

Welcome to
Berkshire Healthcare
NHS Foundation Trust

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Healthcare
from the heart of
your **community**

About us

- **Main provider of community and mental health services to the population of Berkshire.**
- We also provide **primary care services – three practices** and the **Out of Hours GP service** in the West of Berkshire.
- Annual income of around **£240m**, employing approximately **4,400 staff** and providing services from just over **100 sites** – **“Healthcare from the heart of your community”**.
- In terms of scale the Mental Health and Community Health services, portfolio are of equal size – we are a combined trust.

Our CQC rating

In **December 2015** Berkshire Healthcare had its CQC inspection. More than 100 inspectors visited and assessed our services, teams and overall patient care.

In **March 2016** we were awarded a rating of **'good'**. This was the first time that any similarly combined Trust (**mental and community health**) in the south of England achieved this status. Feedback from our patients, staff and the inspectors was very positive and we are immensely proud of this rating. (**Full reports available on TeamNet**).

We will continue to **work together** to improve the areas where recommendations were made - our goal in the future is to increase our overall rating to outstanding.



Delighted to be Good

- Older people's community mental health services (OPMH) achieved an outstanding rating and our End of Life care service received an outstanding rating for caring.
- All our community physical health services received straight good ratings
- Our community mental health services and our community learning disability team, which are jointly provided with local authorities received good ratings

Areas for improvement

- Three core services need to improve:
 - Learning Disability Inpatient wards (rated overall as requires improvement)
 - Older People's Inpatient Mental Health Services (safe and effective domains)
 - Child and adolescent mental health inpatient ward (safe domain but rated good overall)

- Planning to declare compliance in September 2016 for these services

Overall summary



- It is our view that the trust is in a good position to move from good to outstanding, although some work required to deliver consistently across all services.
- The trust has the right focus on quality and safety.
- There is a strong leadership team in place that responds promptly and proactively to areas of concern.

Trust Vision

To be **recognised** as the **leading community and mental health** service provider by **our staff, patients and partners**.

Our core values

caring for and about
you is our
top priority

committed
to providing **good quality,**
safe services

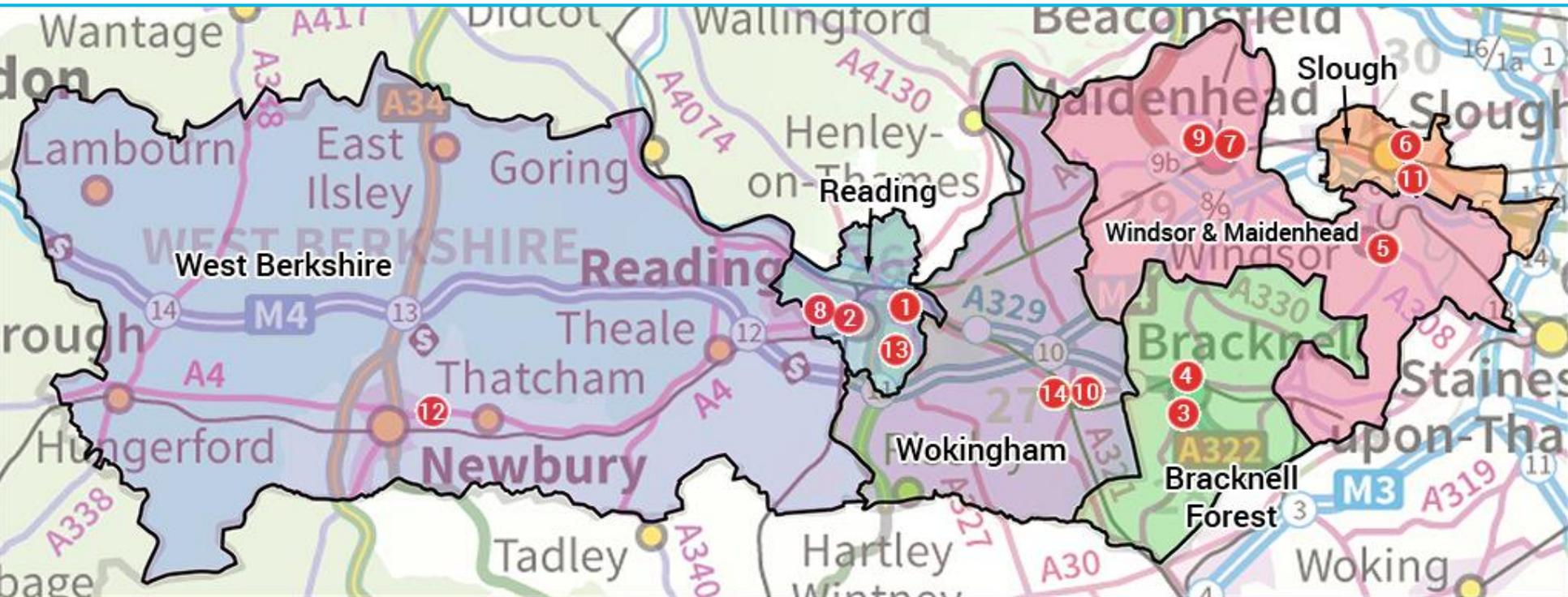
working **together**
with **you** to develop
innovative solutions

Berkshire map

- Population of just under one million, covering 500 square miles
- **Since 1998** made up of six unitary authorities – **West Berkshire, Reading, Windsor & Maidenhead, Wokingham, Bracknell Forest** and **Slough**
- 7 CCGs



Our main sites



1. 25 Erleigh Road, Reading, **RG1 5LR**
2. 57-59 Pendragon House, Bath Road, Reading, **RG30 2BA**
3. Church Hill House, Bracknell, **RG12 7FR**
4. Fitzwilliam House, Skimped Hill Lane, Bracknell, **RG12 1BQ**
5. King Edward VII Hospital, Windsor, **SL4 3DP**
6. New Horizons, Slough, **SL2 5BX**
7. Nicholson House, Maidenhead, **SL6 1LD**
8. Prospect Park Hospital, Reading, **RG30 4EJ**
9. St Mark's Hospital, Maidenhead, **SL6 6DU**
10. The Old Forge, 45-47 Peach Street, Wokingham, **RG40 1XJ**
11. Upton Hospital, Albert Street, Slough, **SL1 2BL**
12. West Berkshire Community Hospital, Benham Hill, Newbury, **RG18 3AS**
13. Whitley Health Centre, Northumberland Rd, Reading, **RG2 7PJ**
14. Wokingham Community Hospital, 41 Barkham Road Wokingham, **RG41 2RE**

How we are organised

- We organise our services around the **six areas of Berkshire** matching council boundaries
 - This forms our **locality** structure.
- Each locality has a main hub site and is supported by several spokes
 - Our central Mental Health Inpatient Unit at Prospect Park Hospital is known as our seventh locality.
- Each locality is overseen by a **Locality Director** and a **Clinical Director**
- - There are some county-wide or regional services which are hosted by different localities.
- Understanding the council structure is key to understanding how we as a trust are organised.

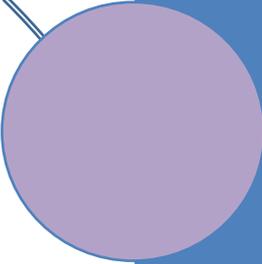
Our services

- **We provide nearly 100 different services** – many jointly with Local Authority partners.
- **Split approximately 50:50** between **mental** and **community health**.

Examples of the type and range of services we provide:

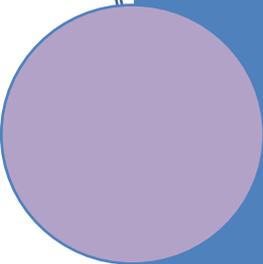
Mental Health Services	Community Health Services
<ul style="list-style-type: none"> • Community Mental Health Teams • Older People’s Mental Health Services • Memory Clinic • Talking Therapies (IAPT) • South Central Veterans Service – provided across the South Central Region • Child and Adolescent Mental Health Services • Inpatient Mental Health Services – Prospect Park Hospital, Reading 	<ul style="list-style-type: none"> • District Nursing • Sexual Health Services • Podiatry Services • Health Visiting & School Nursing • Audiology Services • Integrated Children’s Therapies • Learning Disabilities Services • Physiotherapy
	<h3>Primary Health Services</h3>
	<ul style="list-style-type: none"> • Three GP practices and WestCall

A tough few years in the midst of a perfect storm



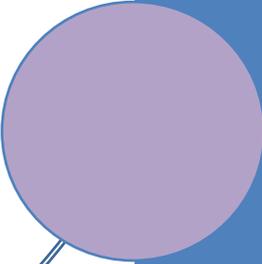
Demand –

the population of the UK has grown by 11% (5m) since we were established in 2001.... that's a lot of patients and some of our services have struggled to cope



Supply –

Severe workforce shortages: nurses, GPs, Physios. A major source of concern



Money –

Really biting. The 5th year of austerity and an 18% reduction in income during this period

Patient & Staff Experience - Headlines

- **97%** of community mental health and physical health patients **likely or extremely likely** to recommend the service to a friend or family member (**up 10% since 2014**)
- **81%** of mental health inpatients rate their care as **good or very good**
- **Top 100% nationally** for staff engagement and the most motivated workforce in the sector

Integration of physical & mental healthcare

- **Psychological support for patients with long-term conditions pilot**
“Dorothy’s Story”
- **Our talking health team have delivered psychological support alongside our specialist nurses to jointly treat patients with heart failure, chronic obstructive pulmonary disease (COPD) & diabetes**
- **Children’s Services Integration**

Technology- A source of Optimism

- **Support Hope and Recovery Online Network (SHaRON)** is a secure social networking site in the style of facebook
- **Interactive Online Cognitive Behavioural Therapy (CBT)**
- **Skype for Business – for both patients and staff**



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Thank you....

Any questions?