



So what are the common themes?

*With thanks to John Bell*

To date, the Care Quality Commission has rated 38 NHS Mental Health providers.

- The vast majority of the overall trust ratings are requires improvement (23 out of 38) and only 1 trust rated as Inadequate.
- The strongest key question is caring, which is rated 92% good overall and 8% at Outstanding.
- The key question with the largest area for improvement is Safe, with 84% at Requires Improvement and 11% at Inadequate.

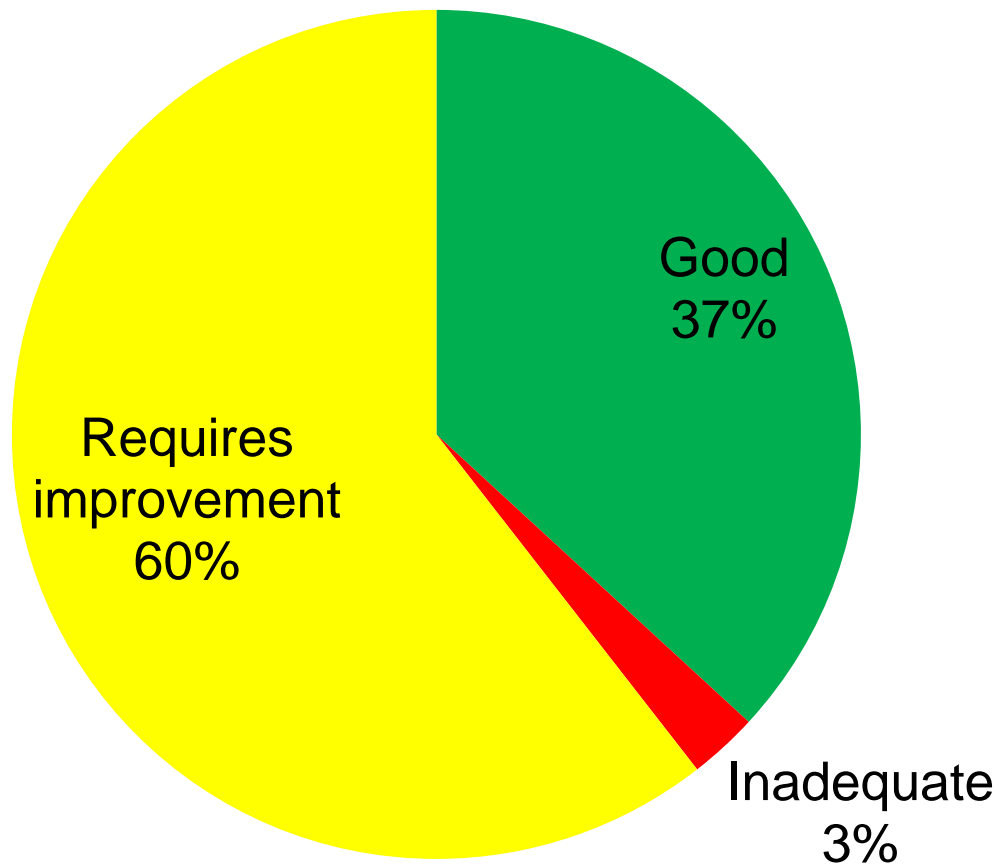
# Variation between Mental Health Trusts



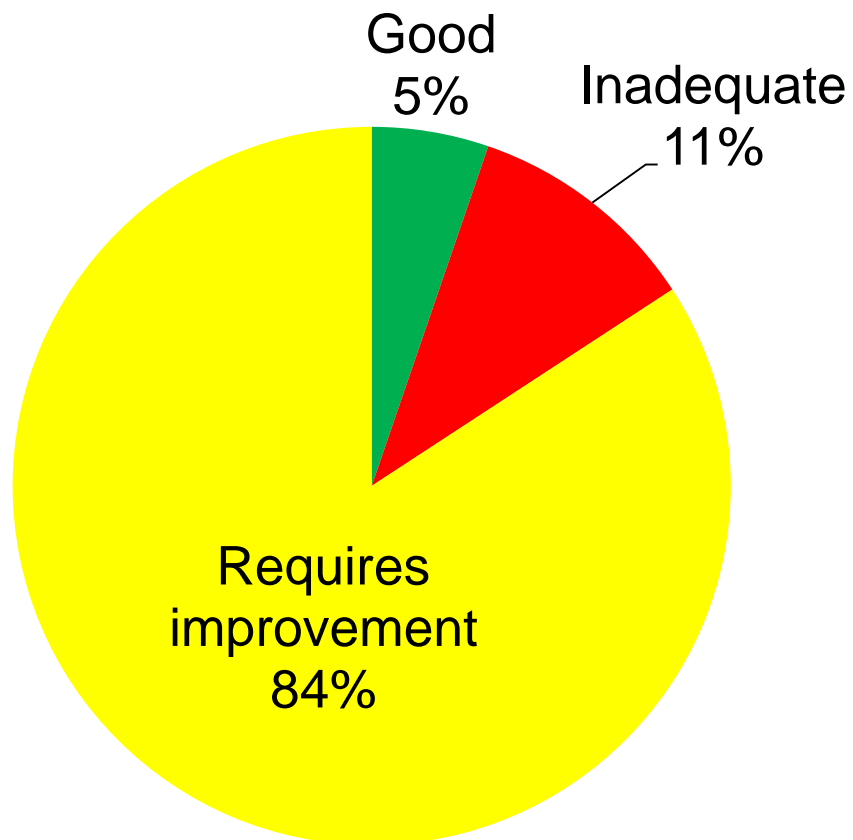
	Safe	Effective	Caring	Responsive	Well-led	Overall
Mental Health Inpatient Services	Good	Good	Good	Good	Good	Good
Services for adults	Good	Good	Good	Requires Improvement	Good	Good
Services for Children & Young People and Families	Requires Improvement	Good	Good	Good	Good	Good
End of Life Care	Good	Good	Good	Good	Good	Good
PICU & Health Based Places of Safety	Good	Good	Requires Improvement	Good	Good	Good
Rapid Response Liaison Psychiatry	Good	Good	Good	Good	Good	Good
Services for Older People	Good	Good	Outstanding	Good	Good	Good
Services for people with LD or Autism	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
Specialist eating disorder service	Good	Good	Good	Good	Good	Good
Crisis Resolution & Community-based crisis services	Good	Good	Good	Good	Good	Good
Perinatal services	Good	Good	Good	Good	Good	Good
Long Stay Services	Requires Improvement	Good	Good	Good	Good	Good
Forensic Services	Good	Good	Good	Good	Good	Good
CAMHS	Requires Improvement	Good	Good	Good	Good	Good
Adult Community based services	Requires Improvement	Good	Good	Good	Good	Good
Acute admission wards	Requires Improvement	Good	Good	Good	Good	Good
Overall	Requires Improvement	Good	Outstanding	Good	Good	Good

	Safe	Effective	Caring	Responsive	Well-led	Overall
Adult acute wards & PICU's	Inadequate	Requires Improvement	Good	Inadequate	Inadequate	Inadequate
Adult long stay / rehabilitation wards	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Forensic inpatient / secure wards	Inadequate	Requires Improvement	Requires Improvement	Requires Improvement	Inadequate	Inadequate
CAMHS	Requires Improvement	Good	Good	Good	Good	Good
Wards for older people	Requires Improvement	Requires Improvement	Good	Inadequate	Requires Improvement	Requires Improvement
Wards for people with a learning disability or autism	Inadequate	Requires Improvement	Good	Requires Improvement	Inadequate	Inadequate
Adult community-based services	Requires Improvement	Requires Improvement	Good	Requires Improvement	Inadequate	Requires Improvement
Community-based crisis services & HBPOs	Requires Improvement	Requires Improvement	Good	Requires Improvement	Inadequate	Requires Improvement
Specialist community-based services for children & young people	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
Community-based services for older people	Requires Improvement	Good	Good	Inadequate	Requires Improvement	Requires Improvement
Community-based services for people with a learning disability or autism	Good	Good	Good	Good	Good	Good
Overall	Inadequate	Requires Improvement	Good	Requires Improvement	Inadequate	Inadequate

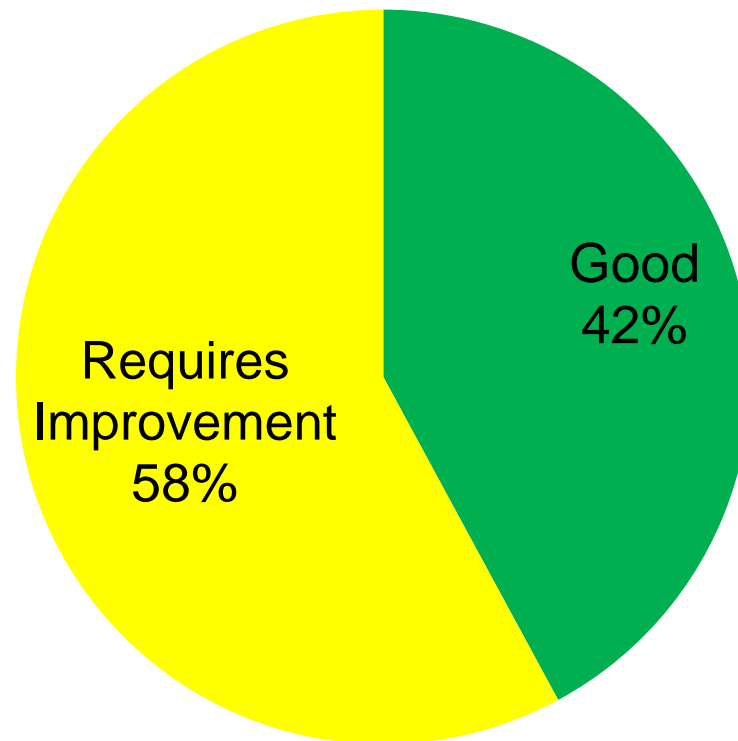
# Provider level ratings for NHS Mental Health Trusts :OVERALL



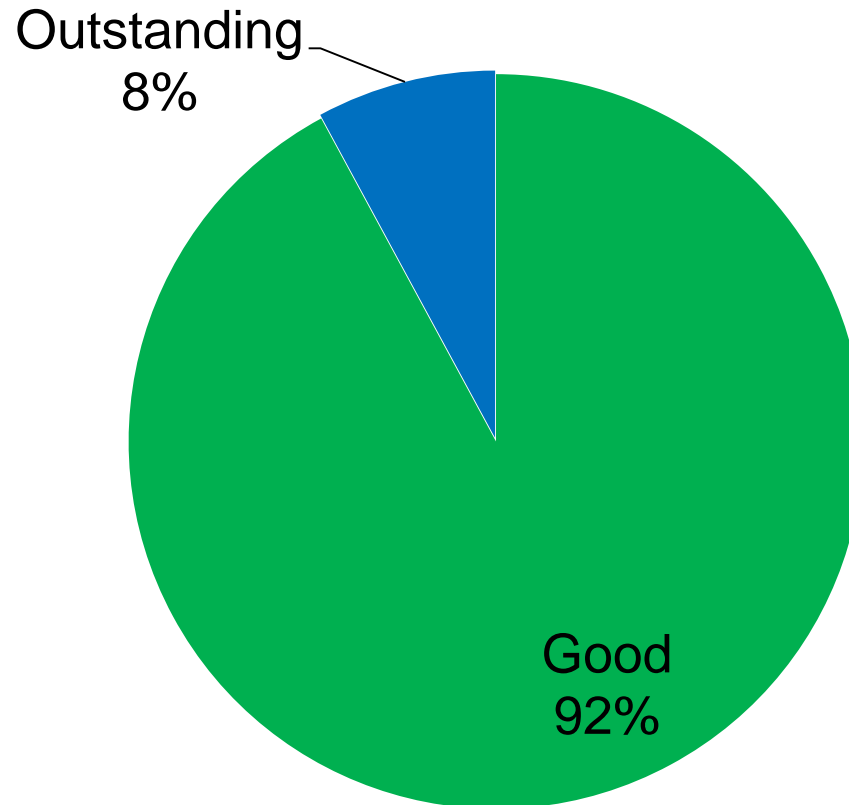
# Provider level ratings for NHS Mental Health Trusts: SAFE domain



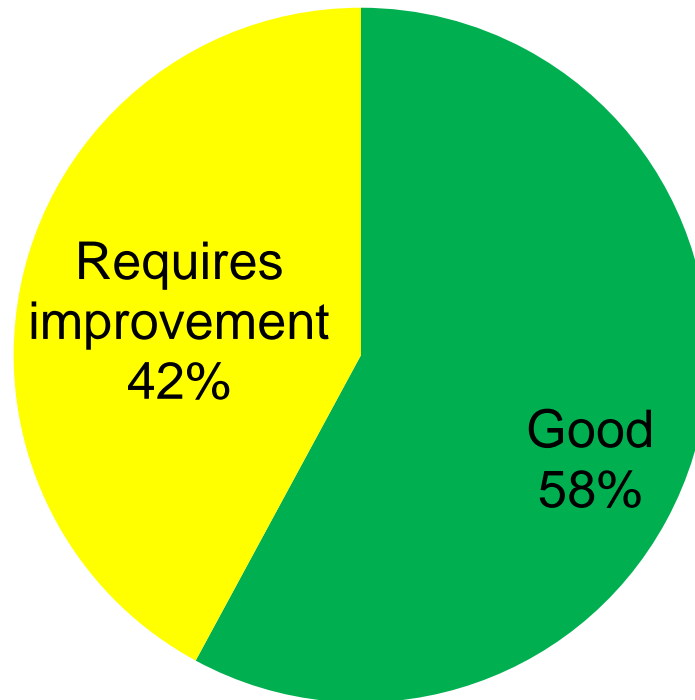
# Provider level ratings for NHS Mental Health Trusts: EFFECTIVE Domain



# Provider level ratings for NHS Mental Health Trusts: CARING Domain

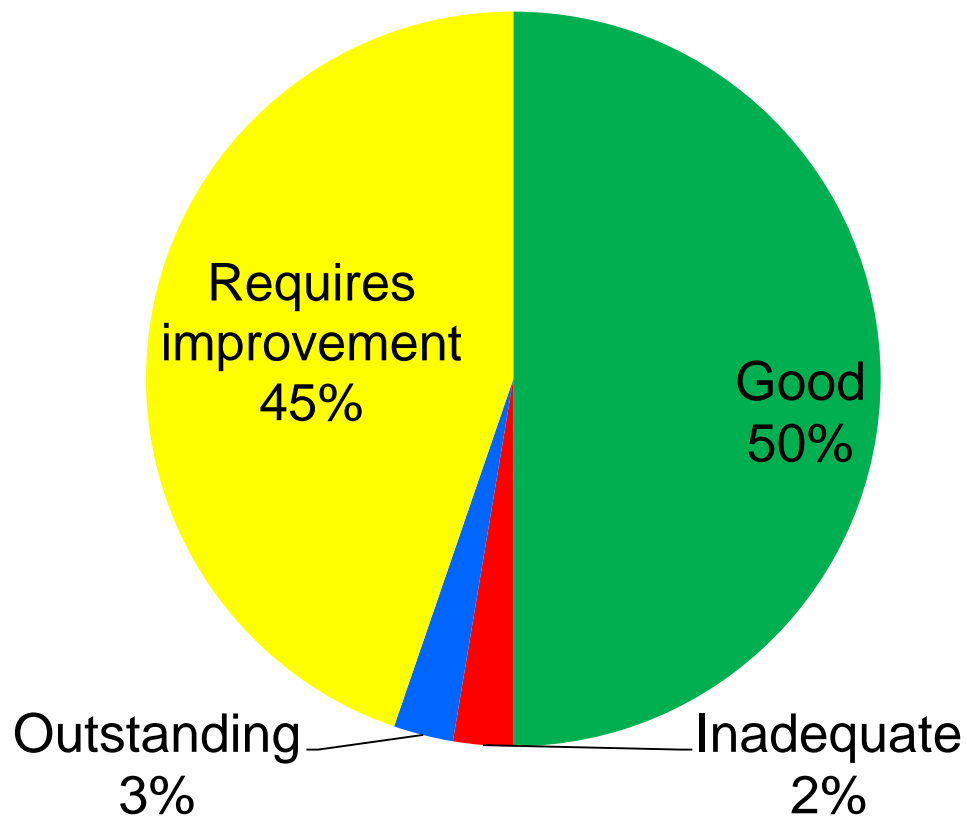


# Provider level ratings for NHS Mental Health Trusts: RESPONSIVE domain





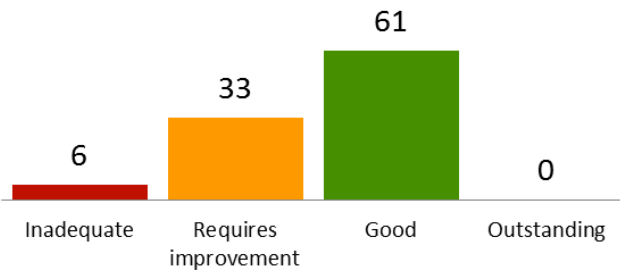
# Provider level ratings for NHS Mental Health Trusts: WELL –LED domain



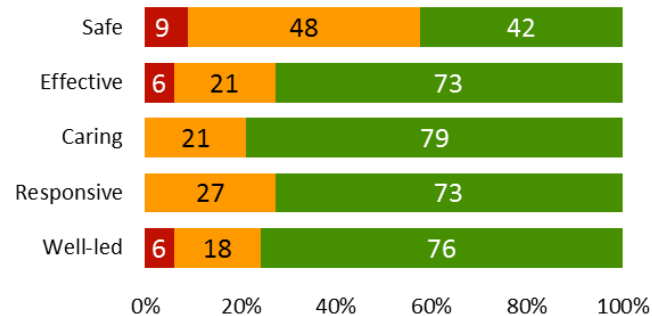
# Ratings for mental health core services – selected ward-based services



**Overall core service ratings Acute Wards for Adults of Working Age & PICU %**

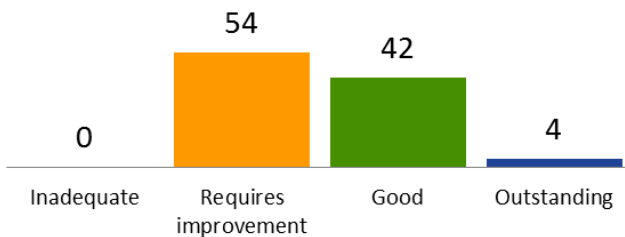


**Key question core service ratings Acute Wards for Adults of Working Age and PICU**

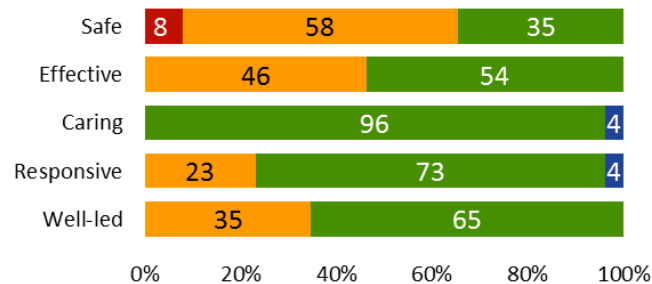


Total number of core services included: 33, of which 6 are Independent Health and 27 NHS

**Overall core service ratings Long stay/Rehab MH wards for Working Age Adults %**



**Key question core service ratings Long stay/Rehab MH Wards for Working Age Adults**

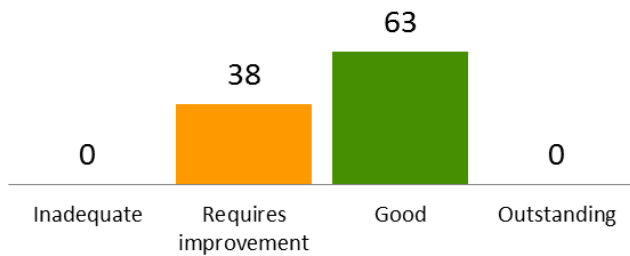


Total number of core services included: 26 of which 6 are Independent Health and 20 NHS

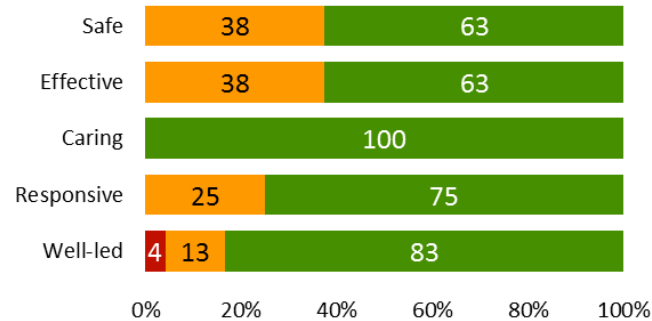
# Ratings for mental health core services – selected community services



**Overall core service ratings Community-based MH services for Adults of Working Age %**

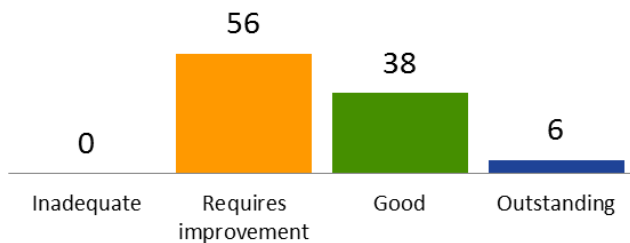


**Key question core service ratings Community-based MH services for Adults of Working Age**

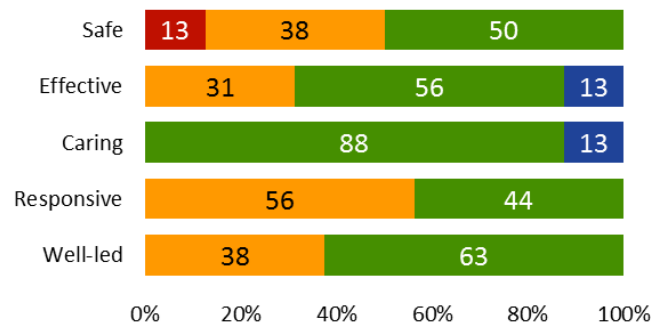


Total number of core services included: 24 all of which are NHS

**Overall core service ratings Specialist Community MH Services for Children & Young People %**



**Key question core service ratings Specialist Community MH Services for C&YP**



Total number of core services included: 16 all of which are NHS

Within the Core Services reports, the key level indicators for each ratings.

## Outstanding

- There was always an experienced member of staff on duty and a good skill mix of staff and MDT met standard outlined in operational policy
- Staff knew patients extremely well and were very respectful when talking about patients who were very involved in their care. Patient and family involvement was good.
- Care plans were comprehensive and up to date
- There were a range of NICE recommended therapies on offer
- Lots of specialist training and supervision
- Staff were trained in and had a good understanding of the MHA code of practice
- Good audits
- Good innovative practice ie prescribing

## Good

- Care plans were comprehensive, person centred, recovery-oriented
- Physical health was monitored
- Staff received appropriate induction and training
- Good Safeguarding processes

## However in some reports

- People not properly involved in care.
- People's communication needs not properly assessed.
- Staffing / Recruitment issues

## Requires Improvement

- Risk assessments not updated and gaps in patient records
- Care plans were of a variable quality across the ward, not personalised, did not include people's views and were not recovery orientated
- High use of restraint, some of which was prone restraint.
- Issues around seclusion rooms such as blind spots
- Mandatory training does not reach target
- Feedback from patients was mixed
- Variable understanding of Mental Capacity Act
- Long waiting times for services
- Same sex breaches

## Inadequate

- No action to mitigate ligature points.
- Not meeting mixed sex guidance, Female patients secluded on male ward.
- Poor quality assessment and care plans and risk assessments not detailed
- Rapid tranquilisation – not being properly observed
- High use of prone restraint
- Essential training not mandatory (e.g. MHA training)
- Risk assessments not always completed; not always had a risk management or safety plan.
- Medicines management issues
- Not enough staff.
- Lack of learning from incidents.

- Quality and safety of ward environments
- Availability of beds (esp. adult admission beds, PICUs and CAMHS)
- Nurse staffing levels on wards
- Waiting times (esp. for CAMHS and psychological therapies)
- Leadership and governance of large multi-site providers



- ‘Warehousing’ of patients in small, isolated, long-stay hospitals with little therapeutic intent
- Poor and unsafe ward environments
- Poor quality of physical healthcare
- High use of agency and bank staff

# Key area- for discussion this afternoon



- Ligature risk assessments
- Care planning
- Seclusion and restrictive interventions
- Staffing levels and safety
- Governance and risk registers
- Mortality reviews and unexpected deaths