

Quality Account in brief 2024/25

Directorate of families, young people and children, learning disabilities and autism

[www.leicspart.nhs.uk](http://www.leicspart.nhs.uk/) Email: [lpt.feedback@nhs.net](mailto:lpt.feedback@nhs.net)

Our Quality Account (QA) 2024/25 describes some of the great work that our staff do day in day out to deliver high quality, safe care. It also describes some of the difficulties we face in meeting increasing demand and expectations, and how we monitor and manage issues affecting quality within the organisation.

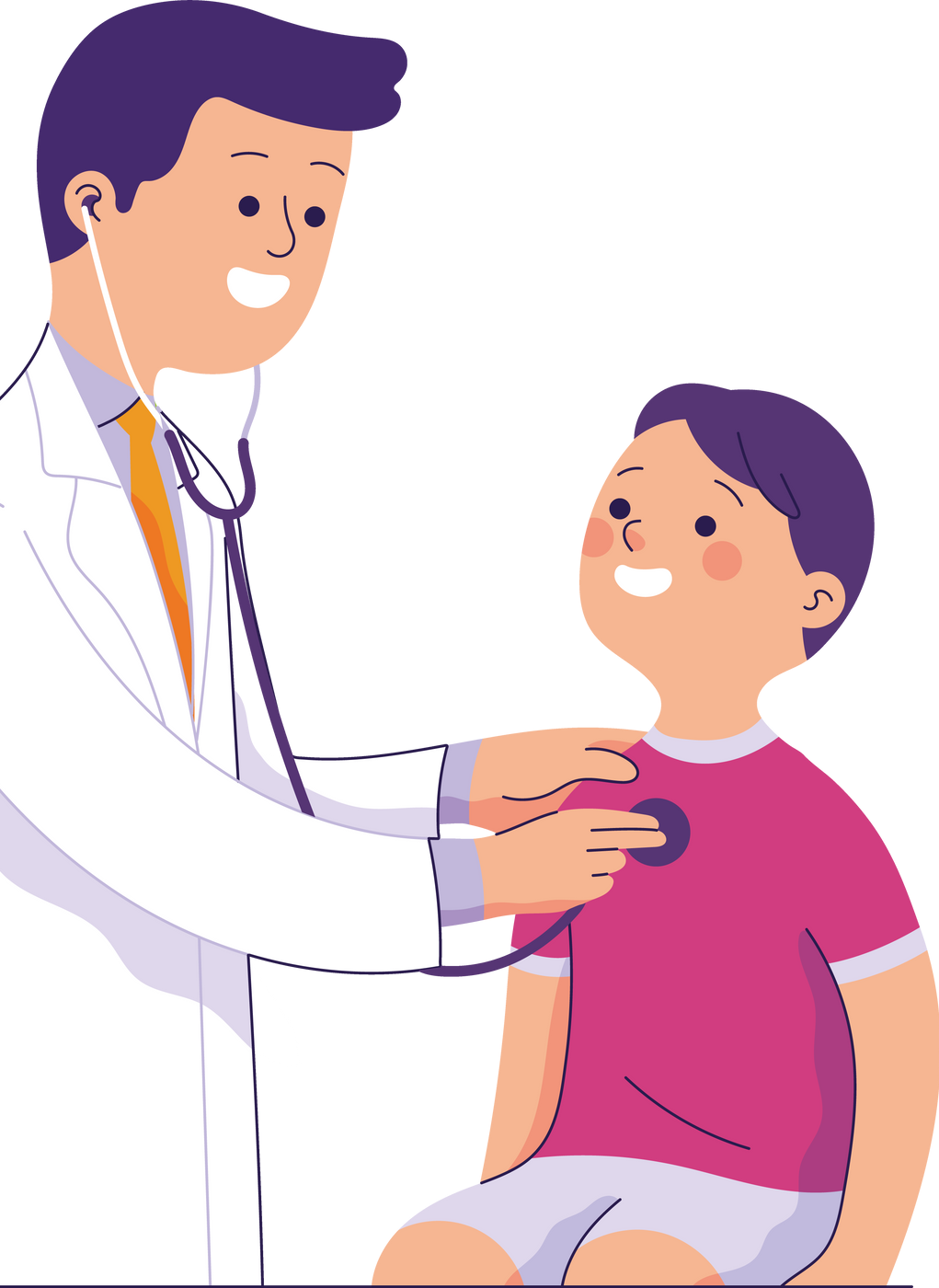
This summary gives examples of some of the many quality improvements led by our Families, Young People and Children, Learning Disabilities and Autism (FYPCLDA) Directorate in 2024/25.

If you need this information in another language or format, please telephone 0116 295 0903 or email: [lpt.patientinformation@nhs.net](mailto:lpt.patientinformation@nhs.net)

Increasing annual health checks

As leader of the local Learning Disabilities and Autism (LDA) Collaborative we have helped to make sure that more people with a learning disability aged 14+ are receiving their annual health check. These make a big difference in helping people live healthier lives for longer.

Supporting carers



Our children and young people’s care navigation and therapy services have worked towards accreditation with the national Triangle of Care Programme. This means that staff in those services have had training, know how to identify carers, and will give them support and information to help with their caring needs. All services

within the FYPCLDA directorate will work towards Triangle of Care accreditation over the next two years. Read more on page nine of the full quality account.

**Person-centred care**

Our inpatient services for people with a learning disability (LD) and Intensive Community Support Teams have been making sure that people have the help and information they need to make decisions about their care and treatment. They have produced information in Easy Read format to help people with a learning disability to share how they are feeling about the service, understand the facilities available, express their wishes and goals, and engage in how they want to be supported. Read more on page eight of the full quality account.

Championing children and young people

Our Youth Advisory Board (YAB) continued to support us and the wider health community to help people consider children and young people and make sure that information is accessible and relevant. This has included:

Creating self-harm imagery to spread awareness internally for our staff in child and adolescent mental health services (CAMHS).

 Helping our Mental Health in Schools Team (MHST) shape their new winter wellbeing booklet.

 Collaborating with the CAMHS neurodevelopmental team to develop awareness videos.

You can find out more and get involved with the YAB on the Youth Advisory Board page of our website at the following address [**https://www.leicspart.nhs.uk/involving-y ou/involving-y ou/youth-**](https://www.leicspart.nhs.uk/involving-you/involving-you/youth-advisory-board/)[**advisory -board/**](https://www.leicspart.nhs.uk/involving-you/involving-you/youth-advisory-board/)

Whole family approach

We produced an animation to highlight the positive impact of the Whole Family Approach. It shows  
how our Care Navigation Service supports parents and carers in managing appointments, care, and treatment for their babies, children, and young  
people, as well as their own health and wellbeing. This is helping to create joined up services that respond to the needs of the whole family. Watch the Whole Family Approach animation on Vimeo at the following address: [**https://vimeo.com/1039589925/2293c81417**](https://vimeo.com/1039589925/2293c81417)

Responsive, tailored advice and information

Our Healthy Together single point of access helpline continues to offer same-day support for parents, carers, young people, and professionals with health visiting or school nursing related queries. It ensures service users receive timely, tailored advice from appropriate professionals, addressing their needs effectively as they arise. Service users have described it as accessible and responsive, and staff value the information sharing and collaboration that it promotes. Read more on page 45 of the full quality account.

More timely approach

Our Looked After Children’s Nursing Team have introduced a midway six-month check as part of the statutory Review Health Assessment (RHA) for all Looked After Children, aged five and over, each year. This is an opportunity to check in and ensure any health issues are followed up in a timely way.

A letter is shared with local authority partners, giving them an up-to-date understanding of health need, to support better care planning. Read more on page 46 of the full quality account.

Enabling support at home

Our Community Eating Disorders Team continued to support delivery of the Waterlily Inpatient Prevention Programme. This provides support for patients with Anorexia Nervosa and is demonstrating significant improvements in weight, psychological wellbeing and eating disordered behaviours. Receiving treatment at home enables service users to maintain independence and remain involved in family life. Read more on page 47 of the full quality account.

The most appropriate support

We have led work to reduce the prescribing of medication (especially antipsychotic medication) which is no longer needed for people with learning disability and/or autism. Through collaboration we have been able to help people to understand that there often other ways to manage behavioral issues. Read more on page 47 of the full quality account.

Supporting people who are waiting

Young people continue to wait longer than we would wish to be seen for assessment in our CAMHS service. Following a pilot, we have introduced a digital contact to help assess the wellbeing and safety of some young people waiting (those for whom this is risk assessed as appropriate). This provides advice and signposting and flags alert clinicians to concerns which need following up in person. It has freed up appointments for young people at higher risk and been welcomed by the families using it. Read more on page 50 of the full quality account.

Help for young people in mental health crisis

Our CAMHS crisis team have worked with the local Children’s Emergency Department to ensure that anyone who attends and  
needs mental health support but doesn’t require medical  
intervention will be rediverted to our CAMHS Crisis Hub.  
Read more on page 50 of the full quality account.

Evidence-based practice

We have eight members of staff driving quality improvement as part of the Director of Nursing and Allied Health Professions Fellowship. This is a programme that supports band five nurses to enhance the quality of care they provide using an evidence-based approach. Projects cover a wide range of subjects including one by a health visitor to understand the effectiveness of baby massage with mothers experiencing postnatal depression. In another a dietician is looking to introduce best practice guidelines for the management of cow’s milk allergy in babies. Projects all involve people with lived experience. Read more on page 29 of the full quality account.

**Quality accreditation**

Several FYPCLDA teams have achieved accreditation with our internal Valuing High Standards Accreditation programme. Accreditation is important because it helps us to continuously improve the quality and safety of our services and share best practice across the Trust. Our CAMHS outpatients, Mental Health Support Teams (City and County), Looked after Children Team, Short Breaks, the Beacon Unit, the Agnes Unit, and our Learning Disabilities Community Team have all achieved accreditation this year. Read more on page 28 of the full quality account.

Autism Space

Our web pages providing advice, information and support relating to autism continue to be very popular. The article about understanding autistic meltdowns and shutdowns received over 7,000 views in the last quarter of the year. You can read the article on our website at this link: [**https://www.leicspart.nhs.uk/autism-**](https://www.leicspart.nhs.uk/autism-space/health-and-lifestyle/meltdowns-and-shutdowns/)[**space/health-and-**](https://www.leicspart.nhs.uk/autism-space/health-and-lifestyle/meltdowns-and-shutdowns/)[**lifestyle/meltdowns-and-shutdowns/**](https://www.leicspart.nhs.uk/autism-space/health-and-lifestyle/meltdowns-and-shutdowns/)

More information

You can find more information about our Trust - including a look towards our future priorities - in our full Quality Account 2024/25 and our Annual Report 2024/25 which are available on the ‘What we do’ page of our website at [**https://www.leicspart.nhs.uk/about/what-we-do/**](https://www.leicspart.nhs.uk/about/what-we-do/)

We welcome your questions or comments on this summary or our services.

Telephone: **0116 295 1350**

Email: [**LPT.feedback@nhs.net**](mailto:LPT.feedback@nhs.net)

Published September 2025