

## PERSON CENTRED IMPROVEMENT SERVICE (PCIS)

### Overview

The State Hospital is committed to the delivery of safe, effective, person-centred care and recognises the value of service design which takes account of stakeholder feedback. This approach embeds and reflects the commitments and values within the NHSScotland Healthcare Quality Strategy of person centredness, shared focus, involvement, working as active partners, and recognising and valuing diversity.

Under the umbrella of person-centred care, the PCIS covers work streams relating to:

- Meaningful stakeholder involvement and engagement.
- Volunteering.
- Spiritual and pastoral care.
- Patient advocacy.
- Hospital wide person-centred quality improvement initiatives.

The State Hospital's PCIS 12 Month Update Report evidences continued progress against agreed action plans.

### Stakeholder feedback

The State Hospital believes that the views of stakeholders are pivotal to informing and improving the delivery of quality, person-centred services on an ongoing basis. One of the ways in which we do this is by acting on feedback from stakeholders, which is monitored through quarterly update reports reviewed by the Person Centred Improvement Steering Group, the Clinical Governance Group, and the Clinical Governance Committee. Feedback shared supports the Hospital to ensure ongoing person centred service development is influenced by the experience of stakeholders.

### Involving patients

In recognition of the need to ensure that all patients are able to share their views, the PCIS has developed a range of skills to support patients including graphic facilitation, narrative recording to support the use of Emotional Touchpoint Board presentations, and creative feedback including use of the 'River Model,' Concept Modelling and Talking Mats.

The Patient Experience Improvement Nurses support ongoing patient involvement, liaising with staff across the Hospital to ensure that feedback is actively encouraged, and services are developed incorporating feedback from patients.

Patients are encouraged to be actively involved in consultations about the design and delivery of services which affect their care and treatment. This is facilitated in a number of different ways including the Patient Partnership Group (PPG), Person Centred Improvement Service Steering Group, consultation forums, the Hospital's formal Annual Review process, recorded narratives, patient questionnaires, suggestion / feedback boxes, and focus groups.

The Hospital engages in the annual national 'What Matters to You?' initiative to support patients, carers, and volunteers to share their views about the quality of services provided.

Patients and their carers are actively involved in the Care Programme Approach (CPA) process which applies to all State Hospital patients at every stage of their care pathway. This way of working across the Forensic Network ensures that care and treatment plan objectives are well informed based on a collaborative approach.

## Carer engagement

As partners in the delivery of care, effective communication with carers continues to be a priority with extensive measures employed to inform, consult, and engage. The Person Centred Improvement Advisor ensures that carers are kept well informed through regular updates, dedicated information leaflets, and 1:1 support sessions through the Carers' Reception outreach service.

Patient visitors are supported to provide feedback either verbally, via email, or through the feedback / suggestion boxes similarly to patients. A structured feedback process is in place linked to the Care Programme Approach (CPA) milestones, through which carers are encouraged to share their views throughout the patient's recovery journey. Carers are also encouraged to participate in the 'What Matters to You?' initiative.

Carers are represented through a number of forums including the Person Centred Improvement Steering Group, consultation groups, and focus groups. The electronic Carers' Support Group is central to supporting and facilitating active consultation and engagement as well as providing an opportunity for carers to contact the Person Centred Improvement Advisor at a time which suits the carer.

In addition to hearing about the experience of patients, carers stories are regularly shared with the State Hospital's Board.

Carers continue to be involved in local and national consultations and reviews, and alongside members of staff and the public, are invited to attend meetings of the Board as observers. Additionally, the Hospital supports National Carers' Week every June, in which carers are encouraged to actively participate, and carers are encouraged to attend a range of social events throughout the year.

Carers are actively engaged in the Triangle of Care assessment process through which the specific challenges of caring for a patient in this setting are reflected.



**Visitors' Reception Area**

## Volunteers

The Hospital recognises the valuable contribution made by volunteers to enrich the quality of everyday life for patients. As a result, the Volunteer Service continues to develop to meet the needs of our patient population.

Within the State Hospital volunteers engage in a variety of roles: patient visits; supporting the work of the Chaplaincy Team, patient learning, patient activities, and the Person Centred Improvement Service Steering Group.

A number of new roles are being explored, creating the opportunity to complement existing services where there may be specific skill gaps i.e. teaching a foreign language / musical instrument. A role description is created which helps to match the skill set and personality of the volunteer to the identified need of individual patients.

## Spiritual & pastoral care

The Hospital supports patients to engage in faith related activities. The Christian Fellowship Group (supported by Spiritual & Pastoral Care volunteers) is facilitated weekly, and the Chaplaincy team make regular visits to wards to ensure individual patient needs are fulfilled in respect of spirituality.

## Advocacy

All State Hospital patients have a legal right of access to independent advocacy. Through a Service Level Agreement (SLA), the Hospital ensures independent advocacy services are available free of charge to State Hospital patients. Feedback about the efficacy of this service is elicited via the annual Advocacy patient satisfaction questionnaire. Emphasis continues to be focused on supporting patients to engage effectively in tribunals and case reviews, with additional resources in place to support the views of 'harder to reach' patients including those for whom English is a second language and patients with an intellectual disability.

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