



REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD –
28 AUGUST 2018

REPORT ON: CARSEVIEW REPORT

REPORT BY: DIRECTOR OF STRATEGIC CHANGE, NHS TAYSIDE

REPORT NO: DIJB50-2018

1.0 PURPOSE OF REPORT

This report provides members of the Integration Joint Board with an update on the actions taken by NHS Tayside and Perth and Kinross Health and Social Care Partnership, following a BBC Investigates documentary on Carseview Hospital which was aired on BBC Scotland on 9th July 2018. The report also provides information as to the progress made to implement the investigation into Carseview Hospital.

2.0 RECOMMENDATIONS

It is recommended that the Integration Joint Board (IJB):

- 2.1 Notes the content of this report and remits the Chief Officer to provide a further update on the progress of the Carseview investigation to a future IJB.

3.0 FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4.0 MAIN TEXT

4.1 Background

- 4.1.1 On Monday, 9 July 2018, a BBC Scotland Investigates documentary was broadcast, featuring patients sharing their experiences of the Carseview Centre in Dundee, which included a number of serious allegations about care and treatment.

- 4.1.2 The BBC investigative team spoke to 23 patients and family members who have shared their experiences about their contacts with services in the Carseview Centre. The programme made allegations about bullying, inappropriate use of restraint and widespread use and sale of illegal drugs.

- 4.1.3 In response, NHS Tayside was very concerned about the nature of the allegations in the programme and therefore has taken a number of actions in response to the issues raised in the programme.

4.2 Action Taken in Response

- 4.2.1 The NHS Tayside Chairman provided a full statement on behalf of the NHS Board to the BBC, acknowledging the Board's serious concerns about the allegations, giving a commitment to investigate any claims brought to NHS Tayside and asking for the patient testimonies to be

shared. The Board also stated that all testimonies received would be considered in the body of evidence gathered by the Independent Inquiry.

4.2.2 After the programme, and having seen the allegations in full, the Chairman gave interviews to STV and the BBC, as well as issuing further staff communications and media statements.

4.2.3 NHS Tayside took a number of actions to urgently address the concerns raised.

1. A meeting with Police Scotland to discuss the concerns relating to people bringing drugs into Carseview Centre and a new partnership initiative to further tackle the issue. Further discussions have been held with Police Scotland looking at police activity relating to Carseview Centre over recent years.
2. The announcement of the appointment of an Associate Medical Director for Mental Health Services, Professor Keith Matthews, to strengthen the leadership team and work with frontline teams to improve services.
3. The subsequent announcement of the appointment of an Associate Director for Mental Health Transformation, Arlene Wood, to complete the new strengthened leadership team with the Associate Medical Director and Associate Nurse Director.
4. A dedicated point of contact through a confidential email address and telephone number for people to get in touch with NHS Tayside to share their concerns and experiences following the BBC documentary, with a commitment to investigate. To date there have been 20 contacts through this route (this is separate from the Independent Inquiry into Mental Health Services in Tayside).
5. An agreement with the BBC to contact all those they had spoken with, give them the named contact in NHS Tayside and encourage them to get in touch, even if they had had their complaints investigated before.
6. A lead Director, Mr Bill Nicoll, Director of Strategic Change, was asked to coordinate NHS Tayside's ongoing response and to take forward a review to assess the available data and information, including:
 - a. Review of police activity, including offences relating to supply, possession or use of illicit or illegal substances and any other offences.
 - b. Review of the data on restraint used across mental health services and training status, including in the Carseview Centre.
 - c. Review of complaints relating to Carseview over the last five years.
 - d. Review of staff disciplinary processes.
 - e. Review of Resources.

4.2.4 For those who made contact to offer comment through the email address, options were provided to have their experience fed directly into the Independent Inquiry, to have their experience regarded as a significant concern or to initiate a complaint or feedback. In each case an offer was also made to meet to expand further on their feedback. Where more immediate follow up action was required, action has been taken.

4.3 Next Steps

4.3.1 The analysis and findings from the reviews will be considered by the NHS Tayside Chief Executive and Chief Officer (Perth and Kinross).

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment and Risk Management. There are no major issues.

6.0 RISK ASSESSMENT

This report has not been subject to a risk assessment as the information provided is to provide the members with an up to date position statement.

7.0 CONSULTATIONS

The Chief Officer and the Clerk were consulted in the preparation of this report.

8.0 DIRECTIONS

The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in sections 26 to 28 of the Public Bodies (Joint Working)(Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Dundee City Council and NHS Tayside.

Direction Required to Dundee City Council, NHS Tayside or Both	Direction to:	
	1. No Direction Required	✓
	2. Dundee City Council	
	3. NHS Tayside	
	4. Dundee City Council and NHS Tayside	

9.0 BACKGROUND PAPERS

None.

Bill Nicoll
Director of Strategic Change
NHS Tayside

DATE: 21 August 2018

