The Huntercombe Group
Quality Account
2014/2015
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Part 1
Statement on Quality from the Board of Directors
Valerie Michie,  
Chief Executive, The Huntercombe Group

Welcome to The Huntercombe Group Annual Quality Account for 2015/16. The Huntercombe Group is a specialist provider of mental health and care services working in partnership with the NHS and local authorities throughout England and Scotland.

Offering a portfolio of specialist services, we develop effective, flexible care pathways to meet the needs of individuals in:

- Child & Adolescent Mental Health
- Eating Disorders
- Acquired Brain Injury
- Neurodisability
- Adult Mental Health

At The Huntercombe Group we are committed to the provision of high quality care for the people that access our services and their families. Our clinical teams are expected to deliver the highest standards of treatment, rehabilitation, care and interventions. We strive to learn from feedback from all stakeholders and recognise that real quality assurance can only be achieved through the consistent delivery of high levels of patient satisfaction. Each year we undertake patient, family and referrer surveys to ensure that we:-

- Actively address any issues raised
- Respond positively to suggestions
- Maintain continuous improvements across our service delivery

Our quality assurance is measured through our regulatory inspection results, clinical outcomes, patient safety data and patient experience reports. Our quality and safety team work closely with local delivery teams in leading and implementing our assurance process, embedding a culture of learning lessons and sharing good practice, and actively engaging with patients and staff to obtain accurate feedback on how we are doing. We also encourage an open culture, sharing best practice and supporting continuous improvement across our hospitals and specialist centres.
We support individual services, regionally and at board level to ensure we are working to continuously improve the quality of services we provide. All of the above has helped us meet the recommendations made across the sector following publication of the Winterbourne View and Francis enquiry.

Since the last Quality Report, I have joined the business as Chief Executive and I am extremely proud to work for an organisation, which has quality, and people that care at its core. Throughout the past year we have worked to consolidate our services and embed our assurance framework and processes. It has been a year of challenges, changes and success and we have highlighted these areas throughout this report. This has been an exciting year for the group and we have made good progress against our priorities however we recognise that there are always improvements to be made and some of these are outlined in our 2015/16 priorities.

I’m confident that The Huntercombe Group will rise to the challenges the coming year will bring and continue to provide high quality, flexible, innovative and responsive care for our service users and their families.

The Quality Account covers services that provide NHS commissioned care. It has been produced in accordance with guidance issued by The Department of Health and will be published on our website at www.thehuntercombegroup.com and via the NHS Choices website.

We would welcome your feedback and suggestions regarding this Quality Account. If you would like to comment or require any further information please contact Sharon Colclough, Director, Quality and Safety at sharon.colclough@huntercombe.com or write to her at The Huntercombe Group Limited, Tulip House, Craven Court, Willie Snaith Road, Newmarket, Suffolk CB8 7AF.

Valerie Michie
Chief Executive, The Huntercombe Group
Sharon Colclough  
Director of Quality & Safety

Welcome to the Annual Quality Account for The Huntercombe Group.

I have been lucky to join The Huntercombe Group (THG) at such an exciting time. A new Chief Executive has invigorated the organisation and has led the development of a new vision for us as the THG professional staff, including doctors, nurses, therapists, support workers, care assistants, and all who support the care of people who need the services we provide. From February 2015 I have focussed my attention on increasing the visibility and expansion of senior clinical expert leadership across all our hospitals and sites. We are also increasing the level of understanding of the people who work across THG about how important it is to deal with people’s complaints in a timely and sensitive way. We are totally committed to the principle of openness and transparency in all we do. We have had a good year in taking forward the strategy to deliver excellent clinically complex services in Brain Injury, Adult Mental Health and Learning Disability, and Child and Adolescent Mental Health Services Tier 4.

Next year we will be even better at delivering these objectives as we have a clear plan around how we wish to develop our people and our service delivery to those who need our care.

Sharon Colclough  
Director of Quality and Safety
The Huntercombe Group is a Specialist Services Division of Four Seasons Health Care, one of the largest independent care providers in the UK. Specialising in Adult Mental Health, Specialist Brain Injury and Child and Adolescent Mental Health Services (CAMHS). The organisation gained a reputation for innovation and creating the right treatment solutions for patients with particularly challenging and complex needs. With 45 hospitals and specialist centres across England and Scotland, we work in partnership with NHS and Local Authorities to provide innovative, high quality, person-centred health and social care services.

The Huntercombe Group (THG) aims to continuously improve and innovate in the services we operate and we do this through various joint initiatives and partnerships with the NHS. Every patient at THG is treated as an individual, with their own very specific and often complex needs. It is their right to be valued and cared for in a safe, therapeutic environment whilst receiving the professional, clinical care they require. We aim to ensure that every individual admitted to our services has the potential to enhance their prospects for a more fulfilling life.

Proud of what we do and Believing in our Values

We have relentless focus on outcomes and complex specialist mental heal provision.

We are a specialist organisation delivering results though tailored inspirational care for adults and young people with complex needs; through clinical excellence, quality environments and a friendly ‘CAN DO’ approach.

We listen, we learn, we empathise, we respect and we care. Insight is fundamental to the way we shape our services.

We are innovative, creative, dynamic and flexible in our service delivery, our research and learning, and how we go about our business. Yet in everything we do, we take a measured approach.

We put those in our care first; they are at the heart of everything we do. We also recognise the commitment of our staff and stakeholders and the need to continually strengthen our relationships with our external partners.

We strive for excellence across our whole service, through our clinical expertise and within our care environments. Through good teamwork, we will always aim higher, are never complacent, and lead by example.

We are reliable. Ours is a name to be trusted. We deliver results through transparent service delivery and safety is paramount across all aspects of our business.

We offer accessible and tailored care pathways to meet geographical and specialist needs. We aim to deliver the best possible value-based healthcare within our customers’ budgets.

Our strength is in our patient-centered focus, ‘CAN DO’ approach and flexibility. We believe in making a difference to people’s lives through tailored solutions ... not only to those in our care, but to their families, commissioners and beyond.
Overview of Services Provided by The Huntercombe Group

Child and Adolescent Mental Health Services

Our CAMHS Tier 4 services are facilitated within our specialist hospitals situated in: Devon, Edinburgh, Stafford, Maidenhead and Norwich, whilst our hospital in Cotswold Spa focuses on delivering a specialist inpatient and outpatient programme of care for eating disorders. Our tailored treatment packages for CAMHS are both innovative and flexible, delivered by a highly skilled team of health care professionals.

Eating Disorders

At our specialist eating disorder hospitals, we provide assessment and treatment for adolescents and young adults with severe and life threatening eating disorders such as anorexia nervosa, bulimia nervosa and related disorders. Our hospitals are located in Edinburgh, Maidenhead and Stafford. We also provide a shorter-stay eating disorder service based in the Cotswolds for patients requiring less intensive treatment to that provided in our other hospitals. Between our four hospitals we are able to offer treatment for eating disorders from the age of 11 upwards.

Adult Mental Health and Learning Disabilities

Our Hospitals and Centre's throughout the UK provide a wide range of specialist treatment for adults with a range of mental health disorders, learning disabilities and complex needs.

Specialist, patient centred care and treatment is delivered within a variety of settings and levels of security, from medium/low secure Hospitals to step down services including Community Hospitals and care homes with nursing and/or residential care. Continuum of care is vital for patients stepping up or stepping down, and our uniform model of care supports patients through a structured care pathway. Risk can also be managed efficiently around the patient’s needs at any point in time.

Specialist Brain Injury & Neurological Services

We offer a broad range of specialist brain injury and neurological services from post-acute intensive treatments for highly dependent patients through to supported living environments that enable our clients to consider a return to independent living. Our award winning and flexible person-centred neuro-rehabilitation services are delivered in centres across England and Scotland.

Children and Adolescents with Specialist Needs

We have two centres that specialise in the treatment and care of children and adolescents with specialist needs. Our centre, Granville Lodge, in Hartlepool provides specialised care for children with physical disabilities and delayed learning associated with their disabilities. Whilst our centre in Stockton, cares for children with a moderate or severe learning disability with or without associated challenging behaviours and can cater for those with more than one diagnosed learning disability.
The table below outlines the NHS services provided by the group and the percentage of NHS patients within each service. A majority of the remainder of the services provided by the Huntercombe Group receive social care funding.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Service Type</th>
<th>% of NHS Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Huntercombe Hospital Maidenhead</td>
<td>Child &amp; Adolescent Mental Health</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Hospital Stafford</td>
<td>Child &amp; Adolescent Mental Health</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Hospital Edinburgh</td>
<td>Child &amp; Adolescent Mental Health</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Hospital Cotswold Spa</td>
<td>Child &amp; Adolescent Mental Health</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Hospital Norwich</td>
<td>Child &amp; Adolescent Mental Health</td>
<td>99%</td>
</tr>
<tr>
<td>Blackheath Brain Injury Rehabilitation Unit</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>100%</td>
</tr>
<tr>
<td>Frenchay Brain Injury Rehabilitation Unit</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Hospital Roehampton</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Centre Sherwood</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>James House</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>Beech House</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>Murdostoun Brain Injury Rehabilitation Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>100%</td>
</tr>
<tr>
<td>Cedar House</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>Ashley House</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>The Huntercombe Centre Derby</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>Watcombe Hall</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>100%</td>
</tr>
<tr>
<td>Stocksbridge Brain injury Rehabilitation Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>60%</td>
</tr>
<tr>
<td>The Huntercombe Centre Redbourne</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>66%</td>
</tr>
<tr>
<td>The Huntercombe Centre Crewe</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>60%</td>
</tr>
<tr>
<td>Huntercombe Services Nottingham</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>52%</td>
</tr>
<tr>
<td>Abbeymoor Neurodisability Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>44%</td>
</tr>
<tr>
<td>Murdostoun Neurodisability Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>32%</td>
</tr>
<tr>
<td>Hothfield Brian Injury Rehabilitation &amp; Neurodisability Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>51%</td>
</tr>
<tr>
<td>Pathfields Lodge</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>25%</td>
</tr>
<tr>
<td>The Huntercombe Centre Peterlee</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>23%</td>
</tr>
<tr>
<td>The Huntercombe Centre Birmingham</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>17%</td>
</tr>
<tr>
<td>Huntercombe Services Granville Lodge</td>
<td>Children with Special Needs</td>
<td>17%</td>
</tr>
<tr>
<td>Stanhope Neurodisability Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>16%</td>
</tr>
<tr>
<td>Meadowbrook Neurodisability Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>14%</td>
</tr>
<tr>
<td>Portland House</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>13%</td>
</tr>
<tr>
<td>Huntercombe House Stockton</td>
<td>Children with Special Needs</td>
<td>13%</td>
</tr>
<tr>
<td>South Quay Neurodisability Centre</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>11%</td>
</tr>
<tr>
<td>Aspley Neurodisability Services</td>
<td>Brain Injury &amp; Neurodisability</td>
<td>28%</td>
</tr>
<tr>
<td>Beeton Grange</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>0%</td>
</tr>
<tr>
<td>The Dell</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>0%</td>
</tr>
<tr>
<td>The Royd</td>
<td>Adult Mental Health &amp; Learning Disability</td>
<td>0%</td>
</tr>
</tbody>
</table>
The following priorities have been agreed, taking into account the views of staff, feedback that we have received from those using our services through our service user surveys, audit reports and commissioner requirements and priorities for 2015/2016.

**Priority One**

Person centred care is the heart of The Huntercombe Group, taking collective responsibility and leadership to deliver the best possible care for patients and resident, working effectively as a multi-disciplinary team and to ensure that all decisions directly or indirectly benefit current and future patients. In 2015/2016 we will further develop:

- Putting delivery and care at the centre of the business and lead and support around this.
- Collective leadership and team working is required to bring together all the components that result in true person-centred care.
- Processes and a culture that value patient and staff voices and opinions must be developed.

**Priority Two**

Deliver high quality and highly efficient services through specialisation and consistency. The development and delivery of highly specialised services requires a strong theory of care across all relevant services by developing:

- A shared understanding about THG models of care and therapeutic approaches to ensure that THG deliver high quality specialist services.
- Ensure all support structures are consistent and high-quality to increase efficiently and effectiveness
- Use expertise across the organisation to greatest effect.

**Priority Three**

Create an organisation that attracts, develops and retains the best staff to ensure an environment where everyone contributes towards the delivery of highly specialised care. To do this we need to:

- Ensure that the organisation design ensures role clarity, enables the development of effective objectives and their monitoring.
- Develop structures and processes that support collaborative, join working (for example multi-disciplinary teams) based on mutual respect and support.
- Build career pathways to help develop staff from within as well as effectively recruitment new staff.
Priority Four

Develop a staff appreciation programme and improve the effectiveness of managers:

- Put together a staff group to develop a THG-wide staff recognition and ward programme based on local site involvement.
- Review team-building / recognition programmes.
- Identify approach for capability building in management teams.
- Prioritise and schedule programmes of people management improvement.

Priority Five

Encourage continuous improvement through openness and transparency:

- Create and invest in processes and governance that brings areas of business together to work collaboratively.
- Invest in technology platforms required to create transparency and joint working.
- Create governance mechanisms to ensure openness between services to share good practice and collective leadership of services.
Statements Relating to the Quality of NHS Services Provided

Review of Services

During 2014/2015 the Huntercombe Group provided and / or subcontracted 40 NHS Services. These have been described in Section 1.

The Huntercombe Group has reviewed all the data available to them on the quality of care in 100% of these NHS services.

The income generated by the NHS services reviewed in 2014/2015 represents 100% of the total income generated from the provision of NHS services by the Huntercombe Group for 2013/2014.

Participation in Clinical Audits

During 2014/2015 The Huntercombe Group participated in 0% national clinical audits and 100% national confidential enquiries of the national clinical audits and national confidential enquiries which it was eligible to participate in. Huntercombe Hospital Stafford participate in the National Confidential Enquiry into suicide and homicide by people with mental illness.

The national clinical audits and the national confidential enquiries that the Huntercombe Group was eligible to participate in during 2014/2015 are as follows:

National Clinical Audits:
- RCPH National Childhood Epilepsy Audit
- National Adult Diabetes Audit
- National Audit of Psychological Therapies
- Prescribing in Mental Health Services (POMH)
- National Audit of Schizophrenia

National Confidential Enquiries:
- National Confidential Enquiry into suicide and homicide by people with mental illness

The national clinical audits and national confidential enquiries that the Huntercombe Group participated in, and for which data collection was completed during 2013/2014, are listed below alongside the number of cases submitted to each audit as a percentage of the number of registered cases required by the terms of that audit or enquiry.

The National Confidential Enquiry into suicide and homicide for people with mental illness 100%.

The Huntercombe Group regularly receives and reviews local clinical audit reports at both units, divisional and group level. Each service has a programme of audits that are conducted throughout the year. Findings of the audits are shared via out integrated governance framework to ensure that the experience is shared, lessons learned and action plans monitored.
The Huntercombe Group is committed to the improvement of their services and in sharing best practice to disseminate learning’s throughout the public and independent healthcare sector, which in turn contributes to patient improvements in the areas of health we work within.

A dedicated area on the Huntercombe website now features all past and current research projects from across the group and we actively participate in a number of university student placement schemes across England and Scotland.

We actively encourage the following:

- Academic research (in partnership with an academic institution or body)
- Clinical research (that is undertaken by a clinician or in partnership with another institution, partner or body)
- Best practice

By sharing original thinking, findings and best practice to better serve patients through the promotion of self-development and advancement of clinical innovation across our specialist fields. We do this through journal submissions and publications, our annual clinical conference, workshops and educational forums.

A proportion of The Huntercombe Group’s income in 2014/2015 was conditional on achieving quality improvement and innovation goals agreed between the Huntercombe Group and any person or body they entered into a contract, agreement or arrangement with for the provision of NHS services, through the Commissioning for Quality and Innovation (CQUIN) payment framework.

With the exception of one CQUIN, during 2014/2015 the Huntercombe Group met or exceeded all its Commissioning for Quality and Innovation targets across all relevant service groups and has plans in place to ensure that we continue to meet all of our CQUIN targets for 2015/2016. Why didn’t we deliver the one CQUIN?

The Huntercombe Group is required to register with the Care Quality Commission and has full registration under the Health & Social Care Act 2008. The group is currently registered in respect of the following regulated activities:

- Assessment of medical treatment for persons detained under the Mental Health Act 1983.
- Treatment of disease disorder and or injury.
- Diagnostic and screening procedures.
- Accommodation for persons requiring nursing or personal care.

The Huntercombe Group has no conditions on its registration.
In its most recent Information Governance Assessment The Huntercombe Group achieved compliance at Level 2 and was graded Green.

The Huntercombe Group was also successful in securing N3 connection to the NHS.

The Huntercombe Group did not submit records during 2014/2015 to the Secondary Uses service for inclusion in the Hospital Episode Statistics which are included in the latest published data.

The Huntercombe Group was not subject to the Payment by Results clinical coding audit during 2014/2015 by the Audit Commission.
Part 3
How We Have Performed in 2014/2015
Specialist Care Awards

Murdostoun Brain Injury Centre Wins National Award

The Huntercombe Group’s Murdostoun Brain Injury Rehabilitation and Neurological Care Centre has won a prestigious UK award for its work helping patients with serious brain injury and complex neurological conditions to improve both their cognitive and physical functioning, enabling many people to live as closely as possible to the way they had prior to their injury.

The centre has won the Laing Buisson Independent Specialist Care Award in the category for brain injury rehabilitation (11 March). The Laing Buisson awards celebrate outstanding innovators and performers in the UK specialist care sector.

The Murdostoun centre has gained a reputation for excellence in intense rehabilitation for people who have suffered brain injury. Patients are transferred to Murdostoun following treatment in an acute hospital to stabilise their medical condition. Many of the patients who arrive at the centre are in a minimally conscious state; cannot control voluntary movements and are prone to involuntary muscle spasm and are unable to communicate.

The centre has a multi-disciplinary clinical team of specialists including Consultant in Rehabilitation Medicine, Consultant Clinical Psychologist; Speech and Language Therapist; Physiotherapist; Occupational Therapist; Psychiatrist. Together they manage the cognitive, physical and emotional aspects of each patient’s rehabilitation journey.

An audit of the previous three years of admissions to Murdostoun shows that the average length of treatment for patients until their discharge is 23 weeks and that 72% of patients were able to return home, with the others being discharged to another care environment.

Lynn McLeish, Director of Brain Injury and Neurodisability Services for The Huntercombe Group, said: “We are all extremely pleased that this award recognises our outstanding clinical team at Murdostoun, although I know that for them the greatest reward and satisfaction is in their remarkable work itself, helping people who have suffered severe brain injury to get back as much as they can of their life and seeing so many able to return home at the end of their treatment.”

Frenchay Brain Injury Rehabilitation Centre

Celebration of returning nurses, midwives and health visitors in South West

The huge contribution made by nurses, midwives and health visitors who have completed their journey back to practice in the South West was celebrated at an inaugural award ceremony in Taunton on 8th July 2015 where Debbie Pinches, Nurse Manager at Frenchay Brain Injury Rehabilitation Centre won the Inspirational Award and Shelly Hart, Staff Nurse won an award for returnee to practice for the region.
One year to the day that the innovative return to practice employer-led model was launched in the region, the achievements of the returnees along with the people and the organisations that have helped nurses, midwives and health visitors are being recognised.

The Return to Practice initiative works by allowing former nurses, midwives and health visitors to re-register by undertaking a flexible refresher course. Since its launch 160 nurses and seven midwives are on or have completed their journey back to practice in the South West bringing with them a wealth of experience. The focus on encouraging people back into practice is part of the national Come Back to Nursing campaign.

HESW Health Dean Clare Chivers said: “I am delighted we are able to celebrate the achievements of the 160 nurses and seven midwives who are on or have completed their journey back to practice. “Return to Practice is proving to be a major success by helping to encourage former nurses and midwives back into their professions. They bring with them a wealth of experience which is of real benefit to hospitals and other healthcare providers.

“It is also helping employers because they are able to set the requirements for the type of staff they need to recruit and can use Return to Practice to help target the areas where there is the greatest need.”
New Initiatives

Health Idol Programmes
The Huntercombe Group have been running the Jamie Oliver Health Idol programme and this is the second year. This year we have introduced the next level of the programme where young people have started to grow fruit and vegetables.

Borderline Theatre Group
Huntercombe Hospital Staffordshire have begun their arts collaboration with the Borderlines Theater Group and are planning on a performance in front of families during the summer of 2015.

Collaborative Work
In 2015 The Huntercombe Group introduced collaborative work with the University of East Anglia who wrote and performed a play with the young people at Huntercombe Hospital Norwich.

The Huntercombe Group are also in discussions with the University College London Royal Holloway to look at research projects in performing arts for Huntercombe Hospital Maidenhead.
In this section of the report we outline our progress against our priorities for 2014/2015 and our performance against a number of key quality indicators.

Whilst this report indicates that progress has been made in many areas, we are not complacent and recognise that further work will need to be undertaken in the year ahead.

### Priority One: Recruitment and retention of good staff.

| Achievements                                                                                                                                                                                                 |  |
| ---                                                                                                                                                                                                       |  |
| Focused recruitment activity and decreased reliance of agency staff | Focused on recruitment activity with sites whereby weekly calls are undertaken to discuss recruitment. A dedicated newsletter around recruitment has been developed and disseminated to all services. A nurse recruitment specialist has been recruited along with added resource with services in line with online recruitment. |
| Review our Induction and Supervision Frameworks                                                                                                                                                    | The Huntercombe Group appointed a Head of Training & Development and one of their priorities is to further implement our induction process across all THG services.  
We have appointed lead nurses at a divisional level to improve how clinical supervision and reflective practice takes place in all hospitals and units. |
| Implement a bespoke leadership development programme for Nursing staff in conjunction with the Royal College of Nursing                                                                 | In September 2014 The Huntercombe Group devised a Nurse Leadership Development programme which was commissioned in conjunction with the Royal College of Nursing. The programme ran over a 6 month period with 3 cohorts of nursing staff which served to enhance the skills and competencies of our nursing staff as well as underpinning the confidence they need to work in this sometimes challenging area of healthcare.  
The final conference took place in March 2015 where the 27 nurses who have completed the programme shared their projects and learning experience before receiving their certificates. |
### Priority Two: Implementation of an effective risk strategy and risk framework.

<table>
<thead>
<tr>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Further develop our framework for risk management and processes</strong></td>
</tr>
<tr>
<td>As a key element in the development of our Risk Strategy, the Huntercombe Group is developing an internal assessment framework, which will provide our Board with the required level of assurance on regulatory and contractual compliance at operational level, within all our services. This tool will be used to both self and peer assess our services, detailing evidence of how we meet the quality standards set by both our healthcare regulator and commissioners. This approach assists our operational managers in identifying priorities where quality improvements can be targeted.</td>
</tr>
<tr>
<td><strong>Continue to embed and strengthen our electronic incident reporting across all services including modules for the management of subject access requests and the management of alerts.</strong></td>
</tr>
<tr>
<td>Incident reporting has been a key area of focus for all units. We are continuing to review and embed and improve our reporting and action planning as results.</td>
</tr>
</tbody>
</table>

### Priority Three: Achieving best outcomes for the effectiveness of care we provide for patients.

<table>
<thead>
<tr>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strengthen our clinical audit programme – focusing on priorities as informed by our risk register</strong></td>
</tr>
<tr>
<td>Developed and improved the risk register across The Huntercombe Group and reports are tabled monthly at the Senior Management team meetings. Audits are completed appropriated.</td>
</tr>
<tr>
<td><strong>On-going programme of reviewing our policies and procedures ensuring these are based on best practice/research evidence and they are fit for purpose.</strong></td>
</tr>
<tr>
<td>To ensure our polices are based on best practice/research we set up a THG Policy Review Group. Polices are reviewed and drafted by subject matter experts as identified by the policy review group. Subject matter experts have the experience to ensure the legal framework; regulations and best practice are incorporated within the policy.</td>
</tr>
<tr>
<td><strong>More effective use of outcome measures to inform us, our patients, the public and our commissioners about our performance.</strong></td>
</tr>
<tr>
<td>We have used our compliance reports and Datix incident reviews to highlight where we need to improve outcomes. We share all learning outcomes through easily readable clinical governance meeting minutes. Ensuring a robust incident and feedback management procedures, with a dedicated project which has commenced to ensure consistent and accurate data. This includes embedding a deeper understanding amongst staff of the reasons for recording incidents and complaints/compliments, including outcomes such as learning lessons.</td>
</tr>
<tr>
<td>Priority Four: To provide welcoming, responsive services that listen and respond to those who use them and their families and carers and to demonstrate respect, dignity, choice and involvement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Continue to ensure a routine programme of satisfaction surveys across all services to elicit feedback from those who use our services, the families and carers and those who refer to us and to act upon their feedback to improve our services and experiences for those who use them.</strong></td>
</tr>
</tbody>
</table>
| In 2014 we conducted our annual survey across sites to ascertain residents and carers views of our service. Action plans were put in place by registered managers to prioritize areas of dissatisfaction.  
Posters were displayed in Mental health and learning disability services in easy read to feedback results to residents.  
In 2014 we also negotiated a new system to collect views more frequently to provide the Board and residents with a live system of feedback.  
This was devised in consultation with Picker Institute and called Family and Friends Test (FFT X5) with 5 questions for families and carers and 5 questions for residents to complete. FFT x5 IS a monthly audit tool to capture satisfaction from visitors to sites and residents. This will come into place in July 2015 and will be a more useful tool to capture and address feedback via computer, email or leaflets and scrutinized by and external body called the Picker Institute  
We have reviewed our complaints policy and significantly improved how we will handle complaints.  
We have launched our Duty of Candour policy and are monitoring to ensure no breeches of this policy. |
| **Develop further information for people who use our services. This will include the provision of leaflets, posters and feedback from key meetings across THG.** |
| Information is provided in a range of accessible forms and are developed in conjunction with those who use our services which is readily available all sites. Easy read documents which gives information following divisional integrated governance meetings are available for both patients/families and careers. |
| **Pilot Patient Led Assessments of the Care Environment (PLACE) in a number of services across THG.** |
| In November 2014 we consulted with residents and piloted PLACE in two learning disability and mental health services, in partnership with The Health and Social Care Information Centre advice. In June 2015 we extended this to go online with the HSCIC. One CAMHS and one Secure service were invited to trial the assessment and results of this are now on the national data set. In 2016 we are hoping to develop this across all services within THG involving training and guidance to staff and residents. |
### Priority Five: To commence delivery of the CONN=CT Tech programme across The Huntercombe Group

<table>
<thead>
<tr>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td>To commence delivery and implementation of the CONN=CT Programme across THG.</td>
</tr>
<tr>
<td>There has been significant progress in Connect during 14/15. Carenotes, an industry validated Electronic Patient Records system, has been implemented at 14 locations with further implementations scheduled throughout the year. The introduction of Carenotes has realised many benefits for The Huntercombe Group; an important development has been our ability to submit the Mental Health &amp; Learning Disability Dataset.</td>
</tr>
<tr>
<td>The Time &amp; Attendance project has been successfully piloted at two locations. Subject to a number of software developments, full implementation is scheduled for late 2015.</td>
</tr>
<tr>
<td>The eAssurance project has been initiated and will deliver a step change in the way The Huntercombe Group monitors and manages contractual and regulatory compliance. Innovative and flexible Assessment Tools with Action Planning functionality will be developed and delivered throughout 2015 and 2016.</td>
</tr>
<tr>
<td>To ensure that we deliver the best possible experience to our patients and commissioners we are reviewing our Referral &amp; Occupancy Management procedures and systems with a view to making changes later in the year.</td>
</tr>
</tbody>
</table>
The Commissioning for Quality Improvement and Innovation (CQUIN) Payment framework enables commissioners to reward excellence by linking a proportion of the providers’ income to the achievement of local quality improvement goals.

This year commissioners set CQUIN targets for the following services:

- Child and Adolescent Mental Health Services
- Secure Services
- Locked Rehabilitation Services
- Brain Injury Recovery Units

The tables below indicate our performance against the targets set for each service.

**CAMHS 2014/2015 CQUIN Performance**

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Dashboard</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Friends &amp; Family Test</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>EDEQ Outcomes</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Family Support</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Unplanned Admissions</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Physical Healthcare (annual criteria reviewed in Q3)</td>
<td>N/A</td>
<td>N/A</td>
<td>0% achieved</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Low Secure 2014/15 CQUIN Performance**

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Dashboard</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Friends &amp; Family Test</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Collaborative Risk Assessment</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Carer Involvement</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------</td>
<td>---------------</td>
<td>---------------</td>
<td>-----</td>
</tr>
<tr>
<td>Admission Formulation</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Physical Healthcare</td>
<td>N/A</td>
<td>N/A</td>
<td>0% achieved</td>
<td>N/A</td>
</tr>
</tbody>
</table>

(annual criteria reviewed in Q3)

**Blackheath BIRU 2014/15 CQUIN Performance**

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friends and family test</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Dementia</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>NHS Safety Thermometer</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>100% achieved</td>
<td>TBC</td>
</tr>
<tr>
<td>Clinical Utilisation Review</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>TBC</td>
</tr>
<tr>
<td>(annual criteria reviewed in Q4)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Huntercombe Group services are regulated by the Care Quality Commission in England, Health Improvement Scotland, the Care Inspectorate (Scotland) and Ofsted.

Reports are reviewed at all local and divisional governance meetings and at every THG Management Board.

At the 1st January 2015, 89% of THG services were compliant across all CQC standards.

<table>
<thead>
<tr>
<th>Green</th>
<th>Compliant – means that people who use services are experiencing the outcomes relating to the essential standard.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yellow</td>
<td>Minor concern – means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard</td>
</tr>
<tr>
<td>Amber</td>
<td>Moderate concern – means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.</td>
</tr>
<tr>
<td>Red</td>
<td>Major concern – means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.</td>
</tr>
</tbody>
</table>

Key Lines of Enquiry Inspections

The new CQC Inspection Regime came into force in October 2014. As of the 31st March 2015, 9 of THG services have been inspected against the Key Lines of Enquiry. Out of the 9 inspections and following the Key Lines of Enquiry; Safe, Effective, Caring, Responsive and Well-Led, 7 services received an overall rating of Good with 2 of these services both receiving an Outstanding for Caring. 2 services overall rating was noted as Requires Improvement.
High quality care can only be delivered in an environment where people are listened to and where people’s views, concerns and complaints are welcomed and embraced as a way in which to learn and improve.

Within The Huntercombe Group we aim to ensure that everybody who use our services have access to guidance on the procedures for raising a concern, making a complaint or paying a compliment.

All sites have access to complaints posters and leaflets. Residents and their families are encouraged to report concerns, compliments and complaints on leaflets at each site. Since the beginning of 2014 THG has been working towards recording all complaints on Datix, an online incident/risk management system. This data is analysed by the Quality & Safety Team and distributed via governance processes.

A ‘benchmarking across services’ report and service individual report is completed to breakdown all complaints across The Huntercombe Group each Quarter. These reports are shared within services and provide opportunities for lesson learning and sharing of best practice and lead to improvements in the complaints process for people who use our services. These are fed back to patients in the forms of posters and lessons learnt and also fed through the local, regional and divisional integrated governance processes.

During the last year the majority of our complaints were dealt with informally at the point at which they were received to the satisfaction of the complainant. Where complaints are not able to be resolved immediately to the satisfaction of the person making the complaint, they are passed to the Hospital or Home Manager and are then fully investigated in accordance with our complaints procedure. All complaints in writing or at the request of the complainant are treated as a complaint.

The graphs below give details of the number of complaints received by The Huntercombe Group in 2014 / 2015 and an overview of the nature of the complaint.

During 2015/2016 we will be continuing to implement the feedback module on our Datix System this will allow us to continue to focus on this key quality indicator and to have greater visibility of the robustness of the complaints policy and the investigation process. Training for the new complaints policy and Datix awareness is currently being provided to all staff.
Number of Formal Complaints and Overview of the Nature Received by Division during 2014/2015

Adult Mental Health & Learning Disability Services

<table>
<thead>
<tr>
<th></th>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints Received</td>
<td>59</td>
<td>75</td>
<td>50</td>
<td>46</td>
</tr>
<tr>
<td>Complaints Upheld</td>
<td>8</td>
<td>18</td>
<td>9</td>
<td>9</td>
</tr>
</tbody>
</table>

Acquired Brain Injury & Neurological Services

<table>
<thead>
<tr>
<th></th>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints Received</td>
<td>8</td>
<td>19</td>
<td>15</td>
<td>9</td>
</tr>
<tr>
<td>Complaints Upheld</td>
<td>4</td>
<td>7</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
Child Adolescent and Mental Health Services

<table>
<thead>
<tr>
<th>Complaints Received</th>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24</td>
<td>28</td>
<td>31</td>
<td>42</td>
</tr>
</tbody>
</table>

| Complaints Upheld   | 3         | 2         | 4         | 2         |

Learning lessons from all incidents including Serious Incidents Requiring Investigation remains a priority for The Huntercombe Group.

We have made progress in maximising opportunities to ensure learning from incidents and Serious Incidents and to ensure that this information is shared across all services. This is also undertaken by feedback at governance meetings and through our Care & Clinical Policy Review Committee.

Number of Serious Incidents Requiring Investigation in 2013/2014 by Division
The Huntercombe Group has processes to report, investigate, monitor and learn from complaints and incidents. One of the key aims of this process is to reduce the risk of repeat both where the original incident or complaint occurred and elsewhere across the group. The timely and appropriate dissemination of learning following a complaint or incident is core to achieving this and to ensure that these lessons are embedded in practice.

In response to complaints and incidents within the Huntercombe Group we continue to:

- Review both Care & Clinical and Health & Safety policies and procedures to make them more explicit.
- Continue to involve patients with the design of and implementation of leaflets and posters ensuring that the information within these are useful.
- We continue to make a number of environment improvements in our hospitals and care environment.
- Staff receiving training around medicines management, record keeping, root cause analysis.
- Introduced a multi-professional peer review process for any patient who is being care for in an individual care facility.
- Introduced a bespoke Mental Health Act Administration system to provide more robust monitoring of mental health act administration to reduce the risk of MHA errors and centralised co-ordination, recruitment and support of our Mental Health Act Hospital Managers.
- Implementing the Assurance Framework across THG services.
- We have reviewed the Complaints policy and it will allow us to address concerns raised more quickly and in more detail. We have a Duty of Candour policy that we are imbedding and ensuring there are no breeches of this duty.
It is clear that the patient experience is an essential part of quality healthcare provision. The experience of care is important to patients alongside safety and effectiveness. Patients want to feel informed, involved, listened to and supported so that they can participate and make meaningful decisions and choices about their care and treatment.

Within the Huntercombe Group we have a number of different mechanisms for feedback from those who use our services and their families. Patient Forums / Community Meetings are held in all of our services and we have annual survey programmes in place in our Adult Mental Health and Brain Injury and Neurological Services. Within our CAMHS services patient’s questionnaires are completed shortly after admission and on discharge from the service.

The Huntercombe Group will be implementing the NHS Friends and Family Test (FFT) in July 2015 and is an important opportunity to provide feedback on the services that provide care and treatment.

FFT was introduced in 2013 and asks patients whether they would recommend hospital wards, A&E departments and maternity services to their friends and family if they needed similar care or treatment. This means every patient in these wards and departments is able to give quick feedback on the quality of the care they receive, giving hospitals a better understanding of the needs of their patients and enabling improvements.

We have three services within our division who currently form part of the NHS England Contract, Cedar House, Beech House and Ashley House and they will be the first services to implement the FFT, in conjunction with the advocates from POhWER.
Adult Mental Health & Learning Disability Services
During 2014 The Huntercombe Group carried our friends, family and carer surveys within Adult Mental Health & Learning Disability Services of which the information collected is detailed in the graphs below.

How likely are you to recommend THG care to family and friends if they required similar care or treatment?

- Extremely unlikely
- Unlikely
- Neither
- Don't know
- Likely
- Extremely likely

How did you find the visiting arrangements?

- No Response
- Poor
- Average
- Good
- Excellent

0% 10% 20% 30% 40% 50%
How did you find the quality of visiting and visiting arrangements?

- No Response: 3%
- Poor: 1%
- Average: 8%
- Good: 43%
- Excellent: 45%

How did you feel the process was led with regards to CPA meetings?

- Does not apply to me: 19%
- Poor: 9%
- Average: 11%
- Good: 31%
- Excellent: 30%

Are you happy with the CPA/Review meeting reports?

- Does not apply to me: 23%
- Poor: 6%
- Average: 12%
- Good: 31%
- Excellent: 28%
Following the surveys it was found that there were 3 areas of improvements; arranging of visits, Review/CPA meetings and reports about services users. All these areas are currently being reviewed.
Specialist Brain Injury & Neurological Services

During 2014 The Huntercombe Group carried out our friends, family and carer surveys within Specialist Brain Injury & Neurological Services of which the information collected is detailed in the graphs below.

How likely are you to recommend THG to family or friends if they require similar care or treatment?

- Extremely unlikely: 1%
- Unlikely: 0%
- Don't know: 3%
- Likely: 35%
- Extremely likely: 61%

Do you feel your relative/friend is receiving the best care available in the area?

- Don't know: 16%
- No: 1%
- Yes: 83%
Do you feel your relative/friend is safe and well cared for?

- Yes: 95%
- Not sure: 4%
- No: 1%

Do you feel your relative/friend is treated with respect and dignity?

- Don't know: 1%
- Sometimes: 7%
- Most of the time: 32%
- Totally: 60%

Do you feel adequately supported by the staff at the centre?

- No, I am not offered support: 5%
- No, I do not require support: 3%
- Yes, to some extent: 31%
- Yes, definitely: 60%
Are you made to feel welcome by staff when you visit?

- Not at all: 0%
- Sometimes: 8%
- Yes, most of the time: 11%
- Yes, all the time: 81%

Do you feel you were/are given enough information about the impact of the brain injury or neurological condition upon your relative/friend?

- Not sure: 8%
- No: 22%
- Yes: 70%

Do you know how to make a complaint about the service?

- Not sure: 18%
- No: 12%
- Yes: 70%
Child and Adolescent Mental Health Services

Within our CAHMS Services regular surveys of Patient and Parent/Carer Satisfaction have been undertaken on an on-going basis throughout the year both during treatment and upon discharge, although these have not been as extensive as they have within Adult Mental Health & Learning Disability and Specialist Brain Injury & Neurological Services.

Recent findings from the parent/carer satisfaction survey undertaken at our CAMHS Services shows the following:

**How likely are you to recommend our service to friends and family if they needed similar care or treatment?**

- Extremely unlikely: 8%
- Unlikely: 4%
- Don't know: 20%
- Likely: 16%
- Extremely likely: 52%

**Do the nursing staff and healthcare support workers provide a supportive environment?**

- Strongly Disagree: 0%
- Disagree: 1%
- Agree: 53%
- Strongly Agree: 46%

**Do you as a parent/carer feel involved and listened to in the treatment decisions?**

- Strongly Disagree: 1%
- Disagree: 14%
- Agree: 53%
- Strongly Agree: 46%
Adult Mental Health & Learning Disability Services

In early 2014 we conducted our annual survey of service users within our Adult Mental Health and Learning Disability Services. In total 249 patients and residents out of a possible 417 agreed to participate in the survey. Giving a response rate of 60%.

The survey was based on the CUES questionnaire (Carers and Users Expectations of Services), the NHS Service User Survey and the National Learning Disabilities Survey. The questions were adapted where required for adults with a learning disability often residing in secure environments. When required, communication support was provided allowing patients to indicate responses to individual questions.

The survey was facilitated by advocates from POWHER our contracted independent advocacy. Where needed, advocates provided communication support to individual patients to assist them in indicating their preferred responses to individual questions.

The graphs on the following pages outline the percentage of people who stated they were happy or felt satisfaction in each of the areas covered within the survey. These scores give an overall percentage for a number of individual questions in each section of the questionnaire.

The results are now being considered by the individual services and actions plans put in place to address the findings.

*Support for Meaningful Life has only been part of the patient survey since 2014 therefore no comparisons are available from previous years.*
Specialist Brain Injury & Neurological Services
Surveys were distributed to all patients at every Huntercombe Group specialist brain injury centre to obtain feedback about the service provided by our teams at each centre. Of the 430 surveys sent, 218 were completed. The following charts detail the summaries of the results.

**How likely are you to recommend THG to family or friends if they required similar care or treatment?**

- Extremely unlikely: 4%
- Unlikely: 5%
- Don't know: 13%
- Likely: 29%
- Extremely likely: 49%

**Were you involved in deciding what was in your care plan?**

- No, not given an opportunity to be involved: 26%
- No, did not want to be involved: 14%
- Yes, to some extent: 26%
- Yes, definitely: 34%
The following were asked whereby patients answered yes or no. The chart below gives the percentage rating of questions answered yes.

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your care plan get changed and adapted according to your requirements?</td>
<td>60%</td>
</tr>
<tr>
<td>How do you rate your review meetings?</td>
<td>76%</td>
</tr>
<tr>
<td>Do you know who your key worker is?</td>
<td>63%</td>
</tr>
<tr>
<td>Do you know who your named nurse or “buddy” is?</td>
<td>51%</td>
</tr>
<tr>
<td>Can you meet with any other members of the clinical team when you need to?</td>
<td>79%</td>
</tr>
<tr>
<td>Do you receive medication(s) when you need them?</td>
<td>93%</td>
</tr>
<tr>
<td>Do you know why you are taking medication?</td>
<td>79%</td>
</tr>
<tr>
<td>Do you have the opportunity to express your views whenever you want?</td>
<td>66%</td>
</tr>
<tr>
<td>Do you feel you can approach staff about any concerns or problems you may be having?</td>
<td>89%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe and well cared for?</td>
<td>93%</td>
</tr>
<tr>
<td>Do you feel you are receiving the best care available in the area?</td>
<td>68%</td>
</tr>
<tr>
<td>Do you feel comfortable approaching your manager with any concerns?</td>
<td>67%</td>
</tr>
<tr>
<td>Are you happy with the existing visiting hours?</td>
<td>87%</td>
</tr>
<tr>
<td>Are you happy with snacks and drinks available outside set meal times?</td>
<td>85%</td>
</tr>
<tr>
<td>Do you know how to make a complaint about the service?</td>
<td>84%</td>
</tr>
<tr>
<td>Do you feel happy with the range of activities provided at your centre?</td>
<td>66%</td>
</tr>
<tr>
<td>Are you happy with the range of activities provided at your centre?</td>
<td>74%</td>
</tr>
</tbody>
</table>
Child and Adolescent Mental Health Services

Surveys were distributed to a percentage of our patients within our CAMHS services. Recent findings from these satisfaction surveys undertaken at show the following:

**Do you find the nursing staff and healthcare support workers warm and caring?**

- Strongly Disagree: 4%
- Disagree: 0%
- Agree: 57%
- Strongly Agree: 39%

**Do you find your bedroom and communal areas are comfortable and provide adequate space?**

- Strongly Disagree: 2%
- Disagree: 16%
- Agree: 58%
- Strongly Agree: 26%

**Do you find therapy sessions provide strategies to deal with current and future difficulties?**

- Strongly Disagree: 5%
- Disagree: 12%
- Agree: 57%
- Strongly Agree: 26%
We very much welcome your feedback and suggestions regarding this quality account. If you would like to comment or if you require any further information please email Sharon Colclough, Director of Quality & Safety, sharon.colclough@huntercombe.com

Alternatively please write to Sharon Colclough, Director of Quality & Safety, The Huntercombe Group, Tulip House, Craven Court, Willie Snaith Road, Newmarket, Suffolk CB8 7FA