

THE QUALITY NETWORK FOR OLDER ADULT MENTAL HEALTH SERVICES

ANNUAL REPORT 2023



EDITORS

*Katherine
Molyneux and
Bethan Thibaut*

ARTWORK BY

*Patients on Sandford Ward,
Fullbrook Centre (Oxford Health
NHS Foundation Trust)*

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Foreword

My name is Vishelle Kamath and I am an Old Age and Neuropsychiatrist, working both in the NHS and the Independent Sector.

It has been both a privilege and pleasure to Chair the Quality Network for Older Adults Advisory Group for the past 5 years. This is a group dedicated to enhancing the quality of Older Adult Mental health services across the country. This annual report is a key milestone, in what has been a journey of learning, continuous improvement, some heartache, but a lot of dedication and commitment to the enhancement of Older Adult Mental Health Services.

Staff working in Older Adult services across the country have faced overwhelming challenges over the last few years in the context of the pressures facing the health service. Through our interactions and visits, we see excellent examples of how older adult services are overcoming these challenges and are emerging stronger than ever. The workforce shortages that so many of our members encounter represent an ominous threat to our collective wellbeing and there is still much work to be done to ensure that we continue to deliver high quality care across the sector.

QNOAMHS has endeavored to provide networks for learning, peer support and access to tools to make very difficult jobs, a little easier.

Our advocacy efforts on behalf of our members have hopefully contributed to ease some of the current strain they face. I could not be prouder of the efforts of the QNOAMHS team and this report represents their tireless commitment to quality improvement. The network remains committed to leading efforts to improve the field of Older Adult Mental Health and will continue to do everything we can to make good mental health for all Older Adults an achievable reality.

Introduction

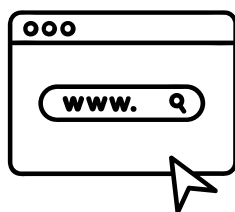
The Quality Network for Older Adult Mental Health Services (QNOAMHS) works with wards and units providing services to older people, to assess and improve the quality of care they provide. QNOAMHS engages staff, patients, and their carers in a comprehensive process of self and peer-review, to enable services to identify areas of good practice and areas for development.

Member services are encouraged to use peer review visits, and other member events, to share knowledge and ideas with others, thereby creating a mutually supportive environment which encourages learning, and leads to positive change. QNOAMHS also offers accreditation for those members who can demonstrate a high level of compliance with the standards.

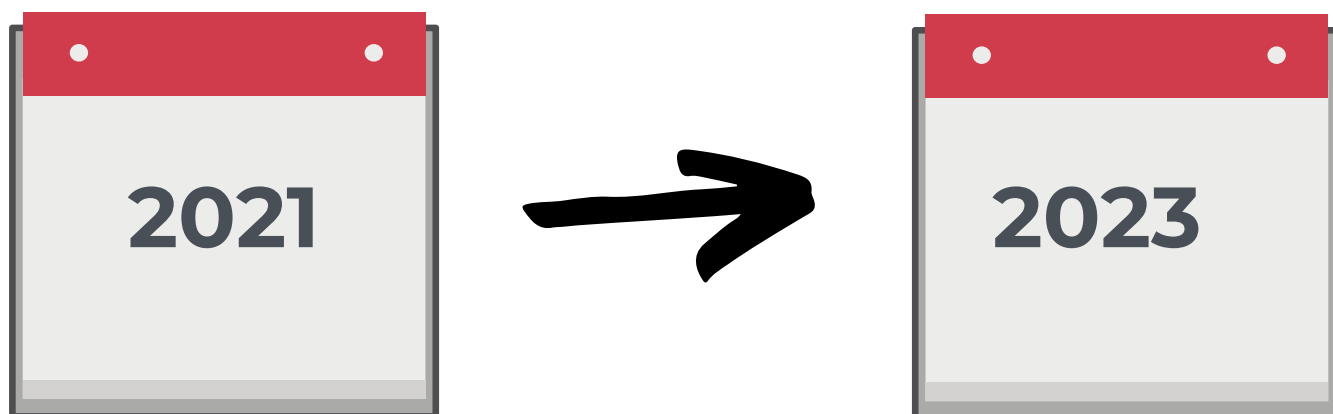
The Quality Network for Older Adult Mental Health Services is an initiative of the College Centre for Quality Improvement (CCQI)

The data presented in this report covers reviews which were conducted between January 2021 and December 2023. These services were reviewed against the 5th Edition inpatient standards.

For more information,
[click here](#) to visit our website.



This report includes data from



Services reviewed against the **5th Edition** standards published in 2019.

The report provides an overview of the adherence to the 5th Edition standards from inpatient older adult mental health services across the United Kingdom.



5th Edition Inpatient Standards

The QNOAMHS 5th edition standards are used in the self-review and peer-review process. Participating teams score themselves against the standards during the self-review. The standards are for service providers and commissioners of mental health services to help them ensure they provide high-quality patient-centred care to people with complex mental illnesses, as well as their carers.

The standards have been developed with extensive consultation with multidisciplinary professionals involved in the provision of inpatient mental health services, and with experts by experience who have had contact with services in the past.

Each standard has been categorised as Type 1, Type 2, or Type 3. In order to achieve accreditation, services are required to meet 100% of Type 1, 80% of Type 2, and 60% of Type 3 standards.

The QNOAMHS 5th Edition Standards are grouped into 5 categories:

Ward/Unit Environment

Admission, Leave, and Discharge

Care and Treatment

Staffing

Service Management

QNOAMHS members



*Correct at the time of publication
January 2024



Members



Average
beds



Accredited



Participating
in the
Accreditation
process



QNOAMHS Member Map

43 Peer Reviews

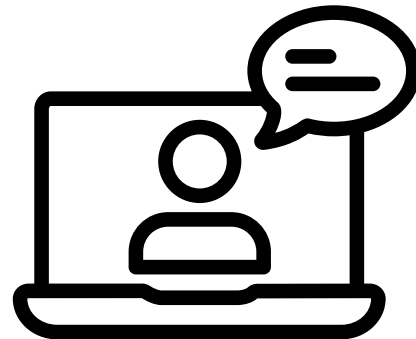
8 Developmental

35 Accreditation



5 Face to Face Reviews

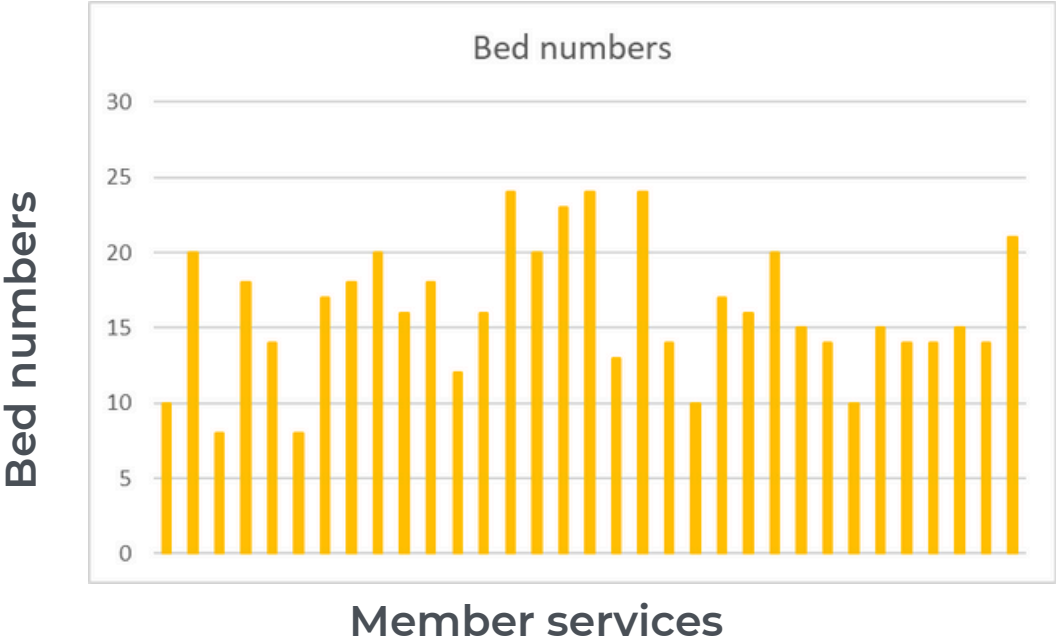
30 Remote Reviews



Due to Covid-19, the review process was moved online in 2020.

The Project Team have taken innovative approaches to overcome challenges of conducting environmental tours online. A large number of reviews continued to be facilitated online in 2021 and 2022, with a gradual transition back to face to face reviews in 2023 which have been well received. The Project Team hopes to continue offering more face to face visits in 2024.

Average bed numbers: 16



Range:
8 to 25 beds

Average length of stay: 86 days



Range:
30 to 348 days

*Data taken from 35 service’s accreditation reviews:

Commonly met standards

Type 1 Patients are supported to access materials and facilities that are associated with specific cultural or spiritual practices e.g. covered copies of faith books, access to a multi-faith room, access to groups.

Type 2 patients are able to personalise their bedroom spaces

Type 3 All patients can access a charge point for electronic devices such as mobile phones

Commonly unmet standards

Type 1 All clinical staff members receive clinical supervision at least monthly, or as otherwise specified by their professional body

Type 2 Experts by experience are involved in delivering and developing staff training face to face

Type 3 The ward team actively encourage patients and carers to be involved in quality improvement projects

The commonly met standards highlighted that overall:



Services have a pleasant environment with a large enough dining area for patients to dine in comfort and encourage social interaction



Patients are supported to access resources to support their cultural and spiritual practices



Mealtimes are protected and not disrupted by routine ward activities



Patients and carers are treated with dignity and respect, as reported by patients, their carers, and staff

The themes highlighted following a review of the commonly unmet standards indicate the areas within older adult mental health services where improvement is required.

Carer involvement was often raised as an area for development. Feedback from review teams indicated that carers were not always supported by ward staff to access a carer's assessment provided by an appropriate agency. It was encouraging to see some wards offering training to staff in carer awareness and family inclusive practice, however this was not consistent across the board.

There was room for development within Quality Improvement projects, as there was little evidence of patient or carer involvement in these projects to improve services. In addition to this, there is room for development within research on wards and the opportunity for staff to undertake research.

A number of services highlighted that clinical and management supervision take place as one combined session, however the standard indicates that these should be two separate conversations. There was room for improvement in supervision compliance and the frequency of this was not monthly across trusts.

Some great examples of collaboration with patients and their carers within care plans was evidenced, however this was inconsistent. Collaboration with the patient was not always evident and review teams felt that further development is needed in this area to evidence that patients and their carers have been involved in developing care plans.

The QNOAMHS project team thank the organisations that have taken part in reviews. There has been evidence of some great initiatives taking place, and the project team encourage wards to continue sharing best practice to improve the quality of care.

We hope services can draw on themes from this report to guide areas for improvement within their own services.

As a team, we regularly seek to improve our processes further. This page highlights the actions we have taken this year based on feedback from services.

You said

Services fed back they would like additional support with compiling evidence for remote reviews.

Areas for development within carer involvement were raised.

Services fed back that they would like further opportunities for networking with member services.

Review teams fed back it can be challenging to review documentation within timeframe of the review.

We did

We have updated our evidence checklist to ensure this is clear and comprehensive.

The network hosted a carer awareness webinar for ward staff facilitated by a carer representative.

This year we held the first face to face Annual Forum since the pandemic to provide a space for professionals to network.

The project team have allocated additional time on the review timetable to reviewing evidence and training records.

Project Team: Ongoing Improvements

We, as a project team, aim to improve and want you to know that we are listening and actively working on updating and amending our processes further.

If you would like to provide any suggestions or comments please email us at:
op@rcpsych.ac.uk

Additional Support for Members

We support services through:

- Sharing examples of good practice with the network
- Organising and facilitating tailored training/learning events
- Regular meetings to support services throughout the review process
- Discussion forums
- Newsletters

Resources:

Website: www.rcpsych.ac.uk/qnoamhs

Knowledge hub: <https://khub.net/group/qnoamhs>

Looking ahead to 2024

We have exciting plans for 2024 and look forward to working with new and existing members of the network.

- QNOAMHS Annual Forum on Wednesday 3rd July
- Ongoing face to face and remote reviews for inpatient services
- We hope to hold webinars to support with the commonly unmet standards identified in this report
- Facilitating peer-reviewer training days.
- Continuing to gather feedback from member services to further develop on how we support services.

6th Edition Standards

We plan to publish and begin reviewing services against the 6th Edition QNOAMHS standards in 2024.

The standards will be developed with extensive consultation with multidisciplinary professionals involved in the provision of inpatient older adult mental health services, and with experts by experience who have had contact with services in the past.

Looking ahead to 2024

We're recruiting!

QNOAMHS are recruiting members to our Accreditation Committee and Advisory Group. We are looking to recruit a wider MDT, particularly consultant psychiatrist, non-consultant medical input, and allied health professionals. Please do not hesitate to contact the project team if you would be interested in one of the roles below.

Advisory Group

The Advisory Group (AG) comprises of professionals who represent key interests and areas of expertise in the field of older adult mental health services. The purpose of the group is to advise and further the work of the QNOAMHS network, whose purpose is to improve the quality of care by supporting standards-based peer-review and accreditation.

Accreditation Committee

The Accreditation Committee (AC) comprises of professionals who represent key interests and areas of expertise in the field of older adult mental health services. Members of the AC review and consider evidence gathered about services and make recommendations about accreditation status to the Combined Committee for Accreditation.

Conclusion

The Quality Network for Older Adult Mental Health Services is in a strong position, with our membership expanding, and engagement continuing to grow following a challenge couple of years for older adult services.

We will continue to support our members as we return to face to face reviews and events, and endeavour to provide further opportunities for services to network and share learnings as the network continues to grow.

Appendix: Services involved in 2021-23 reviews



Evidence Guidance

Throughout the accreditation review process, some standards were regularly scored as 'not met', due to incorrect or insufficient evidence being provided. Below we have included some recommendations for services regarding evidence submissions:

Label all evidence clearly - Please label each document with the relevant standard number

Redact all evidence - Please ensure all evidence has been fully redacted of any identifying information. This includes patients, staff members, and carers' full names. Any documentation which has not been redacted will be sent back.

Standard commentary - Please ensure you provide a short, written response to each standard to provide additional contextual information for the Accreditation Committee. This gives you the chance to explain the evidence in your own words and add any additional relevant commentary.

Training standards - when providing evidence in support of the training standards, it is advisable to provide this in a matrix format. Where training is out of date, you should provide evidence of training having been booked for the near future. The Project Team have a matrix template - if you have not received a matrix template, please request this from the team.

Policies - Policies must be ratified and up to date. If this isn't possible, it is advisable to provide email evidence that this has been flagged to the relevant people or include this in your service response.

If in doubt, use the discussion forum to get advice from other members or ask the Project Team - we're happy to help

Please note that while the Project Team can provide advice/suggestions, the Accreditation Committee is responsible for decisions regarding whether evidence is sufficient to meet the standard.



QNOAMHS
QUALITY NETWORK FOR
OLDER ADULT MENTAL
HEALTH SERVICES

To find out more about the Quality Network for Older Adult Mental Health Services and how to join, visit our website:

www.rcpsych.ac.uk/qnoamhs

Or contact a member of the Project Team:



QNOAMHS, The Royal College of Psychiatrists,
21 Prescot Street, London, E1 8BB



op@rcpsych.ac.uk



020 8618 4134