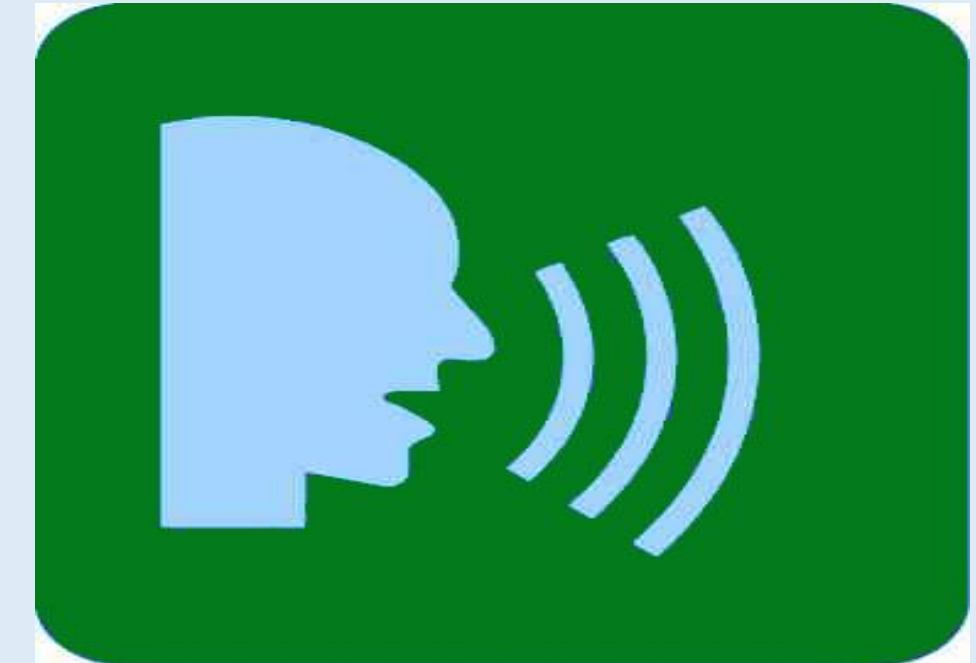


Improving the Awareness of Advocacy Services

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Background: Patients cared for within mental health wards are entitled to receive services from an independent mental health advocacy (IMHA) service. The advocacy service helps people to understand their rights, including when detained under a section of the Mental Health Act. The IMHA also support communications and referrals for all patients who wish to engage with the service and participate in decisions about their care and treatment.



Identified issue: Each ward performs an audit every two months as part of the essential standards framework which includes a question to in-patients as to whether they are aware of the advocacy services provided. The results are centrally collated by the quality and audit team. The results indicated some disparity between wards which may suggest that some patients were not aware of the advocacy services available to them. This project is working with Sapphire Ward, Whiteleaf Centre Aylesbury to improve their patients' awareness of advocacy.



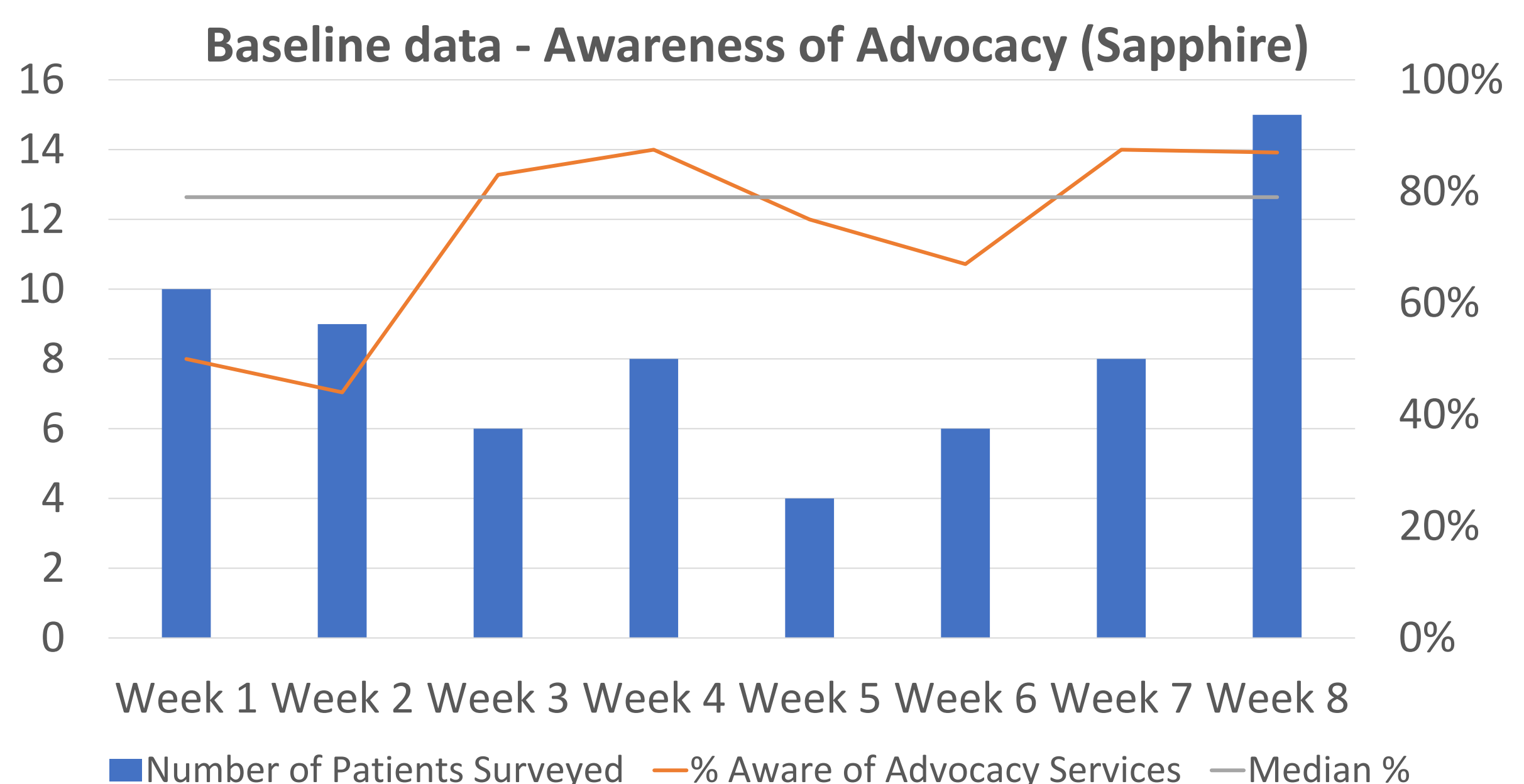
The initial data which identified the problem was collected through the essential standards audit but had a small sample size:

- Oct 2018 – 0 out of 3 patients were aware
- Dec 2018 – 1 out of 4 patients were aware

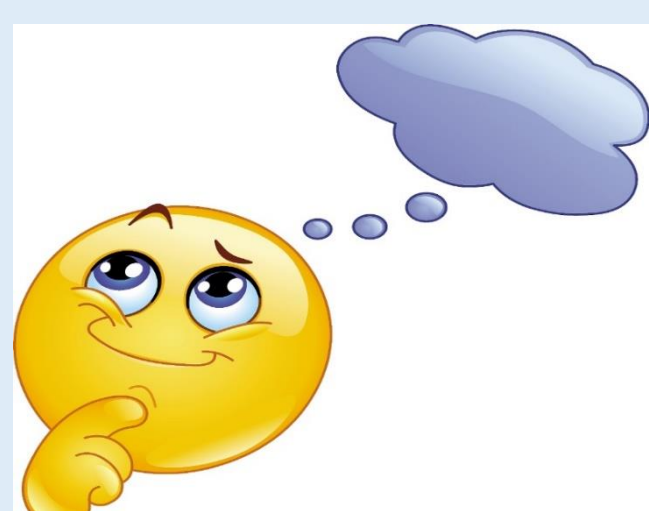
The audit team took a weekly sample to better understand awareness (see below)

Engagement exercises to define the 'problem':

- ✓ Meeting with Advocacy Service Provider and analysis of referral data
- ✓ Discussions with service users whilst collating responses
- ✓ Discussions with ward staff during visits
- ✓ Review of ward environment on Sapphire and comparison wards



Aim: 100% of patients asked on Sapphire ward to report that they know how to access advocacy services by December 2019.



'Change Ideas' in the planning stages:

- Co-design of new information posters informing patients of the advocacy services
- Teaching sessions for staff