



Birmingham and Solihull Mental Health NHS Foundation Trust
Unit B1, Trust Headquarters
50 Summerhill Road,
Birmingham
B1 3RB

XXXXRedactedXXXX

Inspection Manager
Hospitals; Mental Health
(Central West) Central Region
XXXXRedactedXXXX

30th December 2022

Your reference: RGP1-10053519614
Account number: RXT

Dear XXXXRedactedXXXX

**Re: Care Quality Commission
Health and Social Care Act 2008
Notice of decision to impose conditions on your registration as a service provider in
respect of regulated activities
Reporting schedule**

Condition 3 - Commencing from 5 February 2021 the registered provider must report to the Commission on a monthly basis setting out progress being made in respect of and including mitigating measures being put in place until all ligature risks are addressed.

Condition 5 - Commencing from 1 March 2021, the Registered Provider must report to the Commission on a monthly basis the results of any monitoring data and audits undertaken that provide assurance that the system implemented is effective.

I am pleased to enclose for your attention our latest position relating to the implementation of the section 31 improvement plan for XXXXRedactedXXXX and for improving the safety of the physical environment.

Since our last submission to you, we have been continuing with work to strengthen our relational, procedural, and environmental measures to improve patient safety. These actions focus on installation of the en-suite door alarm systems in our Acute Care inpatient settings and some bedroom doors in the service, XXXXRedactedXXXX

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and opportunities to improve staffing shortfalls.

In relation to our actions to address the current staffing challenges, from January 2023, our Safer Staffing Lead Nurse will be delivering MHOST training across the inpatient wards. This will enable us to start a full establishment review of the inpatient units. We will use MHOST, ESR and Eclipse data alongside professional judgement to complete the review. It is anticipated that the paper will be ready by the end of March 2023 and will be taken through our governance processes.

The training plan for E-rostering, Safecare and the Loop will begin in January 2023. Loop is an app that will be available to substantive staff and they will have access to their ward or team members. The app will enable them to send messages in the form of news feed and will allow them to see all shifts available across the Trust to book Bank if required, request annual leave etc. Temporary Staffing Solutions will also be able to send urgent messages out for shift availability. These systems will provide further assurance around safe and fair rostering.

We are continuing to recruit to our vacancies across Acute Care. The pilot on North Acute wards (detailed in our last submission) continues to be successful with positive feedback from both service users and staff. We will continue to measure the success of this over the next 12 months.

The revised door programme for the installation of the en-suite doors in Acute Care is now complete. The doors at the Zinnia have now been signed off and handover and took place in November. Except for Caffra, which will be connected by mid-January 2023 (this ward has taken longer than anticipated, due to the solid brick walls as this is a PICU and it has proved more difficult 'chasing' the cables for connection to the doors), all en-suite doors at the Oleaster are now connected to the staff assist system.

In terms of the broader physical environment agenda, we are continuing with the process of working with service areas to develop and finalise the capital programme for 2023/24. This will also include the prioritisation for the installation of the bedroom door alarm systems. We have also seen a decrease for the reporting period for no anchor point incidents, with numbers below the median. Measures being used to manage this risk continue to include, where there are service users with a presentation of high risk of self-harm, addressing the use of individual risk assessments, discussed in weekly MDTs, daily safety huddles and where beneficial in complex case reviews with a wider clinical membership to provide a more comprehensive approach to clinical safety. Risk formulation huddles continue to be used across the service area.

XXXXRedactedXXXX

XXXXRedactedXXXX



Potential trust system for teams supporting individuals with a personality disorder

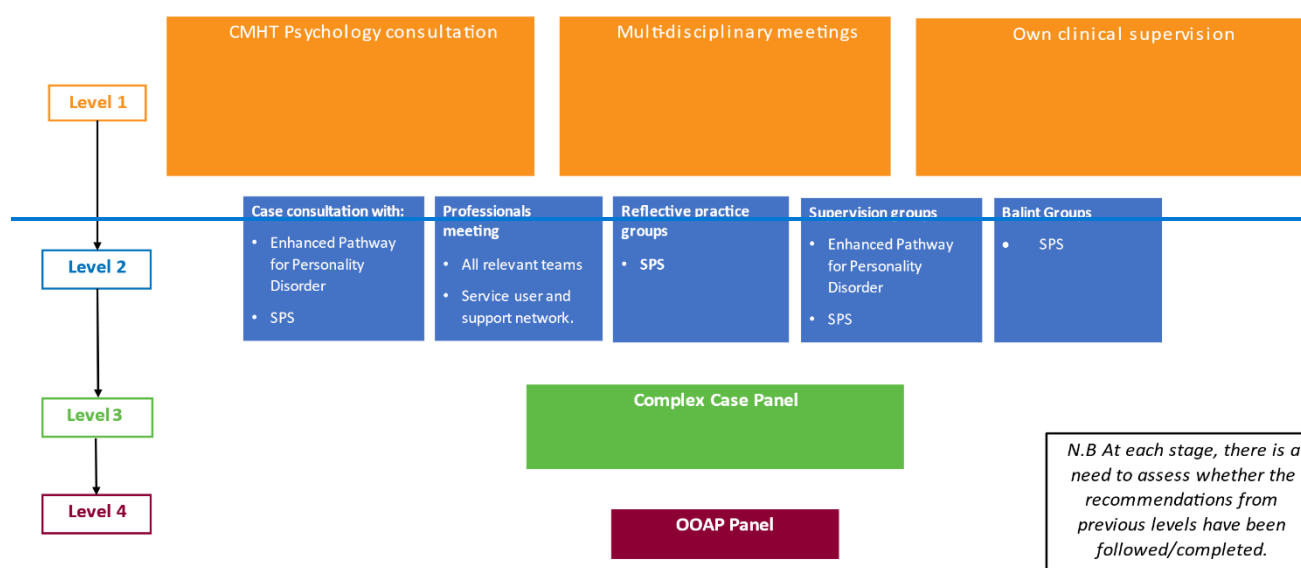
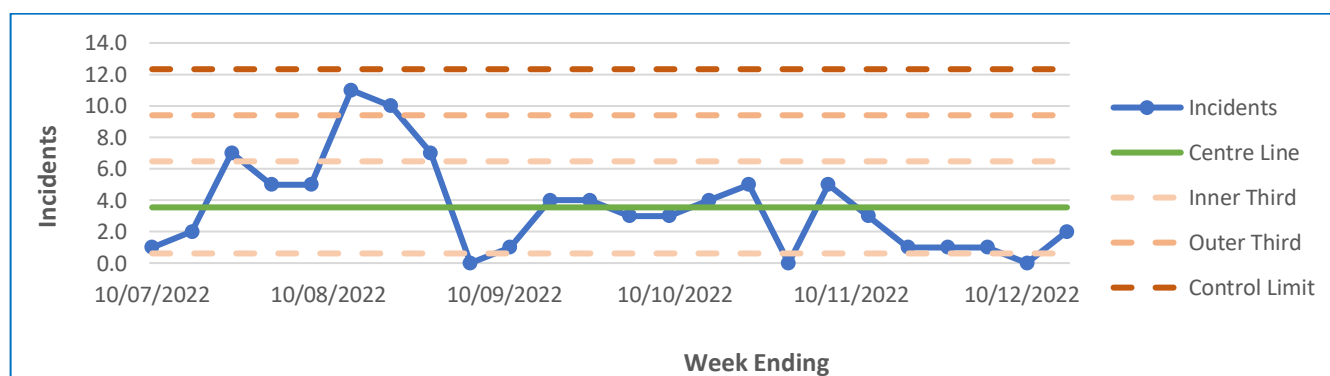


Figure 2 –Actual Ligature Incidents with No Anchor Point in our Acute Care Inpatient Wards

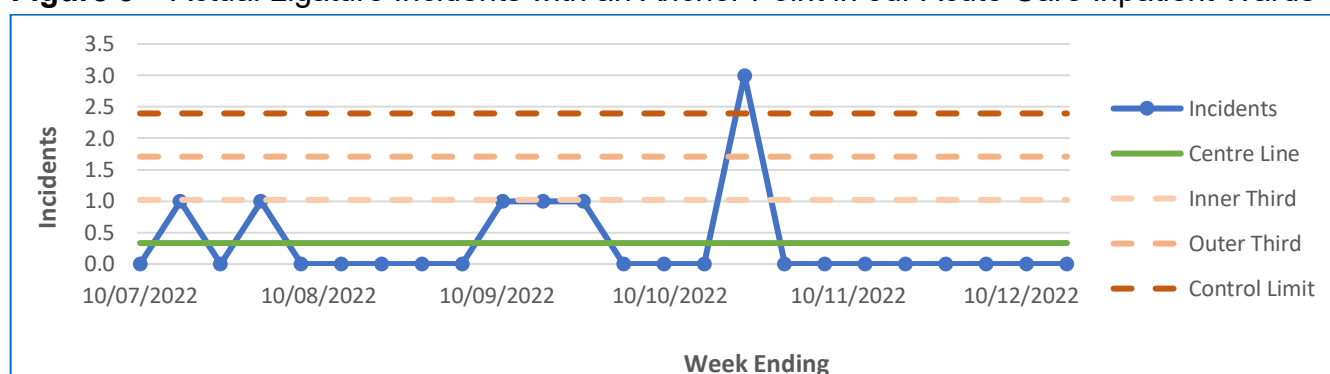


All incidents were managed through relational and procedural controls. Such controls included:

- Risk formulation huddles have commenced on four wards (George, Tazetta, Eden PICU and MSH Ward 2) and now in QEHB Liaison Psychiatry team.
- Daily safety huddles
- Psychology input
- Supporting service users with techniques to benefit longer term recovery and safety
- Medical Review and update to Care Plans and Risk Assessments
- 1:1 de-brief time between staff and patient
- Reducing Restrictive Practice Quality Improvement Collaborative

- Therapeutic activities programme
- Sensory wards project and improving the environment from a therapeutic perspective
- Completion of in-depth sensory assessments – environmental assessments by Experts by Experience and checks by the relevant clinicians for the service user pathway.
- Support for patients with autism and learning disability in Home Treatment prior to admission.
- Reduction in the number of beds on Lavender ward from 16 to 14, with monthly touchpoint reviews to assess the position.
- Two Band 7 Clinicians for out of hours to support clinical decision making

Figure 3 – Actual Ligature Incidents with an Anchor Point in our Acute Care Inpatient Wards



There were no anchor point incidents in Acute Care since our last submission.

We welcome the opportunity to discuss any of these matters with you at our next monthly meeting, however, should you have any immediate queries or require any additional information then please do not hesitate to contact me.

Yours sincerely,

Sarah Bloomfield
Executive Director of Quality and Safety (Chief Nurse)