure that CYP with mental health needs who are on the designated wards or Children’s ward have allocated mental health provision from a mental health practitioner to oversee their care.
- Revised Flow Charts for CYP with mental health presenting at the Emergency Departments

Condition 3:

The registered provider must deliver appropriate training to ensure all staff working with patients under the age of 18 (including bank and agency staff) are appropriately competent in providing care and treatment to children with mental health and learning disability needs. This must include effective appropriate training in treating children and young people with mental health needs, learning disabilities, behaviours that challenge and the Mental Health Act 1983 to enable staff to assess and manage risks safely. This training system must be in place by 12th March 2021.

In response to this condition the Trust has developed a full training programme which includes de-escalation training, Mental Health Act training and Learning Disability training as well as the Level 1-3 Children’s Safeguarding training. This will be tracked and monitored through the monthly Workforce Committee as well as through the Paediatric Governance Meeting, Safeguarding Operational Group, and Safeguarding Assurance Committee.

Condition 4:

The registered provider must adopt an effective system to enable them to identify where all patients under 18 are located within the hospital. Appropriate oversight of the care of these patients must be provided by suitably competent staff. This must include continuous oversight by a registered mental health nurse and regular oversight from a child and adolescent psychiatrist for patients under 18 who are admitted with acute mental health needs, learning disabilities and behaviours that challenge.

The Trust has worked with system partners and in particular the Midlands Partnership Foundation Trust (MPFT) as the provider of mental health services to the Trust in order to address this condition. Actions implemented have included:

- A daily report of all CYP admitted and cared for across the Trust. This is circulated to key staff including the Director of Nursing, Safeguarding Team, Heads of Nursing, Site Management Team, Deputy Chief Operating Officer and Mental Health Matron to ensure the location of patients is appropriate on designated adult wards or the Children's ward.
- Standard Operating Procedure (SOP) for children 16-18 years of age, ensuring they had a choice of care on a designated adult ward or be admitted to the Children's ward for their care
- Worked with colleagues in the Mental Health Trust to develop a revised Oversight of Care SOP to ensure that CYP with mental health needs who are on the designated wards or Children's ward have allocated mental health provision from a mental health practitioner to oversee their care
- New Mental Health Risk Assessment and Checklist for CYP admitted to the Trust

Condition 5:

The registered provider must implement effective safeguarding systems for all patients which meets national and local standards and procedures. This must include the implementation of appropriate training and timely safeguarding referrals.

In order to address the concerns raised in relation to children's safeguarding the Trust has made a decision to refer all children presenting to the Trust with self-harm to social care. The team visit the Emergency Departments daily but now also review every CAS card, attend the handover daily on the Children's ward and review all 16-18 year olds admitted to an adult ward to ensure there are no safeguarding concerns which require input or onward referral. In addition the following actions were taken:

- Safeguarding Children and Young People Guidelines and Procedures updated to reflect this new practice
- Safeguarding Information Sharing Form Updated and ED Flowcharts to unsure staff refer as soon as a concern is suspected rather than any delays waiting for Safeguarding Children Team
- External review of Children's Safeguarding from UHB as part of the Improvement Alliance, planned April 2021.

Condition 6:

The registered provider must implement an effective safeguarding oversight system to continually monitor staff compliance with safeguarding procedures. Weekly safeguarding oversight reports must be submitted to the CQC.

The first weekly Children's Safeguarding Oversight report in response this condition was submitted on Friday 5th March highlighting CYP who either attended the ED, if they were admitted (and why) if they were look after children, if they needed any mental health liaison (self-harm) and if appropriate safeguarding referrals and risk assessments had been completed.

Actions in relation to condition 2 and 4 have required a system wide approach in order to provide the services and oversight for these CYP with mental health needs. Actions included in the improvement plan include a new Standard Operating Procedure for CYP, with children who are 16-18 years of age now being offered the choice as to whether they are cared for on an adult or children's ward. Other actions in the improvement plan have been derived from ongoing system wide conversations to ensure systems, processes and resources are in place

to meet the mental health needs of our children and young people and ensure they receive appropriate assessments, care and treatment in the most appropriate setting.

Condition 2 and Condition 4 have a direct impact on system providers, in particular Midlands Partnership Foundation Trust (MPFT) as the mental health provider of services to the Trust. Ongoing system wide work is required to further develop responsive, timely, robust quality specialist mental health services to the Trust and address current gaps in service provision, for example the lack of acute psychiatric liaison services at PRH site between 1am and 8am, and the lack of a Child and Adolescent Mental Health Consultant out of hours to support the Trust. Mental Health services are commissioned by the CCG and provided to the Trust from MPFT so the system will be working to ensure these are in place moving forward.

4.0 SECTION 29A Warning Notice

A Section 29A Warning Notice was also received with the draft report on the 12th March 2021. This stated ***“the service was not inclusive, and it did not always take account of children, young people and their families’ individual needs and preferences”*** which was in reference to:

- Choice for 16 to 17 year olds in relation to them being admitted to the Children’s Ward. This has already been actioned as part of the Trust’s initial response to the CQC conditions on the 12th March 2021, a SOP has been developed for the admission of 16-18 year olds who are now offered a choice of being cared for on an adult ward or admitted to the children’s ward.

This has already been actions as part of the work undertaken in relation to condition 2. SOP for the Admission and Care of Young People aged 16-18 is now in place and being embedded across the Trust.

- Taking account of children, young people and their families individual needs and preferences to ensure they receive patient centred care. This related to care plans and food choices for children and young people with eating disorders in particular.

The Trust is currently developing a SOP for Children with an Eating Disorder in conjunction with the specialist service provided by the Mental Health Trust. They are also reviewing all paperwork to ensure these are individualised and allow choice of food and a documentation bundle.

5.0 CONCLUSION

This report has outlined the Section 31 condition and the Section 29A Warning Notice in relation to the Care of CYP with mental health needs and safeguarding. The actions taken to date have been presented as well as the further actions which need to be undertaken and require a system wide response to address. The conditions and warning notice will be monitored through the Safeguarding Operational Group, Assurance Committee, Quality Operational Committee and Quality and Safety Assurance Committee monthly.

Hayley Flavell
Director of Nursing