



Quality Network Veterans Mental Health Service Review

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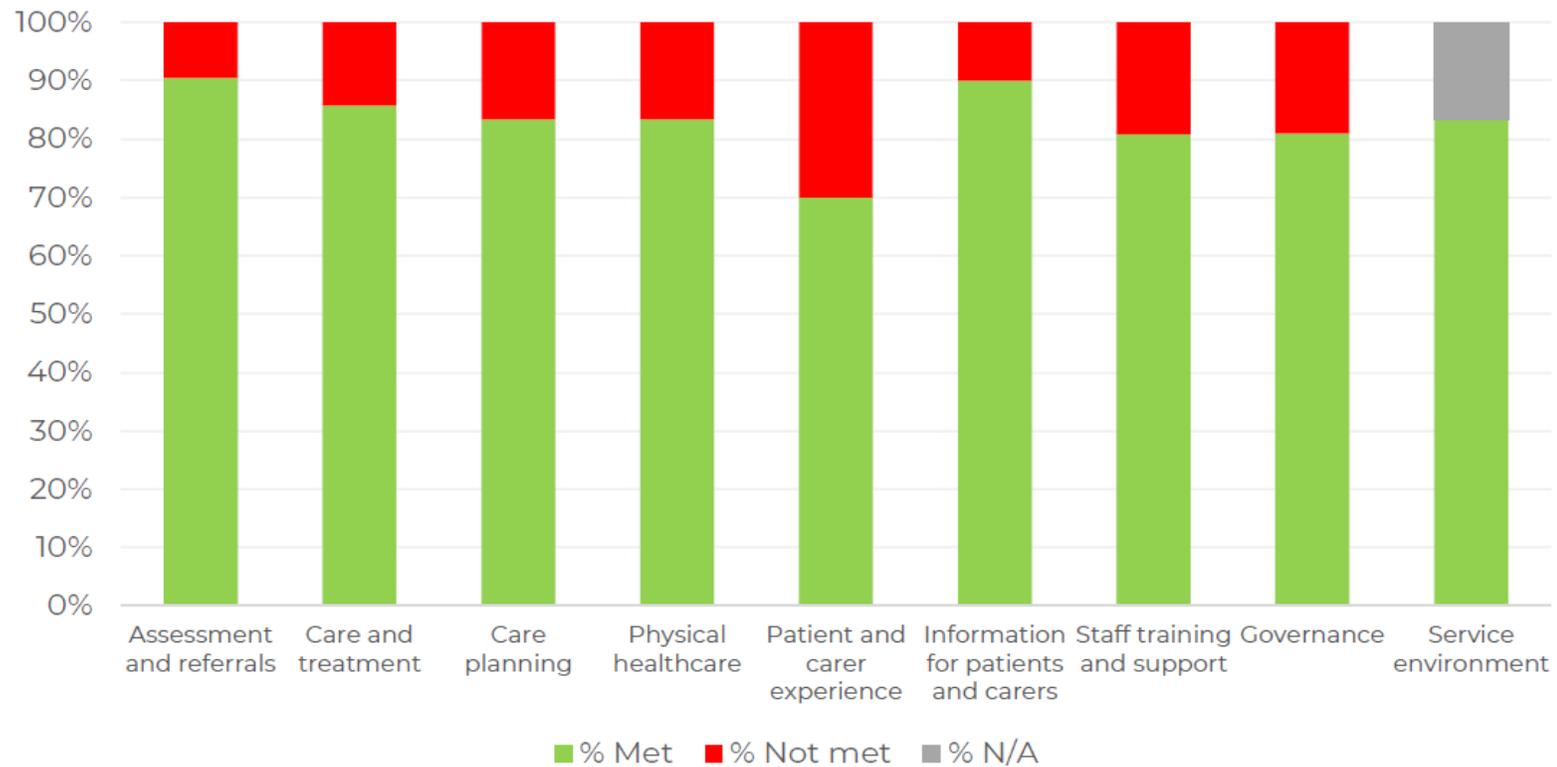
Context:

- ▶ In May 2021, the Cardiff and Vale Veterans' service underwent a comprehensive review to become accredited by the Royal College of Psychiatrists.
- ▶ The purpose of this review was to provoke discussions on current service practises, focusing on what the service wished to improve and to establish some action points for the future.
- ▶ We found the review process extremely beneficial. It gave us the opportunity to make improvements that we might not have otherwise made.



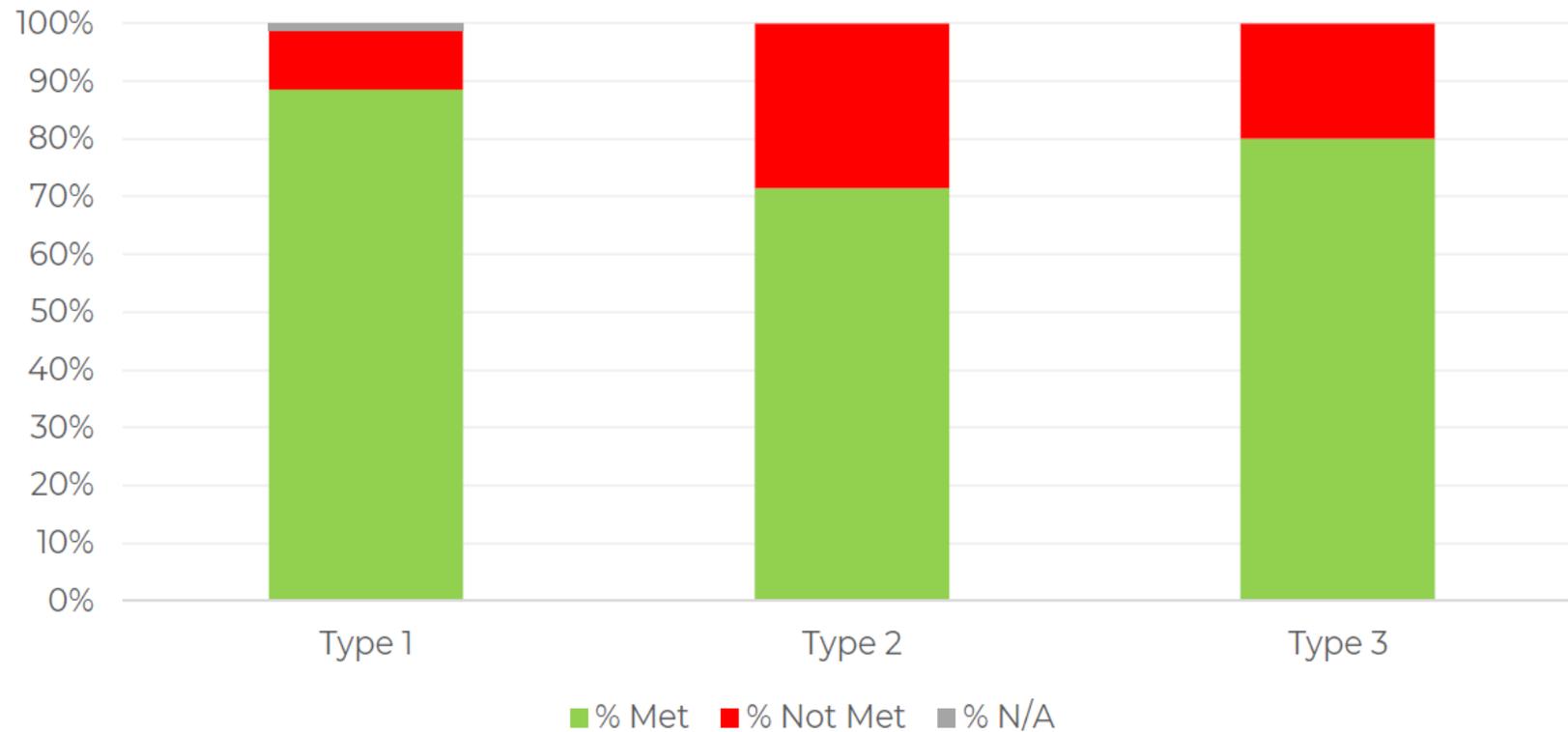
The Report

Figure 1: Percentage and number of criteria met, not met and not applicable in each standard category



The Report

Figure 2: Percentage of standards met by Type



Strengths and areas for improvement

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- Positive staff experiences
 - A range of evidence-based treatments on offer
 - Accessible service
 - Collaboration with other agencies
 - Service environment
 - Carer involvement
 - DNA process
 - Provision of written information
 - Frequency of reflective practice
 - Frequency of outcome data review

Addressing unmet standards - example 1

- Carers are supported to access a statutory carers' assessment, provided by an appropriate agency.

Details regarding how to access a statutory carers' assessment are now included in a carers' leaflet.

- Provide information and support to family members and carers of patients.

The carers' leaflet also includes details of how to access support for themselves and how to support veterans to engage in treatment. We gathered feedback from carers and third sector staff via a workshop. Have produced bite sized videos for our website.

Addressing unmet standards - example 2

- Patients, carers and prescribers can contact a specialist pharmacist to discuss medications.

Details of a helpline to contact specialist pharmacy about medications has now been included in the pre-assessment and carers leaflet.

Addressing unmet standards - example 3

- The service's clinical outcome data are reviewed at least every 6 months. This data is shared with commissioners, the team, patients and carers, and used to make improvements to the service.
- The service routinely collects data that can be used to measure equity of access and equity of delivery against protected characteristics.
- Data are used to understand who is accessing the service, identify under-represented groups and improve accessibility of the service.

We have agreed to produce a bi-annual report from the MDS to share with commissioners and service-users. We are in the process of reviewing what data on protected characteristics we collect, so we can run analysis to measure equity of access and delivery and identify under-represented groups.

“

[The service] does everything well and goes above and beyond for patients

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- CARER OF VETERAN

Summary and reflections

- ▶ The service has benefitted hugely from the Quality Network Review Process.
- ▶ It was helpful and manageable to consider each pre-defined standard as part of the self-review process in weekly team meetings.
- ▶ The peer review team were complimentary of our service. We also enjoyed peer reviewing other services and seeing their areas of good practice.
- ▶ We reviewed the report as a team and are currently in the process of addressing the remaining unmet standards.
- ▶ We have found that some improvements to the standards were relatively quick and straight forward to address, whereas others are taking a little more time and planning.
- ▶ We would encourage other VMHS and charities to complete this review in-house, as there is much to be gained.