

# SOLAR

## Enter and View

### Revisit July 2019

Freshfields Clinic  
Bishop Wilson Clinic



Bishop Wilson Clinic  
Craig Croft  
Chelmsley Wood  
B37 7TR

Freshfields Clinic  
Downing Close  
Knowle  
B93 0AQ

#### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.

# SOLAR

## Revisit July 2019

### **Date of Visit:**

23<sup>rd</sup> July & 24<sup>th</sup> July

### **Authorised Representatives**

Nicola Standen, Scott Baldwin, Jenny Marsh

### **Purpose of the visit**

Following our visit in February 2018, SOLAR was identified for a revisit. With an ongoing focus on childrens mental health services in Solihull, we were keen to observe the service and find out what was working well to enable us to share good practice and to share any recommendations we may have for improvement.

### **Methodology**

Authorised Representatives were able to speak with the service manager, staff, as parents/guardians of service users.

### **CQC Rating**

SOLAR is part of Birmingham and Solihull Mental Health Trust, which currently has an overall rating of 'requires improvement', although 'Specialist community mental health services for children and young people' were rated as 'Good'.

## About SOLAR

Birmingham and Solihull Mental Health NHS Foundation Trust, Barnardo's and Autism West Midlands work together to provide emotional wellbeing and mental health services for children and young people in Solihull. We provide multi-disciplinary assessment and treatment of children and young people with mental health or severe emotional and behavioural difficulties. The service currently accepts children and young people, until their 19th birthday, who are residents in the borough of Solihull, go to school or college in the Solihull borough, or have a Solihull GP.

[\\*https://www.bsmhft.nhs.uk/our-services/solar-youth-services/\\*](https://www.bsmhft.nhs.uk/our-services/solar-youth-services/)

### Arriving at Bishop Wilson

Arriving at **Bishop Wilson**, there were two members of staff to welcome us, staff were welcoming and friendly, and they were happy to accommodate our visit.

At Bishop Wilson we observed drawing activities for children and other play items including books and small chairs. The area has information for things such as women's aid, wellbeing & resilience, carers and other vital information.

During our time waiting at **Bishop Wilson**, we did notice that staff conversations on reception could be heard in the waiting area, we heard staff talking amongst each other and taking phone calls.

### Arriving at Freshfields

Arriving at **Freshfields** was a very similar experience, staff were friendly and welcoming.

At **Freshfields**, we noticed it was better signposted than last time, and there was a buzzer to call if reception was not staffed. In the waiting area we noticed there is now a water cooler since our last visit, and child friendly activities. We observed many posters and information leaflets and there was clear information on how to make complaints or compliments.

## Bishop Wilson - have your say

We asked people to rate their waiting time for initial assessment;

**45%** of participants said the waiting time was **'fair'**

We asked people to rate the communication between themselves and SOLAR;

**45%** of participants said the communication is **'good'**

We asked people if they had a care plan, or had been involved in a care plan;

**63%** of participants either said **'no'** or they commented that they did not know.

*"Unsure if there is one"*

*"Unaware if we have one"*

*"Don't understand what a care plan is"*

*"Not been approached about a care plan"*

We asked people to rate their overall experience of the service;

**99%** rated the service as **'very good'** or **'good'**

*"An excellent service that we are very lucky to be receiving"*

*"Very patient and reassuring"*

*"Appointments are not rushed"*

## Freshfields - have your say

We asked people to rate their waiting time for initial assessment;

**38%** of participants said the waiting time was **'fair'**

We asked people to rate the communication between themselves and SOLAR;

**75%** of participants said the communication is **'good or very good'**

We asked people if they had a care plan, or had been involved in a care plan;

**50%** of participants either said **'yes'**

*"Feel well informed"*

We asked people to rate their overall experience of the service;

**62%** rated the service as **'very good'**

*"vital in supporting my son"*

*"very friendly and helpful"*

## What people told us about Bishop Wilson..

“beyond amazing, just improve waiting times”

“the counsellor is very patient and reassuring”

“excellent time keeping, informative on how therapy is progressing”

“I wouldn't improve anything, this service has helped me stop cutting”

“Fiona is really helpful and lovely to work with”

“we believe the staff are genuinely trying their best but there seems to be new staff members all the time, no continuity”

## What people told us about Freshfields..

**“brilliant customer service, very friendly and helpful”**

**“they have developed individual strategies to meet my sons needs”**

**“waiting to be assessed & implementing sessions took too long. Once sessions started the service has been exceptional”**

**“understanding, specific for needs, supportive & friendly”**

**“everyone in the service is very kind and I feel comfortable and safe within the clinic and with the team”**

**“the information I am provided with is very well presented and they ensure I understand it, the only thing I think can be improved is waiting times”**

## Comparing some recommendations we made last year

**Last year we recommended..**Care plans need to be developed more efficiently with both carers/parents and children. With more discussions and evidence-based goal-oriented work to help meet milestones with regular reviews and feedback given to carers parent and children.

**During this visit most people reported they were not involved in care plans or didn't know what a care plan was.**

**Last year we recommended..**To consider longer opening times and more flexible appointments outside of school hours either in the evening or weekends.

**SOLAR now offer weekend appointments, and also offer evening appointments.**

**Last year we recommended..**Clearer signage to be added to advertise the Freshfields site, and to look at better integrated working with the joint services on the site so that the receptionist is better informed for welcoming and directing service users to the correct service. Ideally an allocated receptionist and waiting area may be of advantage.

**During this visit we found that both sites were very well signposted, and very informative. We found receptionists to be very welcoming and informed.**

**Last year we recommended..**A more child friendly environment would help service users feel more comfortable when accessing services.

**During this visit we observed very child friendly waiting areas, including tables, chairs, drawing, toys and books.**

## Summary

Overall, we felt that both sites have made improvements and we observed changes where we made recommendations last year. Service users were very positive when speaking with us, some raised minor concerns which we were able to deal with quickly. Staff were very attentive and welcoming and both sites had a calm, friendly and professional atmosphere.

We would like to thank service users, their families and all staff for welcoming us and accommodating us during our visit.

## **Recommendations**

- Ensure service users and families are aware of their care plans and are involved in them.
- Explore ways to make sure receptionists/staff conversations and phone calls cannot be heard by visitors, specifically in Bishop Wilson.
- Continue to explore ways of shortening waiting times for initial assessments.

## **Provider Feedback**

- Solar staff will be reminded to ensure that care plans are developed collaboratively with children, young people and their families and that they receive a copy of their care plan with a clear explanation of what it is and what it means.
- We will talk to estates colleagues to see if a solution can be identified for calls being overheard in the Bishop Wilson reception area. In the meantime we will ensure that minimal clinical conversations occur in this area and calls are passed to the clinical team in the team base where conversations cannot be heard.
- We will continue to look at ways we can shorten waiting times and will continually explore where further investment may be required to meet the increasing demand on the service.

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