

# Board Public Update

July 2024



*We are St Andrew's*

*A thriving Charity with a proud history of helping those with a mental health need, find hope*

# Message from the Chair



Paul Burstow

*“Welcome to the first of our Public Board updates from St Andrew’s Healthcare, which we hope you will find to be both an enjoyable and informative read.”*

Since the beginning of this financial year, the Charity has been concentrating on achieving its strategic ambitions, as set out last year. This has received significant focus, with milestones being met and agile responses to challenges undertaken. The long term future of the Charity has been the subject of a series of discussions by the Board in order to ensure that it continues to be a contemporary and relevant Charity in the complex mental health sector.

Recently launched, is a new supported transition housing service which will offer a solution for what is currently a clear gap in the market for complex mental health needs, and provides an important step for our patients in their recovery.

The Charity’s use of real time data in developing and monitoring patient care has been acknowledged within the Government Rapid Data Review on Mental Health, and illustrates how well the work being done in this area by both the staff and patients within the Charity is viewed by the wider sector.

At the heart of the Charity is its employees, and as such, we actively encourage them to make their voices heard via our annual Staff

Survey, the results of which will be with us in early Autumn. In addition to this, we have recently celebrated employees’ accomplishments at our Annual Awards, held at the end of May. Our congratulations go to all nominees, finalists and winners.

The Summer invariably brings with it outside pursuits and in St Andrew’s case, it is the Summer Fayre for staff and patients and invitations to Royal Garden parties. We were delighted that four of our valued volunteers were able to attend at Buckingham Palace and represent the Charity, whilst St Andrew’s took part in the sixth annual Heads Up event at Sixfields, home of the Northampton Cobblers. Heads Up is a mental health community football festival held every year at Sixfields Stadium in a bid to raise awareness of mental health.

As an Executive Team the last two months have been internally focussed on continuing to deliver on our Thrive transformation programme, developing our strategies, milestones and objectives, developing our budget for 24/25 and starting the Main Building Programme.

We are however trying to spend more time understanding the implications of external influences and drivers on our strategy. We are waiting to understand the commitment of all political parties to the implementation of the Mental Health Bill published in January 2023, and whether they are going to maintain the investment standard for mental healthcare (which was aimed at bringing spending on mental health in line with physical healthcare over a period of time).



Dr Vivienne McVey



## People and Culture

In April we launched our new Carers procedure in collaboration with our Disability and Wellbeing Network, recognising the change in law supporting carers. The Charity is encouraging carers to self-declare and are currently developing a new Carers' Passport which will capture and record individual caring responsibilities and additional support.

Our Annual Staff Survey was launched at the beginning of June, with excellent response rates. We look forward to receiving the analysis and engaging further in order to understand the themes.



## Quality

January 2024 saw a CQC inspection of our Birmingham hospital which resulted in an overall rating of Requires Improvement, with a rating of Good applied for caring. Work is now ongoing to take the report's findings and ensure that they are acted upon accordingly.

The first Quality Improvement Conference was held in April with nearly 100 attendees. Dr Amar Shah, the National Clinical Director for Improvement was in attendance and endorsed the Charity's quality approach. We were also able to share our leading work on data and analytics.

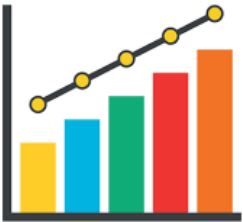


The Charity's Quality Account for 2023/2024 has recently been published, and can be viewed on our website [here](#)



## Triangle of Care

We are proud to share that we are now working towards the Carers Trust's Triangle of Care accreditation scheme – the first non-NHS mental health provider to do so. The Triangle of Care was launched in 2010 as a therapeutic alliance between carers, service users and staff. In joining, we can further improve the support we offer the family, friends and loved ones of the people in our care.



## Finance

The financial outturn for the year-end is currently being formalised via the annual statutory accounts process, however, we are pleased to report that the Charity has achieved its budgetary targets, with no risks to financial agreements, which has improved the financial foundation ready for the next phase of the Strategy and the Financial Plan. The year-end accounts will be available to view after 31<sup>st</sup> December 2024.

Work has now begun on the new Four Year Financial Plan, which seeks to enable the Charity's Strategy through to 2027/2028.



## Estates & Facilities

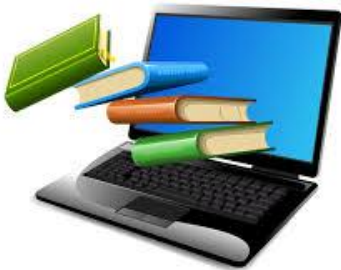
This year will see a complete review by the Charity of its Main Building and the estate in general, with the help of CBRE consultants who will concentrate on the long term sustainability of the Main Building. This consultation will be done in conjunction with patients, staff, Governors and key local stakeholders.

Workbridge, our retail and commercial area has experienced a strong start to the year via its excellent retail, café and garden centre activities. Workbridge also has a strong diary of community centric events planned throughout the year, such as motorcycle meets and car meets, all designed around mental health awareness.



## Operations

The Charity's most comprehensive establishment (staffing) review that St Andrew's has ever undertaken is now complete with every professional group having been reviewed throughout 2023/24. As a result, staffing levels are now clinically driven and we have right sized the workforce through benchmarking, demand and capacity modelling in order to meet the needs of our patients. A further review is scheduled for July in order to evaluate the success in meeting our clinical needs, including consideration of patient and staff experience.



## Education, Research & Training (ERT)

The ERT function has received a full review in previous months with some areas such as Adult Education, the REDS Academy and Workbridge Education moving to Clinical Services under Vocational Rehabilitation together with the Peer Support Workers who will be better integrated into the wards.

A refreshed Research Strategy is being developed together with the Centre for Progressive Neuropsychiatric Conditions being given approval to proceed.

Stronger connections with the universities of Buckingham, Cambridge and Northampton have been attained, together with the roll out of new HCA development and Ward Manager training courses

## Hope: our strategy for the future

### Vision

Imagine a society in which everyone living with mental health need is heard, valued and has hope for their future.  
That's our vision.

### Mission

By 2028 we will be a leader in helping people with complex mental health need transform their lives.  
That's our mission.

## Strategy

Our Hope Strategy and strategic plan to 2028 has now been developed further, with the strategic milestones and ambitions being refreshed to reflect the activity to be undertaken between September this year and March next year in order to achieve our Mission.



## St Andrew's 2024 Annual Awards

The Annual Awards were held at the end of May, with over 1,000 nominations received. Finalists were invited to attend the ceremony held at the Northampton Town Centre Hotel, where the winners were announced.

Congratulations go to all our finalists, and winners who were truly inspirational.



# Patient Engagement



In March, the Board of Directors travelled to Essex for their bi-monthly meeting, and during the day, spent time with staff and patients at the hospital, and reflected on their visit within the meeting.

As a result of adopting this timetable, at the meeting in May, Executive Directors and Non-Executive Directors also spent time in the middle of the day at allocated areas across the Northampton hospital observing and interacting with patients and staff.

In the last 3 months there have also been a comprehensive range of visits by our Governors across the Charity with a wide range of wards and divisions visited including:

- Neuropsychiatry
- Medium Secure (Women's)
- Community Partnerships
- CAMHS
- Estates and Facilities
- Low Secure

The Annual Summer Fayre was held at the end of June, and offered a wide array of activities for staff and patients alike, and included amongst other things, exotic animals and a Tug-of-War competition!





# Committee Updates

## Audit & Risk Committee

*Chair: Sheryl Lawrence, Non-Executive Director*

The Audit and Risks Committee (ARC) met in April to discuss and agree the following:

- Accounting Policies
- NHS England Annual Solvency Submission
- Risk Management system and assurance
- Freedom to Speak Up / Whistleblowing annual update
- External Audit / Year-end process
- Internal Audit update and recent reports
- Counter Fraud activity and plans
- The Committee's Annual Work Plan

## Quality & Safety Committee

*Chair: Steve Shrubbs, Non-Executive Director*

The Quality and Safety Committee (QSC) met in April and received updates on the following:

- Charity Quality Improvement Plan / Chief Quality Officer Update
- Quality Risk Management
- Clinical Audit progress
- Complaints and Compliments
- Infection Prevention and Control
- Safer Staffing and Establishment Review
- Mechanical Restraints and Use of Force
- Health and Safety
- The Learning Disability and Autism Division
- CAMHS



# Finance Committee

*Chair: Andrew Lee, Non-Executive Director*

The Finance Committee (FinCom) met in March to discuss and agree the following:

- Financial forecasts and budgets
- Progress by Strategic sub-groups
- IT & Cyber
- Estates & Facilities

# People Committee

*Chair: Dawn Brodrick, Non-Executive Director*

The People Committee met in May to discuss and agree the following:

- The Charity People Plan
- People Key Performance Indicators
- Risks relating to workforce and culture
- Update from the STEER Committee

## Contact Us



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