

Improving quality in prison mental health services: results from the pilot of the RCPsych Quality Network

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Outline



- Who We Are and What We Do
- Standards for Prison Mental Health Services
- Membership and Participation
- Findings from the Pilot Year
- Recommendations
- Current Initiatives

Who We Are & What We Do



- Established in 2015
- Part of the RCPsych CCQI
- Engages clinicians, managers, frontline staff and patients in quality improvement
- Promote the sharing and learning of best practice
- Support services to plan improvements for the future.
- Governed by a group of professionals

Standards for Prison Mental Health Services



- Framework by which to assess quality
- 1st edition published in 2015
- Extensive process of consultation with key stakeholders, staff & service-users
- Review of key literature & documents
- 2nd edition published Sept 2016
- Acknowledged feedback from member services & recent developments in PMH
- Includes RCPsych CCQI core standards for community-based MH services (2015)

Standard Areas



- Admission and Assessment
- Case Management and Treatment
- Referral, Discharge and Transfer
- Patient Safety
- Patient Experience
- Environment
- Workforce
- Governance

Annual Review Process

- Self-review
- Peer-review
- Local Report
- Action Planning
- Annual Forum & Report



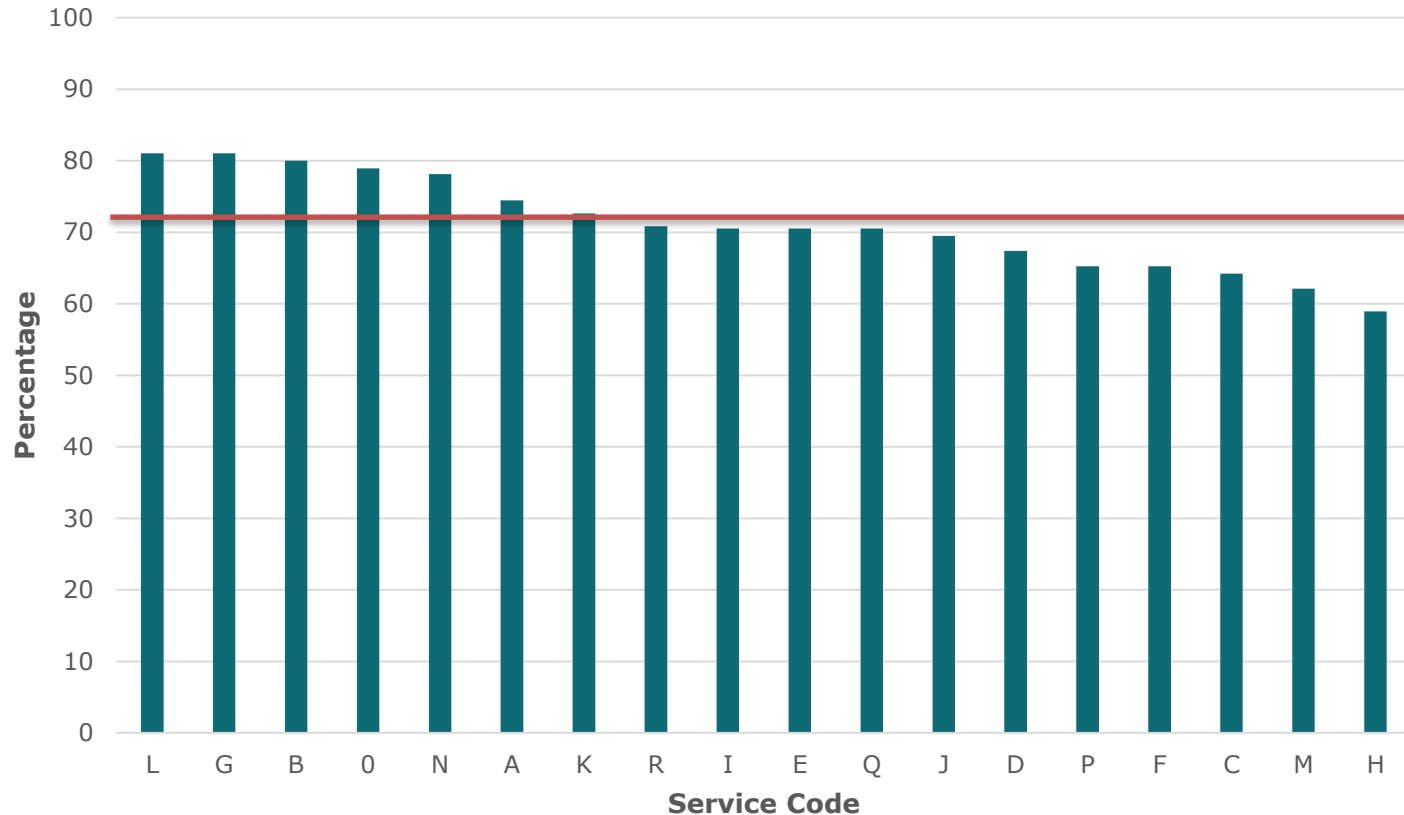
Membership & Participation



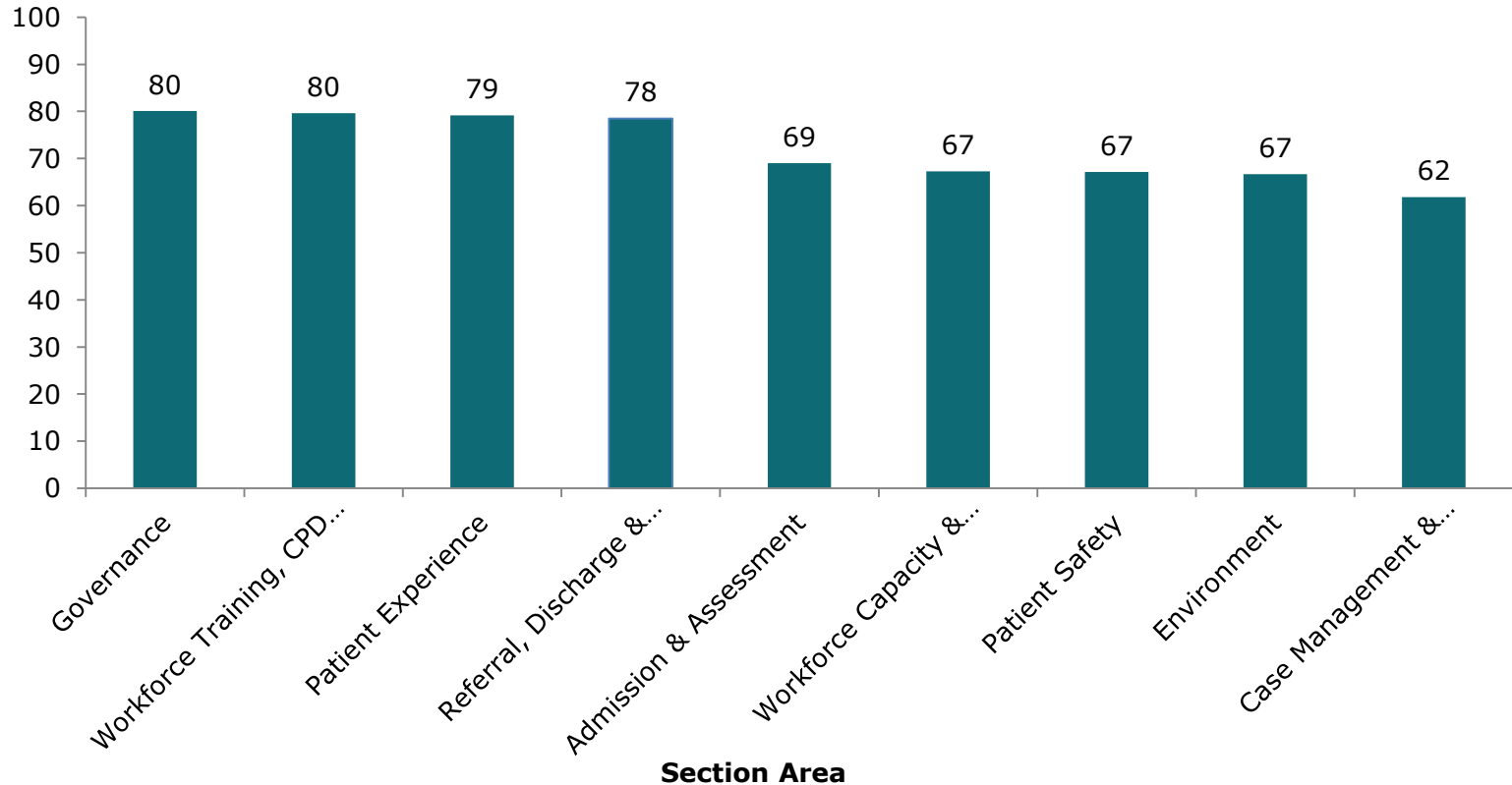
- Prison mental health teams across England, Wales and Ireland
- Varying category, male, female and YOI populations
- Pilot Year – 18 services
- **Second Year – 42 services**
- Review visits attended by 56 people in pilot year

Findings from the Pilot Year

Percentage of Met Criteria Across All Services (range 59-81%)



Average % of Met Criteria Per Section



Key Achievements



- Participation in ACCT process and collaboration with other agencies to manage self-harm and suicidal ideation.
- Team communication systems
- Transfer coordinator roles
- Respectful
- Communication with prison colleagues

Key Achievements



- Staff training and induction
- Collaboration with prison to engage in clinical governance and quality improvement
- Sharing of lessons learned

Key Challenges



- Screening mental health assessment not always carried out by a practitioner trained in mental health.
- Meeting the 5 day recommended response time for routine assessments.
- Availability of written information for patients, or patients are not aware of information being available to them.
- Access to psychological interventions
- Patient involvement in care planning

Key Challenges

- Follow-up procedures
- Feedback systems
- Mental health awareness training
- Environment
- Service disruption – regime and competition for rooms
- Few written arrangements and procedures
- Patient involvement in governance systems

Recommendations



- Establish recommended minimum levels of staffing and specialist input.
- MH assessment should be carried out by MH professional.
- Patients should be more informed about their care and treatment.
- Care planning should be carried out in collaboration with patient.
- Mental health awareness training – mandatory requirement for all prison staff.
- Formalisation of policies, agreements and joint working practices.
- ‘Through-the-gate’ support.

Member Feedback



Very interesting to visit another service and see what they are doing well or differently to us. Helps to consider what we are doing well and how we can improve.

This is a very useful process and I think as it develops it will be of great benefit across the prison mental health services.

Found it very enlightening seeing how much effort is put into providing good quality and effective care by our colleagues engaged in prison mental health.

The network is the best thing that's come up professionally in a very long time.

It was useful to receive the feedback and discuss the comparisons between us and the peer reviewers. It was a supportive experience.

Seemed very worthwhile - really good to meet peers and discuss their services. Felt a good way to quality assure our services.

Current Initiatives



- Development of standards for prison inpatient and enhanced care settings
- Managing dual diagnosis and NPS in prisons event: 28 November 2016
- Introduce option of accreditation

Communications



- **Website**
www.qnpmhs.co.uk
- **Newsletter**
Twice yearly & published on the website
- **Email Discussion Group**
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Questions?

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