

## **Paper 3: Leicestershire Partnership Trust Draft Quality Account 2023/2024 Statement from Healthwatch Rutland**

Healthwatch Rutland thanks Leicestershire Partnership Trust for sharing the draft 2023-24 Quality Account and inviting our comments. We feel that the comprehensive draft account demonstrates the Trust's continued commitment to its quality priorities, notwithstanding the challenges involved.

We divide our responses into 3 areas: patient experiences, carer and family involvement and staff wellbeing.

### **Patient experiences**

Healthwatch Rutland welcomes the implementation of the Patient Safety Incident Response Framework and the refresh of how patient safety incidents are investigated. This is important given that the Draft Quality Account shows a rising trend in patient safety incidents over recent years.

The work on priority 2 of the 2023/4 plan on meaningful activity is innovative with strong progress so far in developing the staff support guide and engaging with patients and carers. We note this scheme is in its infancy but are very interested to see how this develops and improves the wellbeing of patients, particularly those living with dementia.

We note the progress of priority 3 of the 2023/4 plan in including patients in joint decision-making and the acknowledgement that patients' experiences are key to shaping LPT services through the development of 'I' statements.

We support the joint work with NHFT on the 2024/5 priority on the prevention of pressure ulcers in community hospitals and within the community. Some further supporting data informing about pressure ulcer incidence and trends would be welcome.

Healthwatch Rutland acknowledges the work to support young people with neurodevelopmental disorders. We hope that the Youth Advisory Board continues to offer strong support to the development of the new web resources and videos for information and guidance to ensure that resources are shaped by young people, for young people.

However, Healthwatch Rutland continues to receive negative public feedback on the long waiting lists at LPT to access neurodevelopmental assessments (up to 4 years has been reported) which have far-reaching impacts on children, young people and their families. We would like to have seen some clarity of purpose in the draft account to demonstrate how the Trust's vision for 'creating high quality, compassionate care and wellbeing for all' will be applied to the neurodevelopment pathway waiting times in 2024/5.

**Focus on carers and family members**

The adoption of the Triangle of Care framework demonstrates the Trust's awareness of the importance of involving carers and family members in the patient's care journey. This is very much welcomed by Healthwatch Rutland, and we look forward to strong progress against this priority for 2024/5.

**Staff experience**

It is clear that LPT values its staff and prioritises recruitment and retention. Measures to support staff wellbeing include: encouraging research; professional development; training; staff involvement; and consultation and innovation (e.g. in-house training for newcomers to the role of health care assistant). The Freedom to Speak up data shows a rising number of staff taking advantage of the opportunity to express their concerns. However, it is not clear whether this is because there is an increase in concerns or whether there is greater confidence among staff to speak up. Further detail about what these concerns might involve would be welcomed by Healthwatch Rutland.

We acknowledge the tremendous work LPT have undertaken in the last year to improve performance and to achieve the previous year's priorities and thank the LPT team for the hard work, particularly regarding actions to improve patient and staff experience.