

LPT Public Trust Board

LPT Urgent & Emergency Care LLR System Inspection feedback (Psychiatric Liaison Service at LRI)

Purpose of the report

The purpose of this report is to share feedback from the CQC following feedback received as part of LLR CQC system review on Urgent and Emergency care which focused upon the Psychiatric Liaison Service, run by Leicester Partnership Trust, based at Leicester Royal Infirmary Hospital.

Analysis of the issue

The CQC are carrying out a system wide review of Urgent & Emergency Health and Care services in Leicester, Leicestershire and Rutland. As part of this review, they recently carried out an unannounced and focused inspection of the Psychiatric Liaison Service, run by Leicester Partnership Trust, based at Leicester Royal Infirmary Hospital.

A copy of the initial findings from this inspection accompanies this report.

Proposal

The key initial findings from the unannounced inspection of the Psychiatric Liaison Service recognise:

- A full complement of staff with no vacancies.
- All areas were very clean, fresh smelling, fit for purpose and access to 'high risk' room in adult ED.
- A high level of training, supervision and appraisal compliance.
- The team met agreed service standards.
- Staff working within best practice guidance.
- Staff participated in daily in Bed Management meetings and meetings between stakeholders to ensure flow between services was effective.
- Staff were proud to work within the team and showcase their work they did. A high level of staff morale and evidence of effective team and inter agency working.
- Staff were constantly looking at ways to improve their work and the patient experience.

Areas to address

- Average wait times for patients presenting with a mental health crisis or with specific mental health needs

The operational teams are reviewing their waiting time as an ongoing action and this will be tracked through the Directorate Management Team meetings.

Decision required

The Trust Board is asked to note the feedback received following this unannounced inspection.

Governance table

For Board and Board Committees:	Trust Board, 31st May 2021	
Paper sponsored by:	Angela Hillery, CEO	
Paper authored by:	Sinead Ellis-Austin, Senior Business Manager	
Date submitted:	24 th May 2022	
State which Board Committee or other forum within the Trust's governance structure, if any, have previously considered the report/this issue and the date of the relevant meeting(s):	None	
If considered elsewhere, state the level of assurance gained by the Board Committee or other forum i.e. assured/ partially assured / not assured:	n/a	
State whether this is a 'one off' report or, if not, when an update report will be provided for the purposes of corporate Agenda planning	One-off	
STEP up to GREAT strategic alignment*:	High Standards	Yes
	Transformation	
	Environments	
	Patient Involvement	
	Well Governed	Yes
	Reaching Out	
	Equality, Leadership, Culture	
	Access to Services	
	Trustwide Quality Improvement	
Organisational Risk Register considerations:	List risk number and title of risk	None
Is the decision required consistent with LPT's risk appetite:	Yes	
False and misleading information (FOMI) considerations:	None	
Positive confirmation that the content does not risk the safety of patients or the public	Confirmed	
Equality considerations:	None	