

Independent Oversight and Assurance Group on Tayside's Mental Health Services
Summary of Healthcare Improvement Scotland's Assurance and Improvement Support activity with Tayside's Mental Health Services since February 2020

Programme Name	Assurance or Improvement Support	Date of Intervention	Brief Summary	Comments
Review of Adult Community Mental Health Services in Tayside.	Assurance	Publication of review report in July 2020. Following publication of review report, progress updates were received from the board until 2021.	The QAD project team continued engagement with the NHS Board and its respective health and social care partnerships by requesting that they provide quarterly updates against the three immediate actions and recommendations highlighted in the report until the end of March 2021. Information from the updates received from the Board during this period were fed into the Sharing Intelligence for Health and Care Group.	This review process concluded after the March 2021 update was received from the NHS Tayside. It was expected that the Board would continue to implement its mental health strategy and any outstanding matters associated with the review.
Scottish Government Commission - Joint Assurance of SCR P19 Angus HSCP	Assurance	Ongoing	Aims of Commission a) To provide Angus local partners with appropriate advice and practical support to enable them to deliver the required improvements in the reliability and effectiveness of local systems and processes for assessment, care planning, co-ordination and delivery of care for vulnerable adults. b) To provide independent assurance to Scottish Ministers that appropriate action is being taken in response to recommendations.	This is a joint commission from Scottish Government to HIS and the Care Inspectorate. Advice has included making links with national work within Tayside related to mental health and addictions, including the Trust and respect report and HIS review of community mental Health services in NHS Tayside 2020 and implementation of MAT standards (Medication Assisted Treatment). Established contact with HIS:ihub at the request of Short Life working group for ARBD patients across all NHS Tayside.
Alcohol Related Brain Damage (supporting action plan from P19 SCR)	Improvement Support (ihub)	August to December 2022	Working with NHS Tayside and partners to map current services and identify agreed changes in support of improvement.	Work so far has identified the current pathway and suggested improvements.

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				Next phase of the work will develop an action plan with clinicians and wider services to implement identified improvements. (Next session due to take place December 2022).
Sharing Intelligence for Health & Care Group (SIHCG)	Collaboration – this is a mechanism that enables seven national agencies, including HIS, to share intelligence about the quality of care.	Ongoing	<p>The Sharing Intelligence for Health & Care Group (SIHCG) is a partnership involving the following seven national scrutiny and improvement organisations: Audit Scotland, Care Inspectorate, Healthcare Improvement Scotland, NHS Education for Scotland, Mental Welfare Commission for Scotland, Public Health Scotland, Scottish Public Services Ombudsman. The Group’s main objective is to ensure that any potentially serious concerns about the quality and safety of care, identified by member organisations, are shared and acted upon appropriately.</p> <p>The national agencies on the Group share, with each other, intelligence that may highlight potentially serious concerns about the quality of care. When such concerns are identified, the Group informs the relevant local and national organisations, so these organisations can take appropriate action.</p> <p>The SIHCG meet bi-monthly to share and consider our key pieces of data and information about 14 territorial NHS boards and four special NHS boards that provide frontline care. The SIHCG considered NHS Tayside at its meetings in August 2020, June</p>	<p>The Group has provided feedback to NHS Tayside, in writing and as part of feedback meetings (see, for example, published feedback letters to Tayside via this link).</p> <p>Mental health themes considered over this time have included:</p> <ul style="list-style-type: none"> • A reliance on locum psychiatrists and the impact on care and treatment. • Concerns with the quality of postgraduate medical training in General Adult Psychiatry. • Ongoing concerns about learning disability services. • Changes in senior leadership of mental health services. <p>The Group has also provided a mechanism to enable some of the partner national agencies to co-ordinate activities in relation to mental health services in Tayside. While acknowledging some progress made in addressing concerns about mental health services in Tayside, some of the national agencies on the Group continue to have concerns about these services.</p>

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			2021 and June 2022, as part of the routine annual programme of work.	
Healthcare within Justice Inspections - prisons	Assurance	Covid focused Liaison visits to Prisons across Scotland which included HMP Open estate Castle Huntly and HMP Perth - 2020/21. Full Inspection of HMP Open Estate Castle Huntly June 2022. Healthcare is provided by Perth and Kinross Health & Social Care Partnership.	Within the framework to inspect healthcare within Prisons, Mental health services and Substance use services are inspected and quality assured.	
Tayside Mental Health & Wellbeing Programme	Improvement Support (Community Engagement)	June 2020 – current	HIS Community Engagement provide support on all aspects of engagement, including service change. This has included advice on setting up a mental health inpatient expert panel (March 21), advice on forming a mental health reference group (March 21), advice on establishing a people’s panel (Feb 22) and service change advice around inpatient redesign proposals (March 21 – current).	
Early Intervention in Psychosis (EiP)	Improvement Support (ihub)	April 2021 - present	NHS Tayside selected as pathfinder site to prototype and test hub model of Early Intervention in Psychosis service.	EIP service created, with staff in post as team lead, peer support worker. There has been commitment to the development of the service, and a recognition that these are

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				<p>people who would otherwise be seen by CMHTs and that the EI Service offers an improved response to those experiencing First Episode Psychosis. Referrals are being accepted into the Service. However implementation of service has been delayed and impacted by Covid 19, general systems issues and recruitment challenges of some core service posts.</p>
Mental Health and Substance Use	Improvement Support (ihub)	January 2021 to present	<p>Throughout 2021 a discovery phase was developed in Tayside. This involved meeting/ researching with People With Lived Experience, staff, and other stakeholders to outline current need.</p> <p>From November 2021 onwards the team worked with key local partners to develop tests of change/ whole system approaches to redesign.</p> <p>This has included working on trauma informed practice in conjunction with Dundee City Council, designing and implementing a leadership programme to enable leaders in operational systems to implement change. Now transitioning to an active phase focused on testing the changes that will address the challenges identified during discovery to improve lives of those with concurrent MH and substance use issues.</p>	<p>It is significant to note that this programme of work connects to both national and local priorities/targets. This includes: Independent Inquiry Recommendation 14; Dundee Drugs Commission Recommendation 16; Mat Standards 9, as well as the Corra funded Working Better Together Project in Dundee.</p>
SPSP Mental Health	Improvement Support (ihub)	April 2022 - Present	SPSP Mental Health supports NHS Boards to ensure everyone in adult mental health	NHS Tayside's mental health team joined the SPSP MH collaborative. They have attended

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			<p>inpatient wards experiences high quality, safe and person centred care every time.</p> <p>It supports NHS Boards to:</p> <ul style="list-style-type: none"> • Improve observation practice and reduce harm from restraint and seclusion practices. <p>With a focus on:</p> <ul style="list-style-type: none"> • creating the conditions for improvement in your team • the implementation of the 'From Observation to Intervention' national guidance • reducing the incidence of restraint, whilst improving this experience for staff and patients • reducing episodes of seclusion, whilst improving this experience for staff and patients 	<p>and participated in all of our collaborative events (2 learning sessions, 5 workshops).</p> <p>There has been regular communication between the team and our leadership team at monthly coaching calls.</p>
Personality Disorder Improvement Programme	Improvement Support (ihub)	April 2022 – March 2023	Phase 1 of the Personality Disorder Improvement Programme is supporting NHS boards and health and social care partnerships delivering mental health services to identify improvement opportunities in relation to the service provision for people with a diagnosis of a personality disorder in Scotland.	<p>Engaged with virtual visits and completed questionnaire around service provision.</p> <p>Individuals attended learning system events and workshops.</p>
Adverse events	Improvement Support (Assurance)	Ongoing	The adverse events (AE) team do not currently provide scrutiny of NHS Boards' management of AE.	NHS Tayside have been key contributors to this work in particular due to the high number of significant adverse event reviews (SAERs) that are commissioned under the mental

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			<p>We host the adverse events network involving board representatives, which aims to improve the quality of adverse event reviews, ensure that patients and families are central to the review process and sharing learning identified from the review process through innovative methods.</p> <p>NHS Tayside recently led a short-life working group on the multi-board review process for SAERs. Other areas of work are being driven by a patient safety, clinical governance and risk management who has been seconded from NHS Tayside and is working with the team. Key deliverables include:</p> <ul style="list-style-type: none"> • Development of a curriculum for staff training and development in leading and taking part in adverse event reviews via a human factors approach • Standardisation of all levels of adverse event data reporting 	<p>health category and are managed under their multidisciplinary team process.</p> <p>Since January 2020, all NHS boards require to notify HIS when they commission a Significant Adverse Event Review (Level 1). NHS Tayside meet the requirements of this instruction with timely submissions and also provide notification on a regular basis with completion dates of reviews.</p> <p>Following some recent work by the board, raising awareness of the framework and emphasising the importance of regular and timely reporting/ reviewing, there has been an increase in the commissioning of AE reviews in Tayside which is a positive step. It had been acknowledged by many boards at network meetings that there was possible under reporting leading to less commissioning of reviews and steps were required to review this.</p>