

## 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 February Board Meeting were to the following services:

Service Visited	Executive and Non-Executive Directors Involved
Dementia Assessment Unit	Gerry Armitage and Paul Hogg
Low Secure Services	Andrew Chang and Paul Hogg
First Response Service	Maz Ahmed and Therese Patten
Intensive Home Treatment Team	Carole Panteli and Mike Woodhead
Inpatient Services - ACMH	Zulfi Hussain and Phil Hubbard

## Key issues emerging from visits\*

Service Visited	Key issues raised
Dementia Assessment Unit	<p>COVID-19 restrictions had been very challenging coupled with the closure of local care homes or lack of available care home beds which was impacting on discharge. One service user was having a significant and detrimental effect on morale, recruitment and capacity. Staff wellbeing information was shared with attendees. Staff were encouraged to put forward suggestions for improvement, including additional activities for service users.</p>
Low Secure Services	<p>Staff wellbeing, morale and safer staffing levels had been significantly challenged by COVID-19. Visible leadership, a focus on wellbeing of staff and 'Back to the Floor' shifts by LSS managers would be retained during and after the COVID-19 pandemic. Productivity and the negative impact of using MS Teams and the lack of face-to-face engagement with other services was discussed. Face-to-face visit being arranged.</p>
First Response Service	<p>Staff reported that resources had been stretched due to bed availability and sickness absence. There had been a 16% call abandonment rate on the crisis line and some environmental issues were raised around where the team were based, which will both be reviewed as a result of the visit.</p>

\*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
Intensive Home Treatment Team	Letter not yet available
Inpatient Services – ACMH	High acuity on wards and staff testing positive for COVID-19 had impacted on staff shortages but new office space on Fern and Heather wards had improved efficiencies. Physical health reviews were in place to improve levels of care and pharmacy assistants were supporting better health outcomes. Improved use of PIPA Boards was having a positive impact.

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