

Mental Health NHS Trust goes digital to measure quality across their large and complex organisation

Barnet, Enfield and Haringey
Mental Health NHS Trust



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Barnet, Enfield and Haringey Mental Health NHS Trust (BEH), one of the largest providers of integrated mental health services in London, has implemented Tendable's digital technology, enabling 300 staff in 45 teams to conduct 13 quality audits using their mobile devices. In November 2020, the Trust successfully extended the implementation to 12 community teams, going live in just 4 months.

The challenge of data in large and complex organisations

Like many NHS organisations, collating meaningful quality data from the whole Trust is a significant hurdle, especially when services are delivered from a large number of locations ranging from major mental health and community hospital facilities through to clinics, care homes, people's own homes and prisons.

“From the beginning, we recognised that using data in a more structured way to highlight areas for improvement, refine our processes and identify key trends was a critical success factor. We kick-started our governance journey by digitising our health and quality inspections with the help of Tendable. Two years on and the quality improvement app has totally transformed how we measure quality across our large and complex organisation.”

Caroline Sweeney

Deputy Director of Nursing Quality Governance at BEH

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A solution to match requirements and help gain control

Both clinical and non-clinical staff in the community and mental health teams use Tendable to conduct their own audits, with content and questions to match their specific requirements. Staff particularly praise the flexible way Tendable allows them to receive instant feedback on their smart devices, so they can track performance in real-time and act swiftly on the results. They are able to save their audits and then go back to add or review them at a time and place to suit them. Meanwhile, notifications of completed audits and associated outcomes are automatically generated and issued to divisional and corporate management, putting leaders in complete control of their quality environment.

During the pandemic, BEH used Tendable to develop a new set of audits consisting of 24 questions in 6 key areas covering visitors, hand hygiene, COVID cases, PPE, general staff awareness and managing IPC on the wards. The results pinpointed two key problem areas of staff confidence and PPE that were quickly addressed through training.

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The benefits of faster digital inspections and audits

Since automating health and quality inspections, BEH has noticed a series of benefits. The flexibility and efficiency of the Tendable app has vastly reduced the number of hours spent auditing allowing more time for people to care for patients. In addition, the technology is fast becoming a valuable strategic tool. Dynamic data held in the Tendable system empowers staff to actively contribute to national programmes such as the Mental Health Act or meet the unique challenges of a global pandemic as Caroline Sweeney explained:

“Infection control has become a prominent issue over the past year and Tendable has really helped us to become COVID secure. As the pandemic has changed, we’ve been able to adapt and update our audits in line with changing national guidelines. At a glance, we were able to understand where the gaps lay and how we were learning from the challenges of dealing with COVID-19.”

Caroline Sweeney

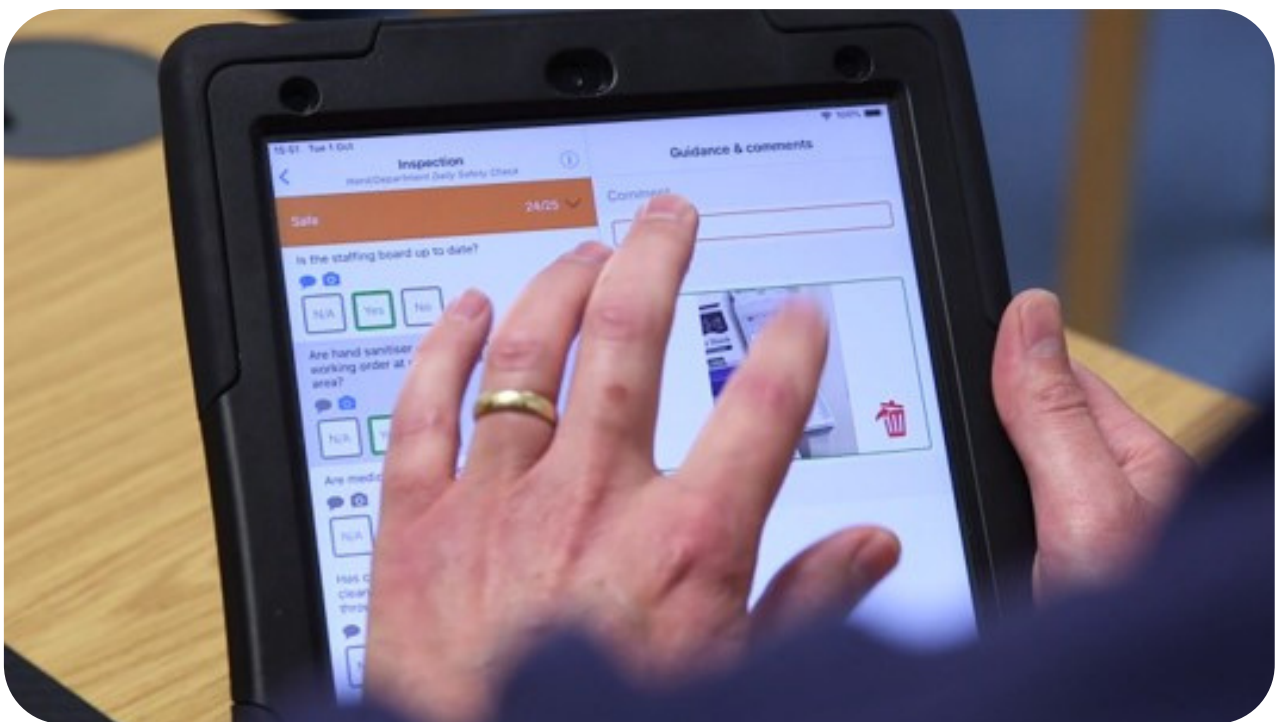
Deputy Director of Nursing Quality Governance at BEH

The more BEH has used the Tendable solution, the more creatively it has applied technology to launch new Quality Improvement (QI) initiatives. One of the most inspirational is the recent introduction of ‘Clinical Fridays’. On this day, everyone from chief nurse down, works on the frontline, focuses on one specialist area such as safeguarding or resuscitation and gathers data in the Tendable solution to identify areas of improvement and agree a meaningful QI plan for their chosen theme. BEH is leading the way but it’s an approach that could equally be applied in multiple health and social care settings.

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Effective staff engagement is essential

Caroline offers one final word of advice: “The Tendable solution is very intuitive and an effective staff engagement is essential. We found good training was crucial to boosting user acceptance, as was involving staff in the design of the audits. We also had to reverse the traditional ‘checklist versus audit’ mentality where displaying a sea of green scores is not particularly helpful when it omits the key obstacles that have to be overcome to arrive at the perfect green result. To change the mindset, we turned conventional thinking on its head, showing how Tendable is not a tool to chastise, rather it presents a complete journey of learning to help improvement.”



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Next phase, exciting future

BEH plans to roll-out the Tendable solution to more community teams where the majority of patients receive their care. Other plans involve peer-to-peer auditing to boost transparency and cross-functional learning along with the launch of a new and bespoke CAMHS (Children and Adolescent Mental Health Service), where the introduction of Tendable will also be valuable.

Fast Facts

- Tendable helps one of London's leading mental health trusts overcome the challenge of measuring quality across a large and complex organisation.
- Over 300 staff in 45 teams are using Tendable to conduct quality inspections using their mobile devices.
- 13 audits are currently logged on the Tendable system: rapid tranquilisation, documentation, environmental safety, GP discharge communication, infection control, physical health, QuESTT (Quality, Effectiveness & Safety Trigger Tool), risk assessment and care plan, restraint audit, medication practices, seclusion audit, safeguarding and staff.
- Success of the implementation has encouraged the roll-out of Tendable to 12 community teams in just four months.
- Readily available information enables the CQC to carry out inspections more easily. This has facilitated 2 inspections in 4 wards in the past 6 months alone.
- Tendable is a strategic tool that supports local as well as national health programmes.

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About Barnet, Enfield and Haringey

Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) is a large provider of integrated mental health services in Barnet, Enfield and Haringey and also provides community health services in Enfield. These services are designed to treat a range of complex issues from overcoming phobias, anxiety and eating disorders, teenage bereavement or pregnancy to expert help for people suffering from bipolar, schizophrenia or the onset of dementia.

BEH's renowned North London Forensic Service (NLFS), rated as 'Outstanding' by the Care Quality Commission (CQC), is based in Enfield and cares for and treats people in low and medium secure environments including HMP Brixton, HMP Pentonville and HMP Wormwood Scrubs in London.

BEH serves a population of 1.2 million, employs more than 3,300 staff, and operates from over 20 main sites in the community. For more information, visit www.beh-mht.nhs.uk



About Tendable

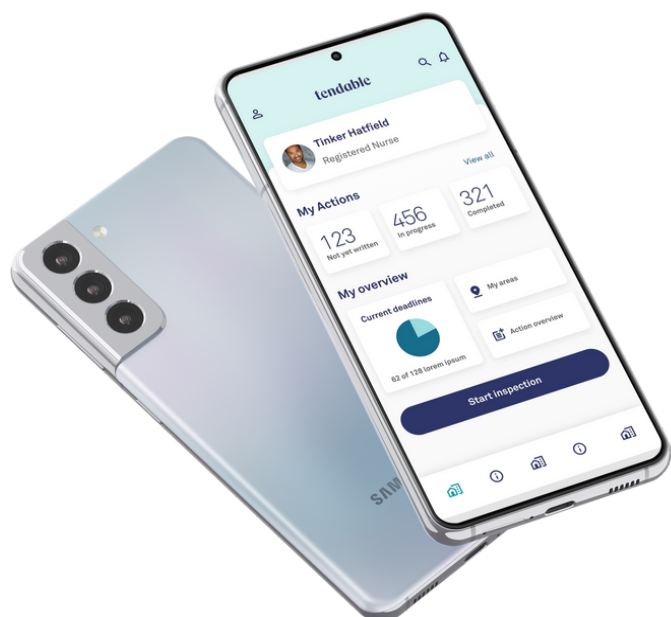
Tendable is a health-tech company that brings people together to better understand and improve quality. Our products lead a transformation in the culture of quality across all care and clinical environments.

At its core, Tendable is a quality inspection app and web platform for health and care professionals. Making quality inspections easier and more effective by bringing the mobile user experience we all know, to the frontlines of care.

Using Tendable reduces the time taken to complete an inspection by up to 60%, freeing up time to care for the frontline teams.

The data collected enables managers to easily identify issues or risks, and systems supports issue resolution.

For senior leaders and the board, Tendable gives instant access to critical quality data and with our analytics systems helps generate insights to make better informed decisions.



Discover more

A new way to drive quality and patient safety improvements

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