

Partnerships in Care

Half year statement 2009

Partnerships in Care offers the largest independent network of secure mental health hospitals and facilities in the UK. With over 20 years of experience we are the leading care providers for people with complex mental health needs, specialising in:

- Mental illness
- Personality disorders
- Learning disabilities
- Brain injury rehabilitation

Highlights

Patient numbers continued to increase throughout the first half of 2009

Revenue and profitability significantly increased compared to the same period (Jan – June) last year

Key staff appointments and further essential investment at The Ayr Clinic to enhance the quality of care for patients and increase efficiency

Calverton Hill in Arnold won the Gold Standard award in Building Excellence by Newark & Sherwood District Council and Gedling Borough Council

Successful transition to working with the new NHS Standard contract for mental health and learning disability services

Second successful national conference held, this year entitled 'Women's long term physical and mental health'



Strategy

Following PiC's expansion over the last three and a half years, our focus in 2009 has been on fine tuning the resources within all of our new hospitals to deliver the highest quality services.

We have continued to build our relationships with commissioners and other key stakeholders and have transitioned well to working within the new NHS Standard Contract for mental health and learning disability services in England.

In April there were several significant changes in the political and regulatory environment including the launch of the new regulator, the Care Quality Commission (CQC), and the publication of Lord Bradley's report into people with mental health problems or learning disabilities in the criminal justice system. Our strong clinical and management team has been well prepared for these events and PiC continues to be the leader in the independent mental health sector.

Service developments

Arbury Court was listed as a good practice site in the Mental Health Act Commission's report, 'Women Detained in Hospital', which was published in March and focused on the experience of women detained in psychiatric hospitals. Arbury Court was highlighted for several reasons including its services which are sensitive to patients' gender. In the report, patient feedback was positive, with women speaking of finding new ways to cope with their distress through nursing interventions.

We made several new appointments at **The Ayr Clinic**, including the appointment of Registered Manager, Hugh Hill, who joined from the Scottish Association for Mental Health (SAMH) and a new head of psychology, Michelle Gilluley, who joined us from Kilmarnock Prison.

Aderyn achieved registration for new independent living bed-sitting rooms by the Healthcare Inspectorate Wales. An interest in moving patients from Aderyn's main building to the new beds has already been shown by the Local Health Boards.

Calverton Hill was awarded the Gold Standard award in Building Excellence by Newark & Sherwood District Council and Gedling Borough Council.

The **Oaktree Manor** Sensory Garden was officially opened by Bernard Jenkins MP on 5 June 2009. The garden was designed and created by the patients at Oaktree Manor, many of whom attended the opening.

The refurbishment of **Hazelwood House** as a male low secure service continues, aiming for an October 2009 opening.

The appointment of Doreen McCollin to the new position of **Corporate Director of Nursing** has helped spread best practice across the PiC group of hospitals. Doreen is currently driving forward the strategy for women's services at PiC, working with many staff across the group as well as key external stakeholders.

Regulatory and political environments

On 1 April the new **Care Quality Commission (CQC)** took over regulatory responsibility for independent hospitals in England from the Healthcare Commission. It also took over the functions of the Mental Health Act Commission and the Commission for Social Care Inspection. Our initial relationship with the regulator is constructive and positive.



Fred Sinclair-Brown, Group Chief Executive, presented the prizes to the winners of the Autumn/Winter 2008 staff recognition awards at a dinner held on Tuesday 28 April at The Corus Hotel, Barnet Lane, Elstree.



The **Oaktree Manor Sensory Garden** was officially opened by Bernard Jenkins MP on 5 June 2009. The garden was designed and created by the patients of Oaktree Manor. Mr Jenkins congratulated the patients on their hard work and commitment to the garden.



We look forward to the opening of the **Hazelwood House**, a PiC facility which has been completely refurbished to provide a low secure service for men with learning disabilities.



Key staff at **The Ayr Clinic**. From left to right: Hugh Hill, Hospital Manager; Michelle Gilluley, Head of Psychological Services; Elaine Forbes, Administration Manager; Dr Douglas Gray, Medical Director; Colin Adams, Senior Nurse Manager.

The new **NHS standard contract** for mental health and learning disability services in England was also introduced on 1 April. The new contract represents a fundamental shift in the relationships between the NHS commissioners and provider organisations, and applies to both NHS and independent sector services. The contract has a number of specific reporting and monitoring expectations that will have to be responded to at a local and corporate level. We see this as an opportunity for PiC to prove the quality of our services.

After more than a year in the formulation, the much anticipated **Bradley Report** into people with mental health problems or learning disabilities in the criminal justice system was released in early April. PiC was the only independent provider of medium secure services to have met with the Bradley Review Team as part of a response to Lord Bradley's call for evidence. The government has accepted all of the Bradley recommendations and PiC will be responding positively to the opportunities this creates.

A key recommendation from the Bradley Report is the transfer of mentally ill prisoners to hospital within a 14 day timeframe. We know that on many occasions prisoners are not transferred within 14 days: we will be supporting the authorities in their efforts to achieve this new standard.

Sponsorship and conferences

In July 2009 PiC held its second national conference, this year focussing on women's services. The conference was entitled 'Women's long term physical and mental health' and was organised alongside OLM-Pavilion. This conference attracted a large quantity of high quality delegates, primarily clinicians. The high calibre of speakers and their presentations were very well received and reflected in positive feedback.

As well as the national conference, we have also held marketing events local to our hospitals focussing on our step down rehabilitation units. The first of these events, held at the Malvern Theatre near Abbey House, Worcestershire, attracted a good number of local commissioners and clinical case managers. We ran a similar event at Llanarth Court, Usk, Wales, and our next one will be at Kneesworth House, Cambridgeshire.

Clinical staff across PiC continue to present academic papers and posters, at both national and international events. We were pleased to be sole sponsor of the Institute of Psychiatry's prestigious 6th National Conference on Research in Medium Secure Units for the second year running in January, which attracted over 200 delegates.

This year, the International Association of Forensic Mental Health Services (IAFMHS) was organised by NHS Scotland and the Scottish Forensic Network. PiC was a key sponsor of this conference, and we were pleased to have several PiC staff presenting their research.

PiC continues to support a number of other events, including the relevant Royal College of Psychiatrists annual residential meetings, the Royal College of Nursing events, the Care Services Improvement Partnerships (CSIP) Annual Conference on Delivering Race Equality and the London Prison Health Network events run by PETaR.

Recruitment

Further development of centralised recruitment activities has seen the introduction of a dedicated website to the recruitment of Healthcare workers, who, along with nurses, form our largest employee group. We are continuing to recruit staff across the UK and employee numbers have risen from 2,900 to 3,100.



Training and development

To further assist in the attraction and retention of nursing staff we are developing our own Preceptorship Programme to enable newly qualified nurses to be inducted into the business quickly and to give them an immediate understanding as to their role and the service in which they will be working. This will complement a new induction process for all new staff currently being developed.

Occupational Health and absence management

A new occupational health provider and absence management system has been successfully introduced with improved management information to assist managers and improve absence levels across the business.

Flu pandemic

To date PIC has not suffered significant disruption as a result of the flu pandemic despite some of our hospitals being in the midst of 'hot spots' for infection. Preventative measures adopted at all sites have had positive effects for staff and patients. We believe that we have a robust strategy for managing any second wave of infections.

Corporate responsibility

We continue to strive to be an ethical operator at all times, acting where we can to ensure energy efficiency to minimise the environmental impact of our business.

Outlook

As both revenue and profitability have again increased during the first half of 2009 compared with the same period in 2008, we look forward to reporting our full year results. We continue to invest in the development of our services; despite the difficult economic climate we have seen no reduction in the commitments to refer patients to our services.

Whilst it is difficult to predict the forthcoming impact of the pressure on public spending, we remain confident that the high quality value for money and essential nature of our services will ensure a continued strong performance.

Fred Sinclair-Brown
Group Chief Executive

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