

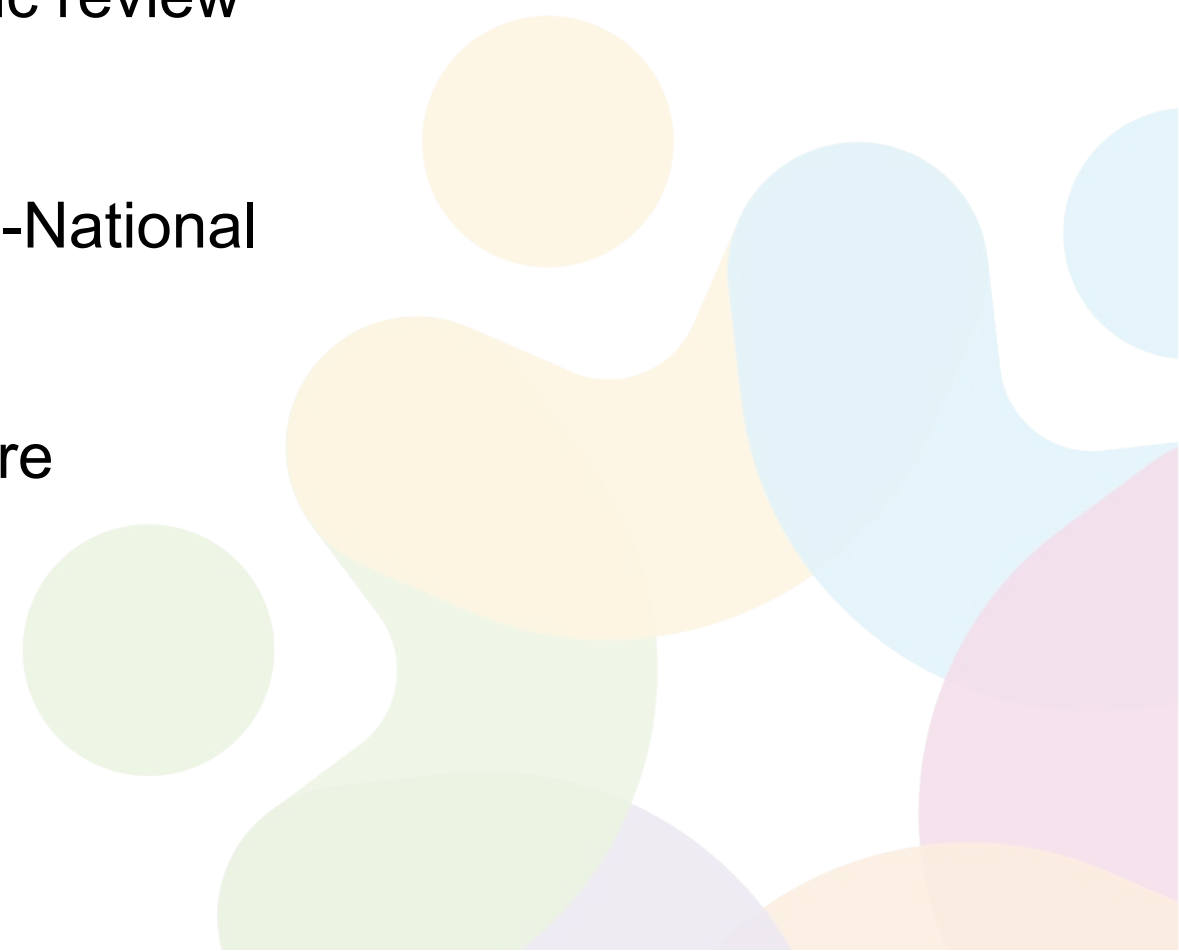


**Humber and North Yorkshire  
Health and Care Partnership**

*Quality Update to the Board  
March 2023*

# Areas of focus

- Safe and wellbeing reviews - Thematic review and lessons learned
- HNY LMNS AAM Poster: Case study -National Maternity Strategy
- Rapid review Improving In-patient Care
- Workforce Initiatives
- Industrial action
- Quality Improvement Groups



# Safe and wellbeing reviews - Thematic review and lessons learned

- As part of the NHS response to the [safeguarding adults review](#) concerning the deaths of Joanna, Jon and Ben at Cawston Park, a national review has been undertaken by NHSE to check the safety and wellbeing of all people with a learning disability and autistic people who are being cared for in a mental health inpatient setting.
- The review has concluded and the findings published - link [here](#)

**Table 1**

Headline figures from regional reports related to the number of eligible people versus the number of people who received a SWR (and had their review signed off by an ICS panel) at the time of submission (May 2022).

Region	Number of individuals eligible for a SWR	Number of individuals with a completed SWR (as at May 2022)	% of eligible individuals who had a completed SWR (as at May 2022)
East of England	180	160	90%
London	295	250	84%
Midlands	425	385	91%
North East and Yorkshire	330	300	91%
North West	310	260	84%
South East	305	255	84%
South West	195	160	82%
Total	2,040	1,770	87%

**Table 2** outlines headline figures relating to people whose reviews had been completed, in respect of those who required a safeguarding issue to be raised, and their care setting. Some points to note relating to this data are:

- out of area figures relate to all people who were in scope on 31 October 2021
- some people were discharged in the time period between being identified as eligible for review, and the review taking place (this was the main reason).

Region	Are in an out-of-area placement (of those who were in scope on 31 October 2021)	Have care and treatment needs that can only reasonably be delivered in hospital	Required a safeguarding concern to be raised
East of England	55%	57%	5%
London	62%	73%	6%
Midlands	68%	53%	1%
North East and Yorkshire	34%	59%	2%
North West	52%	57%	5%
South East	59%	66%	0%
South West	73%	47%	0%
England	57%	59%	3%



# HNY LMNS AAM Poster: Case study - National Maternity Strategy

The AAM social media messaging service helps women, birthing people and their families make informed decisions about their maternity care, empowering them to ask the questions and get the answers they need from midwifery professionals in a timely and supportive manner.

## Background

AAM started in response to the COVID-19 pandemic in March 2020 in a time of significant increased pressure on the system, and HUTH played a pivotal role in the initial stages.

It was really important that the LMNS found a different way of communicating with women, birthing people and their families to:

1. keep up with the rapidly changing situation
2. reassure them about concerns
3. highlight any messages around how maternity services were being delivered which they might need to know during their pregnancy or labour.

## Impact on our women and birthing people

The service routinely averages in excess of 700 queries per month- **our overall 2022 tally was 8,594 queries answered.** Our recent AAM survey told us that users value the convenience of interactions through social media and the fact that they are getting evidence-based advice and information from an actual midwife when they really need it! Our testimonials speak for themselves!

Thank you - this service is one of the best services that any new mother or parent could ask for.

You ladies all do a wonderful job and we appreciate all the lovely care!

Thank you very much for providing such a great way of communicating throughout my pregnancy.



## Impact on our hospitals

LMNS Trusts have collaborated to release midwives to support the service, and this has facilitated shared learning, quality improvement, and helped identify gaps in services - all in a very cost effective, individualised and friendly way. The service consistently diverts workload away from clinical areas and AAM staff have implemented quality improvement measures to streamline referral processes and make access to care much quicker for some.

AAM is able to refer women and babies to other health professionals (over 90% of queries can be answered immediately) and support organisations and agencies where required, and this reduces workload for hospital midwives.

## How it works

AAM is delivered using social media platforms and co-ordinated centrally by the LMNS to ensure consistency of delivery and messages around the system. It is staffed by Trust midwives who have a dual role in supporting the AAM service on a part-time basis alongside their clinical work.

If people have questions about pregnancy, birthing options, or the care of a newborn baby, they can access the service as follows:

- York & Scarborough - [yorkandscarboroughbumps2babies](#)
- Hull & East Riding - [heyhswc / askamidwifehuth](#)
- North & North East Lincs - [nlagmaternity / askamidwifelnag](#)
- Harrogate - [Harrogatematernity](#) (commencing March 2023)  
email: [hny.lms@nhs.net](mailto:hny.lms@nhs.net)

The service also allows the LMNS to give key public health and other messages/updates in a timely and responsive manner. This has included communications around COVID-19 updates, vaccinations, 6-8 week GP checks, ICON, Vitamin D, perinatal mental health, choice and personalised care, postnatal care including infant feeding and maternity unit updates.

We promote AAM through our Maternity Voices Partnership Groups; with printed postcards which are distributed in maternity settings, Children's Centres etc.; through direct referral by midwives; and attendance at community events.

## Going forward

The service has expanded significantly since March 2020, and we know that it will continue to grow and improve with the implementation of our new LMNS shared maternity IT system; and increased use of Instagram. We will welcome HDFT to the AAM service in March 2023. AAM has commenced face to face outreach/factory visits to our most vulnerable women and families, including those whose first language isn't English, to ensure equity of access and promotion of the service, this is enabled using translation apps.

## Our HNY AAM team



# Rapid Review into Patient Safety in Mental Health Inpatient Settings

- The Government has announced a rapid review into patient safety in mental health inpatient settings in England.
- This review will be aimed at improving safety in mental health inpatient settings.
- It will focus on what data and evidence is currently available to healthcare services, including information provided by patients and families, and how we can use this data and evidence more effectively to identify patient safety risks and failures in care.
- The inquiry will be headed by Dr Geraldine Strathdee, a psychiatrist who used to be NHS England's national clinical director for mental health.

# Workforce Initiatives

- Implementation of the **Community Nursing Safer Staffing Tool** - an evidence-based workforce planning tool to support organisations in staffing establishment setting, with 104 providers now issued with a licence.
- New **short film to support NHS staff caring for people facing homelessness**. The film supports staff in continuing to develop and foster compassionate and inclusive services. [Watch the film here](#)
- A new video has been launched, '[Becoming a mental health nurse in the UK](#)', to support NHS trusts in their **recruitment of international nurses to UK mental health registered nursing roles**.
- Five new e-learning modules have been launched to support systems in the implementation of Core20PLUS5 – NHS England's **approach to reducing healthcare inequalities**. The e-learning modules cover narrowing health inequalities in; hypertension, early cancer diagnosis, chronic respiratory disease, maternity and severe mental illness [HEE e-learning for health platform](#)



# Industrial action

# Providers in Quality Improvement Group status

- York & Scarborough NHSFT
- Hull University Teaching Hospital Trust
- North Lincolnshire & Goole NHSFT
- Tees, Esk & Wear Valley MH Trust