






## How is Greater Manchester Mental Health NHS Foundation Trust (the hospital) doing now?

Harder words are written in **bold**.

	<p>Hello again. My name is <b>Oliver Shanley</b>, and this is a photo of me.</p> <p>Two years ago, we did a review of the care given by Greater Manchester Mental Health NHS Trust (we will call it a hospital).</p> <p>We came back to see how the hospital is doing now and we want to let you know.</p>
	<p>Last time we found that the Edenfield Centre wasn't always treating people well or helping them to get better.</p> <p>The Edenfield Centre is now called the <b>Riverside</b> Centre.</p>
	<p>Last time we told the hospital the steps they needed to take to improve.</p> <p>This became a <u>plan</u>.</p> <p>They have started to put the <b>plan</b> into place to make things better.</p>



We let over one year go by and then we were asked to come back and see how the hospital is doing today.

This report will tell you what we found.

## What did we find this time?



We spoke to some staff to understand what had changed.

We read a lot of reports to see what the **evidence** said.

We also came to visit the Riverside Centre.



Many of the people who were in charge of the hospital have now changed.

Also, many other things have changed **outside** of the hospital too.







We found that the hospital is much better at listening to what is going on in services.

But still needs to do more to listen to patients and **include** them.



	<p>There are new nurses and they have special jobs.</p>
	<p>This will help and support other nurses to make sure that they are able to do a good job for patients.</p> <p>In some cases, we are still <b>concerned</b> that the hospital was doing enough to look after patients and staff from <b>ethnic</b> backgrounds.</p>
	<p>They need to know that they will not face <b>discrimination</b>.</p>
	<p>Staff are feeling a bit better, but more staff are still needed to make sure that everyone feels ok and not <b>stressed</b>.</p>
	<p>Staff with more <b>experience</b> are having to support newer staff while they learn.</p>
	<p>We found that the leaders were much better at making the building safe and nice for patients.</p>
	<p>Less things need fixing and patients are safer in the spaces they are in.</p>



	<p>Leaders are putting in new ways of working and <b>understanding</b> which help to keep people safe.</p> <p>There are better ways to look at bad things that <u>might</u> happen, these are known as <b>risks</b>.</p>
	<p>Things are better at Riverside and there are more staff and new staff.</p> <p>There is still more work to do to make sure that staff all work in the same way at Riverside.</p>
	<p>The hospital leaders should make sure that other parts of the hospital are giving good care.</p> <p>There is also a lot of care given outside of the hospital in the <b>community</b>. Some of the work we asked for has not been finished.</p>
	<p>Change takes time and there will be ups and downs as new ways of working are put in place.</p> <p>Overall, the hospital is doing better but needs to keep going with the plan.</p>



**Thank you for reading our report.**