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6 June 2011

Ms. Leanne Bacon
Mental Health Operation Manager
Care Quality Commission
The Belgrave Centre
Stanley Place
Talbot Street
Nottingham
NG1 5GG

Dear Ms Bacon,

**Mental Health Act Annual Statement November 2010
Cumbria Partnership NHS Foundation Trust**

Following the presentation of the above report by Ms. R. Pickles and Mrs. J. Buckley on behalf of the Care Quality Commission to the Clinical Governance Committee of Cumbria Partnership NHS Foundation Trust on the 14th April 2010, I am writing to you to formally acknowledge the Board's acceptance of the report in respect of Mental Health Act activity undertaken by the Trust in the previous year.

We noted with interest Mrs. Pickles overview of the changing role of the CQC in respect of the Mental Health Act and its wider remit as the health and social care regulator. Over the past year the Trust has introduced a dedicated team to ensure compliance with the registration and regulatory requirement. This team is working closely with our Mental Health Legislation Unit to ensure an integrated approach to the organisational governance of the compliance frameworks.

A further development to supplement and enhance the quality of our service provision has been the introduction of the Patient Experience Team. This service provides information, advice and support and is dedicated to listen to those that use our services, their carers and relatives. With regards to your recommendations in respect of the use of video conferencing facilities to enhance communications between patients and their families this team has been tasked with introducing a pilot scheme to examine the feasibility and effectiveness of the introduction of such within our inpatient services.

With regards to the issues raised in respect of the provision of therapeutic activities, inpatients units across the Trust have been enrolled in the STAR ward programme and are engage benchmarking activities provided in preparation for a major workshop on the subject planned for July 2011. This programme was launched Trust wide by Marion Janner (the program founder) on the 14th April 2011. This programme in conjunction with our development of care stream pathways models of service provision provides a framework for the benchmarking of the staff resource and enhancing flexibility and availability of staff not only for activities but also for increased use of Section 17 leave. Additionally, all inpatients areas now have access to Occupational Therapy to provide a support and structure to the social, recreational and therapeutic programmes. Key areas of development with regards to engagement in on and off ward activities over the past year have been the gardening projects at the Becksides and Hadrian units. Also, our Gill Rise unit received national recognition for patient engagement in the Kings Fund supported program 'Enhancing the Healing Environment'.

The Trust has recently reviewed its policy and guidance in respect of capacity and consent to treatment across the organisation and over the past year has introduced revised mandatory training (both at induction and on an annual basis) for all clinical staff in respect of the Mental Capacity Act. Compliance with this requirement and the formal documentation of capacitous decision making is being monitored via our Learning Network and governance procedures.

The issue you raised in respect of information provided to patients admitted to inpatient units appears to have been the result of a breakdown in the administrative process associated with the supply of the leaflets for inclusion in the Patient Information Pack. This issue was quickly resolved and the leaflets (previously commended by yourselves) are now available to all inpatient mental health units as appropriate. As a further development of this process the Trust is exploring the efficacy of such provision across our wider community inpatient settings. Additionally, the Trust, in conjunction with our partner will be providing specialist support in respect of the operation of the Mental Capacity Act (including the use of the Deprivation of Liberty Safeguards) to these units.

In addition, our Mental Health Act Associate Hospital Managers, who visit each unit regularly on a two weekly basis to talk to patients and staff are including the operation of Section 17 Leave and also staff availability within the Visit Reporting processes.

We have increased the sessional psychological input into all adult acute wards with the wider brief of direct patient provision as well as case consultation and supervision.

You will be aware from our previous correspondence that majority of other issues raised within the Annual Statement have been dealt with via individual Visit Action Plans provided to you in response to the Visit Feedback Summaries produced as a result of each visit by Mrs Buckley. However, I have taken the liberty of include an attachment to this response which provides an Action Plan to address the Recommendations made in the Annual Statement, and hope you find it of benefit.

The Trust also appreciates the Commissions comments made in recognition of our commitments to good practice, quality of service delivery and improvements, associated with our services

Finally, I would like to take this opportunity to thank the Commission and its officers for their assistance and support throughout the previous year. The Trust looks forward to engaging with you and

Cumbria Partnership



NHS Foundation Trust

your CQC colleagues in the further development of quality mental services for the people of Cumbria over the next year

Yours Sincerely

A handwritten signature in black ink that reads 'Stephen Dalton'.

Mr. S. Dalton
Chief Executive
Cumbria Partnership NHS Foundation Trust