

CONFIDENTIAL REPORT

**Positive Options
BILD Accredited MAPA® Approved Training Centre**



**Annual Report for:
JOHN MUNROE HOSPITAL GROUP**

8 June 2010

LICENSING OUTCOME:

Relicensed Subject to Conditions

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1. Introduction

- 1.1 This Report summarises the findings that relate to the performance of **John Munroe Hospital Group, hereafter referred to as ‘the ATC’; or ‘the Organisation’** (a Positive Options BILD Accredited MAPA® Approved Training Centre [ATC]) in meeting the requirements of the ATC License Agreement between itself and Positive Options Limited as the Licensee, and the standards and expectations of the BILD Code of Practice for the Use of Physical Interventions: A Guide for Trainers and Commissioners of Training (2006). The Report is provided on the basis of an ATC Verification and Support Visit undertaken by an Independent Assessor appointed by Positive Options to undertake the Visit on its behalf, and the ATC providing routine reports relating to MAPA® training activity under the License Agreement.
- 1.2 Section 3 of this Report contains the concluding decision of Positive Options about the *continued licensing* (for ATCs subject to a 3-year licensing arrangement) or *relicensing* (for ATCs subject to an annual licensing arrangement, including those transferring from a 3-year licensing arrangement at its end) of the MAPA® ATC and may or may not contain *conditions; recommendations, and considerations for best practice*; these terms are explained in Section 2, below. The decision contained within Section 3 of this Report is *informed* by the Assessor’s Report to Positive Options and their opinions but is **not** wholly dependent upon the individual and/or summative views offered by the Assessor. Positive Options will consider additional factors associated with the License Agreement and the ATC’s general performance against the requirements of the License. There is an expectation by Positive Options that the Management Lead for the Organisation, together with the ATC Co-ordinator will formulate a brief response to indicate the Organisation’s agreement to the contents of the Report or to contest any observations that it feels to be unfair, unrepresentative or inaccurate, and to make any immediate responses to any conditions; recommendations, and considerations for best practice that are included in the Report.
- 1.3 The Independent Assessor’s Report to Positive Options is informed by a self-assessment provided by the ATC Co-ordinator in advance of the Visit taking place, and by the Assessor ‘building confidence’ around the declarations contained within the assessment, through the use of objective questioning. As part of the Visit process the Assessor will review any conditions made and/or recommendations and/or considerations for best practice offered by Positive Options during any previous Annual Centre Verification and Support Visit. The Visit undertaken by the Assessor will have been in-part one of verification and in-part developmental; as such, the Assessor will have offered support and advice to the ATC Co-ordinator and any other ATC personnel that s/he met with as part of the Visit.
- 1.4 Positive Options will monitor the ATC’s progress with any *conditions* made to the continued licensing or relicensing of the ATC and will expect the Management Lead for the Organisation or through a process of organised delegation the ATC Co-ordinator, to provide routine progress reports at routine intervals until Positive Options is assured that a condition is met.
- 1.5 It is expected that this Report will be shared at a senior (Board) level through the Organisation’s internal governance infrastructure and any conditions made relating to the continued licensing or relicensing of the Organisation as a Positive Options BILD Accredited MAPA® ATC are given the appropriate level of attention to instruct solutions for areas of non-compliance with best practice standards issued nationally; standards that make up the BILD Code, and the licensing arrangement with Positive Options Limited.

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2. Terminology

- 2.1 The term '**recommendation**' is used in the Report in the context of a standard within the BILD Code of Practice (2006) being declared and/or assessed as being met but in the opinion of the Assessor the governance arrangements necessary to support the License Agreement could benefit from minor adjustments to enhance practice; an approach, system and/or process. The words that we generally use in this Report to prefix a recommendation will be: 'could' or 'might', 'should consider', etc. When a recommendation is made, the ATC's decision (or not) to act upon this will be reviewed by the Assessor, together with the Centre Co-ordinator at the next scheduled Annual Centre Verification and Support Visit.
- 2.2 The term '**condition**' is used in the Report in the context of meaning a change in practice; an approach, system and/or process that is required and essential to ensure the fidelity of BILD's Code being met or the application of MAPA® is upheld. A 'condition' will generally result from a standard being self-declared by the ATC and/or assessed by the Assessor as **not being met**, or only **part-met**. The words that we generally use in this Report to prefix a condition will be: 'should', 'must' or 'will'; 'is required to', etc.
- 2.3 The continued licensing of the ATC or its relicensing will be contingent upon any condition(s) required of the ATC being fully met **or** sufficient alternative assurance being provided to Positive Options that serious attempts are being made to address the issue(s) raised. Where Positive Options is **not** fully assured and it believes that the lack of assurance puts in jeopardy the safety and welfare of either/both service users or staff; Positive Options' own accreditation, and/or Positive Options professional reputation then the ATC can expect serious consideration being given by Positive Options to either suspending, or in extreme circumstances, terminating the License Agreement between the two organisations.
- 2.4 The phrase '**considerations for best practice**' is used in this Report in the context of strengthening the governance arrangements necessary to support the Organisation managing the MAPA® ATC License Agreement generally and in the opinion of the Assessor and/or Positive Options might benefit from minor adjustments to enhance practice; an approach, system and/or process. Suggestions made will extend beyond the BILD Code of Practice and the relationship with the Code may therefore be tangential. Typically, the 'considerations' offered in the Report will be more aligned with the developing expectations by Positive Options with regards to the MAPA® approach and its effective implementation within the Organisation. The words that we generally use in this Report to prefix a 'consideration for best practice' will be as for 'recommendations'.

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3. Visit Outcome

3.1 Details of the Visit

ATC Centre Co-ordinator:	Heather Moore (Education and Practice Coordinator)
Senior Organisational Representative:	Anne Booth (Director of Nursing)
Date of Visit:	5 March 2010
Venue of Visit:	John Munroe Hospital Group, Cross Street Mill, Leek, ST13 6BL
Independent Assessor:	Anna Gillions
ATC Staff Present:	Heather Moore
License Expiry Date:	1 April 2010

3.2 About the MAPA® ATC

3.2.1 MAPA® ATC Organisation website: www.johnmunroehospital.co.uk

3.2.2 John Munroe Hospital Group is a private provider, offering psychiatric rehabilitation to patients across two sites in Staffordshire – the John Munroe Hospital (54 beds) and the Edith Shaw Unit (12 beds). An unannounced inspection by the Care Quality Commission in 2009 stated that the John Munroe Hospital had “developed and implemented an improved governance framework”. It also identified an improvement requirement around recording, analysing and learning from incidents. The Mental Health Act Commission describes the organisation as having a high standard of care. There is talk of further growth of the organisation, in particular to a site in Manchester, which would have additional training implications for the ATC.

3.2.3 This is John Munroe Hospital Groups’ first year as an ATC, having been licensed on 1 April 2009. They currently employ two level 1 Licensed MAPA Trainers (LMTs). In the first year of delivery, 57 MAPA® training days were delivered to a total of 171 participants. This consisted of eight 5-day MAPA® Foundations, two 2-day MAPA® Refreshers and a total of thirteen 1-day Personal Safety courses.

3.2.4 The ATC was initially authorised with two conditions relating to the introduction of Action Learning Sets and to the need to commission training directly from Positive Options in the period leading up to the license agreement. Three recommendations were also made, including review of physical interventions policy, provision of training on person-centred thinking, and evaluation / clinical audit of MAPA® training. The ATC were commended as follows:



- Support for the ATC at a senior level within the organisation
- **A pronounced aspiration to person-centred practices**
- Robust governance to support education and learning

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- A commitment to the ATC process

3.3 Performance against the BILD Code of Practice for the Use of Physical Interventions (2006)

Section	Descriptor	Compliance Level	Comments
1	Policies	Compliant	See recommendations 1 & 2, 3.10 below
2	Best Interest Criteria	Compliant	See recommendations 3 & 4, 3.10 below
3	Techniques for Physical Intervention	Compliant	See recommendation 4, 3.10 below
4	Health and Safety	Not Compliant	See condition 1, 3.9 below. Also recommendations 3 & 5, 3.10 below
5	Course Organisation	Compliant	See recommendation 3, 3.10 below
6	Monitoring Performance	Compliant	See recommendations 5 & 6, 3.10 below
7	Evaluation and Record Keeping	Compliant	See recommendation 5, 3.10 below
8	Professional Conduct	Compliant	

3.4 Performance against the Positive Options MAPA® ATC License Agreement

Section	Descriptor	Compliance Level	Comments
3	Role of the Approved Training Centre (ATC)	Compliant	
4	Role of the ATC Co-ordinator	Compliant	Quarterly Reporting is submitted consistently and promptly.
5	Role of the ATC Licensed MAPA® Trainers (LMTs)	Compliant	LMTs within Registration period: 100 %
7	Use of Trademarks, Copyrighted Materials and Logos	Compliant	Please ensure that reference to MAPA® always includes the “registered” ® symbol – including information on the organisations’ website.
8	Certification of Course Participants	Compliant	
9	Advertising and Marketing	Compliant	No evidence to contrary.
10	Insurance and Liability	Compliant	No evidence to contrary.
11	Assignment	Compliant	No evidence to contrary.
13	Fees Payable	Compliant	No outstanding fees or aged debts of any size or significance without explanation.

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3.5 Commendable Practice



3.5.1 Consistent reporting of issues arising during training

3.5.2 Strong and thorough lesson plans and teaching materials

3.5.3 The ATC are working with a Physiotherapist to develop a tool for assessing physical health in relation to MAPA® to identify risk factors and recommend best practice for individual patients.

3.6 Practices Requiring Immediate or Urgent Attention by the ATC

3.6.1 There are no practices requiring immediate or urgent attention by John Munroe Hospitals ATC at this time

3.7 Compliance with Quarterly Activity Reporting Requirements

Quarter	Submission due	Compliance with Submission	Timeliness of Submission
2: 1 Apr – 30 Jun 2009	31 July	Yes	Early
3: 1 Jul – 30 Sep	30 October	Yes	Early
4: 1 Oct – 31 Dec	31 January	Yes	Early
1: 1 Jan – 31 Mar 2010	30 April	Yes	Early
Summative Performance		100 %	100% Early

3.8 Relicensing Decision

3.8.1 The ATC should be re-licensed, subject to conditions (see 3.9, below), until **1 April 2011**.

Positive Options reserves the right to withdraw licensing permissions should sufficient assurance about progress and/or completion of individual conditions not be forthcoming or be assessed as inadequate or unsatisfactory.

3.9 Conditions to Relicensing

No.	BILD Domain	Narrative Requirement	Timescale for completion
1	4 Health and Safety	The ATC must always plan to have two Licensed MAPA® Trainers present at any event where physical skills are being taught, in line with best practice guidance	30 September 2010 Responsible: Heather Moore

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3.10 Recommendations

No.	BILD Domain	Narrative Proposal
1	1 Policies	Positive Options encourage the ATC to progress plans for making information on MAPA® available to patients and families
2	1 Policies	The ATC are advised to progress ideas to review care plans (including the use of MAPA®) with qualified staff, with a focus on person-centred practice
3	2 Best Interests Criteria 4 Health and Safety 5 Course Organisation	The ATC should consider rewording pre-course information to clarify Managers' responsibilities for fitness to practice of participants. Also consider using the next review of the Physical Interventions Policy to further clarify managers responsibilities under the BILD Code of Practice
4	2 Best Interests Criteria 3 Techniques for Physical Intervention	The ATC are strongly advised to put in place mechanisms to ensure that MAPA® training delivered within the Organisation continues to be informed by Training Needs Analysis / Behaviour Audit, and is thus tailored to the needs of the people who use the service. This will include feedback from the annual audit, and exploring structures for ensuring that incident data is shared with the ATC Co-ordinator.
5	4 Health and Safety 6 Monitoring Performance 7 Evaluation and Record Keeping	The ATC should consider using the Trainer Event Evaluation Report (TEER) to ensure clear documentation exists of any issues arising on courses.
6	6 Monitoring Performance	The ATC are strongly advised to ensure that formal opportunities exist for Trainers to meet at least quarterly to practice skills and develop practice.

3.11 Considerations for Best Practice in Implementing the MAPA® Physical Interventions Model within the ATC Organisation

3.11.1 There are no considerations for best practice in implementing MAPA® within John Munroe Hospitals ATC at the time of verification and relicensing.

Name: **Anna Gillions**

Position: **Acting Assurer on behalf of Positive Options**

Signature:



Date: 8 June 2010