Our Year in Review: 2018–19

Promoting hope and wellbeing together
About the Trust

We provide mental, physical and community healthcare in three London boroughs (Ealing, Hammersmith & Fulham, and Hounslow).

We serve a local population of 800,000.

We also provide regional and national services. These include Broadmoor Hospital for high secure patients, Cassel Hospital for people with personality disorder and West London Forensic Services.

28 main sites during 2018-19.
From Carolyn Regan, Chief Executive

2018-19 marked a significant turning point for our Trust, with the progress we’ve made in recent years gaining widespread recognition.

The main highlight of our year was being awarded a Good overall rating from the Care Quality Commission (CQC), up from Requires Improvement, which we received two years ago. I’m particularly pleased that our staff were rated as being Outstanding, for being caring.

Another important development was the success of our bid, with partners, to deliver community health and care services in Ealing over the next 10 years. This gives us the opportunity to provide the type of integrated care we - and the NHS Long Term Plan - aspire to, where people’s physical and mental care needs are assessed and treated together, close to home wherever possible.

I’d like to thank staff across the Trust, for their hard work, dedication and commitment, often in challenging circumstances. An important priority for us is to do all we can to retain the great people working here and recruit to fill the vacancies we still have.

I’d also like to thank our service users, families, carers and partners in helping to make our progress in 2018-19 possible. Our ambition now is to build on what we have achieved – to go from good to great.

Our service users and patients in 2018-19

- 100,570 service users or patients were referred to us
- 97,983 seen in the community
- 43,509 inpatients
  - 24,506 in Hammersmith & Fulham
  - 27,995 in Hounslow
- 9,152 children and young people referred to our services
- 6,249 older people used or referred to our dementia services
Our staff in 2018-19

3,400 staff

Types of staff (%)

- Social care and other: 11%
- Medical and dental: 3%
- Administration and estates: 19%
- Healthcare assistant and support staff: 27%
- Healthcare science staff: 6%
- Scientific, therapeutic and technical staff: 27%
- Nursing, midwifery and health visiting staff: 3%

Diversity of our staff (%)

- White British: 35%
- White Other: 17%
- Asian: 11%
- Black: 25%
- Mixed: 9%
- Prefer not to say: 3%
- Registered disabled: 4.5%
- Male: 37%
- Female: 63%
- LGBTQ+: 2.6%
Rated Good by theCare Quality Commission

In December, the Care Quality Commission (CQC) awarded us a Good overall rating, up from Requires Improvement, which it had given us less than two years earlier. We were rated as Outstanding for being caring, Good for being effective, responsive and well-led, and Requires Improvement on safety.

West London Forensic Services was rated Outstanding, having been Inadequate in 2015. The Trust's overall rating also incorporated the findings from a report on Broadmoor earlier in 2018, in which it was also rated as Good with an Outstanding for caring.

Inspectors praised:

- The way staff treat patients with kindness, compassion and respect, and go the extra mile to meet patients’ needs
- The way we work in partnership with patients, carers and the local community and involve patients in the development of their care at every opportunity
- Effective leadership and improved staff engagement.

“"To all at The Limes, many thanks for all your continued support and wonderful care for my father over the past few years. You guys don't often get the recognition you deserve. I know he was in the best place during his illness, so thank you so much for your love and dedication.”

About The Limes care home, received from the son of a late patient.

“You have really helped me come to terms with so many things. I feel I am on the road to recovery and you have helped me to see light at the end of the tunnel.”

From a Hounslow Child and Adolescent Mental Health Service user.
Highlights of 2018-19

- Care Quality Commission: Good rating
- West London NHS Trust
- Bid won to deliver community services in Ealing
- Outstanding rating for caring and West London Forensic Services

- Renamed as West London NHS Trust
- 14 nursing degree apprentices started with the Trust
- 91% of staff feel their work makes a difference to patients
- Over 50% reduction in delayed discharges

NHS Staff Survey
- 15% point increase in participation

1 Source: NHS Staff Survey
2 Bed nights lost due to delayed discharge
92% of people say they’d recommend our services

Over 24,000 people referred

Involved in 47 funded research studies

Year-on-year reduction in complaints

£10.9m surplus to be reinvested in patient care

61,000 calls to our 24/7 helpline

0300 1234 244

3 Source: Friends and Family Test 4 Excluding impairments and capital grant amortisation. Reinvestment subject to DHSC approval.
Community services in Ealing

Together with partners from the NHS, Ealing Council and the voluntary sector, we led a successful bid to provide health and social care services in the community in Ealing over the next 10 years.

From summer 2019, we and our partners (known as Ealing Community Partners) will provide a range of services for children and adults, including: nursing for people in their own homes, support for people with learning disabilities, care for those with long term conditions and help at home for people at the end of their life.

We want to make it much easier for people in Ealing to have all of their physical and mental health problems identified, assessed and treated in a coordinated way, which should improve their overall health and wellbeing.

Recruitment and retention

Like most other NHS organisations, we find it challenging to recruit and retain great staff, and in particular, nurses.

We took a number of steps over the year to bring new nurses into the Trust. We were one of the first trusts in London to launch nursing degree apprenticeships, and 14 apprentices started with us in April 2018.

11 nurses joined us from the Capital Nursing Programme, which offers recently qualified nurses the chance to complete three placements over 18 months. In addition, we also recruited eight nurses from the Philippines.

We also work hard to keep the great people we already employ. Early in 2019, we launched an innovative programme designed to encourage nurses who are approaching retirement to consider staying in the profession. This work will continue in the year ahead.
Some of the awards won by our staff

**Saeed Khalilirad**, Cognitive Behavioural Psychologist was nominated by Andy Slaughter MP for an *NHS70 Parliamentary Award* in the *Excellence in Mental Health Care* category and was the London representative on the final shortlist.

**Adam Cramp**, Nursing Degree Apprentice won *Apprentice of the Year* in the *Our Health Heroes* awards.

**Dr Sam Nayrouz**, Director of Clinical Studies and Consultant Psychiatrist won the *Imperial Medical School Teaching Excellence Award* for the second time.

**Jim Tighe**, Local Security Management Specialist was shortlisted for an *Unsung Hero Award* in the *Everyday Hero Award – Ancillary Staff* category.

“\[I felt acknowledged in my condition and suffering. When you suffer from a mental illness, an invisible enemy that you have to fight against everyday, sometimes for years, someone telling you that it’s real and that they understand makes a whole lot of difference.\]”

*Compliment from an Ealing Liaison Psychiatry service user.*
Highlights from around the Trust

Perinatal service expanded; we now provide support for women up to one year after childbirth.

Construction of our new Broadmoor Hospital neared completion.

Tovertafel (Magic Table) introduced for our dementia patients. Funded by the Trust Charity, it uses interactive games to connect people in the later stages of dementia with each other and with their surroundings.

Hounslow was selected as one of 25 pilot sites for a new nationwide initiative to increase access to mental health support in schools. Our teams will begin to support people aged 4 to 18 from late 2019.

New forensic child and adolescent mental health service launched, supporting professionals working with children with complex needs.
Ruth Cadbury, MP for Brentford and Isleworth, opened our newly refurbished Brentford Lodge. Our Recovery College, which provides over 50 health and wellbeing courses to 300 students a year, has moved into the Lodge, together with other services.

Liaison psychiatry service, which assesses and treats patients in A&E and on wards, expanded to provide support in the evenings and at weekends.

Coproduction strategy ratified by the Trust Board in September.

Our Annual Quality Awards: 500 staff and service users nominated in 15 categories.

The NHS’s 70th birthday celebrated across the Trust.

Good progress made in implementing the Triangle of Care, strengthening the role of carers.
Our ambition for 2019-20 is to go from good to great, building on what works well and focusing on what we need to improve. There is much to look forward to. Highlights of the year include:

- Starting to provide community health and care in Ealing, with our partners, and welcoming around 500 new staff who deliver these services.
- Completing our new Broadmoor Hospital. We'll be able to move patients out of buildings dating back to the Victorian time into a new, state-of-the-art facility.
- Completing the refurbishment of Medway Lodge, enabling all of our medium secure male service users to be housed on a single modern site, where they can receive all of their care and therapy.

We look forward to continuing to work with you in providing great care to our community in the year ahead.

To read the full Annual Report and Accounts for 2018-19, please visit www.westlondon.nhs.uk

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