

Press Release

Mental health ward in Redditch recognised for excellent care

A mental health ward in Redditch has been praised for being caring, supportive and safe after an unannounced inspection by the Care Quality Commission (CQC).

Hillcrest, run by Worcestershire Health and Care NHS Trust – the county’s main provider of mental health services – is an inpatient ward which treats adults with severe mental illnesses when they can’t be supported or cared for at home or in the community.

In January they were visited by the CQC as part of the mental health inspection programme which aims to understand the experience of service users by looking at the quality of the ward environment, patient and medicine records and speaking to patients, the ward manager and other staff members. Conversations were based on the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people’s needs?
- Is it well-led?

Results from the inspection were very positive with the care, environment, support and team work all being commended. The report stated that staff were visibly caring and empathetic towards patients and carers which was demonstrated through care plans and interactions with patients, they effectively managed risk including environmental assessments to keep patients safe, teams worked together effectively with a robust system for monitoring activity including discharges and staff felt valued and supported with good working relationships with managers and colleagues.

CQC reported “Staff were quick to respond to patients and were supportive and kind in their interactions. Staff showed that they recognised patients’ feelings and their responses were appropriate to patient needs.”

Naomi Morgan, Ward Manager at Hill Crest, said: “It’s great to see that all the hard work we do has been recognised. We have had some really positive feedback which demonstrates how much we care for our patients and how well we work as a team. I am very proud of all the staff and their continued hard work”

What patients say about this service:

“Thanks for helping me to get through a hard time in my life. Never stop being such superstars” Hillcrest Patient

"Each and every one of you do a marvellous job. I thank you for your patience, care, listening skills, advice and at times trying to understand my needs, when even I didn't." **Hillcrest Patient**

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Notes to Editors: For more information, contact grace.rudd@nhs.net