

Recent 'Go See' Board Service Visits

- The Go See Service visits offer opportunities for Executive and Non-Executive Directors to see where the work happens within the Trust and build relationships with staff based on mutual trust. The visits are an opportunity to get an overview of what is going on in the workplace, offering the ability to gain insights into potential improvement opportunities.
- Visits following the October Board Meeting were to those teams which were involved in the recent CQC core inspections as listed below:

Service Visited	Executive and Non-Executive Directors Involved
Airedale Centre for Mental Health – AHP Day and A&E Liaison	Therese Patten / Maz Ahmed
Apprentices	David Sims / Cathy Elliott
Child & Adolescent Mental Health Services	Mike Woodhead / Gerry Armitage
Community Mental Health Teams (City)	Sandra Knight / Zulfiqar Hussain
Intensive Home Treatment Team	Phil Hubbard / Andrew Chang
First Response Service	Tim Rycroft / Simon Lewis

Key issues emerging from visits*

Service Visited	Key issues raised
Airedale Centre for Mental Health – AHP Day and A&E Liaison	Positive about how the service had operated during COVID-19, performing well and was connected to acute A&E service; further work underway on how to support young people in A&E, sharing best practice with BTHFT; connection with Airedale clinical systems not available like BTHFT; some issues about limited accommodation and Wi-Fi connection.
Apprentices	Met with two apprentices who emphasised how services needed to continue to put young people at the centre of their care with a clear pathway and how communications could be further improved across the system; further engagement with apprentices would continue to support system-wide planning.
Child & Adolescent Mental Health Services	Awaiting letter.

*Go See letters provide more detailed information about the visits which have been submitted to the Quality Governance for triangulation.

Key issues emerging from visits*

Service Visited	Key issues raised
Community Mental Health Teams (City)	Significantly improved morale now service is fully staffed; diverse team have embraced agile working; adoption of CTW methodology has significantly reduced waiting lists (from 150 to 23) – possible CTW case study; some issues with SystemOne; request to look at text messaging to reduce DNAs and consideration of crisis beds to support assessments.
Intensive Home Treatment Team	Challenges include levels of acuity, demand and capacity, bed management and OOAs; additional resources identified and supportive leadership team; continued face-2-face visits during COVID-19 and developed RAG rated system to support visits; Street Triage team commended but requires further resourcing; low sickness rates highlighted.
First Response Service	Staffing challenges (four First Responder vacancies); high call volume (5-8k per month); some issues with accommodation space; IT/telephony were effective; good relationships with police (Street Triage team commended), Haven, Sanctuary and YAS (although main challenge is bed availability).

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