

**Item 4(b)**

<b>Title of Report:</b>	<b>Coventry and Warwickshire Partnership NHS Trust: Care Quality Commission – Inspection of trust services conducted between 6 August and 4 October 2018.</b>
<b>Prepared By:</b>	<b>Simon Gilby, Chief Executive</b>
<b>Purpose of Paper:</b>	To communicate the details of: <ul style="list-style-type: none"> <li>• The outcome of the Care Quality Commission (CQC) inspection process completed between 6 August 2018 and 4 October 2018.</li> </ul>
<b>Key Messages/Issues:</b>	<ul style="list-style-type: none"> <li>• The CQC published the report of their inspection of Trust Services on 21 December 2018.</li> <li>• The report confirmed that the Trust has improved its rating from ‘Requires Improvement’ to ‘Good’ overall.</li> <li>• Seven Core Services were inspected during 2018. 12 out of 14 Core Services are now rated as ‘Good’ overall, with 2 Core Services rated as Requires Improvement.</li> <li>• The report includes 5 Requirement Notices, which are linked to actions that the Trust ‘must’ take (n14) and in addition there are also actions that the Trust ‘should’ take (n33).</li> <li>• The Trust has already taken action against issues raised during the period of the inspection and is now in the process of developing its plans further, to implement and embed systems and processes that improve the Trust’s oversight and governance.</li> </ul>
<b>Recommendations:</b>	The Committee is invited receive the report and to note the further action being taken against the report’s findings.

**Report to: Warwickshire Adult Social Care and Health Overview Scrutiny Committee – 30 January 2018**

**Coventry and Warwickshire Partnership NHS Trust: Care Quality Commission inspection of services conducted between 6 August and 4 October 2018.**

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**1. Purpose of Report**

- 1.1 To confirm that the Trust has received a rating of ‘Good’ from the Care Quality Commission (CQC) for its most recent inspection conducted during 2018.
- 1.2 To confirm that action is being planned and taken to address the findings where indicated.
- 1.3 To highlight, and respond to, any further areas on current service challenge and/or planned service transformation as the Committee may require.

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**2. Background**

- 2.1 The CQC inspect and regulate healthcare service providers in England. The CQC ask the same five questions of all services they inspect: are they safe, effective, caring, responsive to people's needs, and well-led? The CQC rate the quality of services against each key question as outstanding, good, requires improvement or inadequate.
- 2.2 The CQC conducted its inspection between 6 August 2018 and 4 October 2018. The inspection included review of 7 of the Trust’s 14 core services.
- 2.3 The Trust worked with the CQC to plan and deliver the inspection. This included, to support the inspecting teams, the provision of a significant number of reports, policies, performance dashboards and other documents before, during and after the inspection, alongside arranging interviews with a wide range of trust staff, focus groups for staff and patient groups and bespoke interviews with patients, families and carers.







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**3. Findings**


- 3.1 The CQC published the report of their inspection of Trust Services on 21 December 2018 (<https://www.cqc.org.uk/provider/RYG>).
- 3.2 The report confirmed that the Trust has improved its rating from ‘Requires Improvement’ in 2017 to ‘Good’ overall in 2018 as well as ‘Good’ in all domains apart from ‘Safe’ (Table1).

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**Table 1: CQC Rating of the Trust 21 December 2018.**

<b>Overall Rating</b>	<b>Good</b>	
Are services safe?	Requires Improvement	
Are services effective?	Good	
Are services care?	Good	
Are services responsive?	Good	
Are services well-led?	Good	

3.3 Twelve out of 14 Core Services are rated as 'Good' overall, two services continue to be rated as 'Requires Improvement', as per ratings grid below.

	Safe	Effective	Caring	Responsive	Well led	Overall
Long stay or rehabilitation mental health wards for working age adults	Good	Good	Good	Requires improvement	Good	Good
Wards for people with a learning disability or autism	Requires improvement	Good	Good	Good	Good	Good
Community mental health services with learning disabilities or autism	Good	Good	Good	Requires improvement	Good	Good
Acute wards for adults of working age and psychiatric intensive care units	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
Community dental services	Good	Good	Good	Good	Good	Good
Community end of life care	Good	Good	Good	Good	Good	Good
Community health services for adults	Requires improvement	Requires improvement	Good	Good	Good	Requires improvement
Community health services for children, young people and families	Good	Good	Outstanding 	Good	Good	Good
Community-based mental health services for adults of working age	Good	Good	Good	Good	Good	Good
Community-based mental health services for older people	Good	Good	Outstanding 	Good	Good	Good

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Forensic inpatient/secure wards	Good	Good	Good	Good	Good	Good
Mental health crisis services and health-based places of safety	Requires improvement	Good	Good	Good	Good	Good
Specialist community mental health services for children and young people	Good	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Requires improvement	Good	Good	Good	Good	Good

- 3.4 The report identifies areas of good practice and also the significant areas of improvement made over the past year since the CQC's previous visit. Four out of the seven core services visited moved from a rating of Requires Improvement to Good.
- 3.5 The CQC observed a number of areas of outstanding practice, not limited to but including:
- Being the only NHS Trust listed within the Best Employers for Race award organised by Business in the Community and as part of the Prince of Wales responsible business network.
  - Winning the Large Employer of the Year Award for its apprentice scheme, organised by Coventry College.
  - Continuation of promotion and support to the campaign to raise awareness of men's mental health, called "It Takes Balls to Talk". The campaign won the regional healthier communities award in the NHS 70 Parliamentary awards.
  - The Trust's work as part of the MERIT Vanguard programme with three other mental health NHS trusts supporting active bed management for patients urgently in need of support.
  - The Trust's piloting of the use of medically certified technology in older people's mental health wards.
  - Partnership working with a locally run national charity led to two RISE community hubs being opened supporting children and young people with mental health problems and their families to access information and guidance.
  - Specialist community health services for children and young people services developed of the "Dimensions Tool", in conjunction with parents and carers, referrers and clinical staff (a web-based application that offers a symptom checker and advice on sources of help).

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- 3.6 The report includes 5 Requirement Notices linked to actions that the Trust must take (n14) as the CQC deemed the Trust to be operating outside of legislation and also actions that the Trust 'should' take (n33) where a minor breach, that did not justify regulatory action, was identified.
- 3.7 The CQC identified action that the Trust is required to take, which is not limited too but includes:
- Ensuring that staff participate in essential training including, Mental Capacity Act, Mental Health Act and safeguarding level 3.
  - Ensuring that supervision is available to staff and accurately recorded.
  - Ensure that all equipment in use is fit for purpose and is within the expiry date for testing in line with policy (physical community services).
  - Ensure that changes are made to the seclusion room to prevent the risk of injury to patients and staff (adult in-patients).
  - Ensuring that effective systems are in place to check that all issues relating to the management of medication including room, fridge temperatures and the administering of medications is safe.
  - Ensuring continued focus on staffing issues so that wards can operate in a way that is safe for both staff and patients.
  - Ensuring that managers have the time required to manage wards and improve the levels of governance on the wards.

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## 4. Action / next steps

- 4.1 The Trust took immediate action against a number of issues raised during the inspection, engaging with the CQC inspection team throughout the inspection period. In respect of other action required, the Trust has developed plans for taking action against the report's findings. This action plan is a key document that will support the Trust to monitor progress internally, but also externally with the CQC and other key stakeholders. The report is currently shared with the CQC for endorsement.
- 4.2 Key themes are evident in the report's findings and, in some instances, require Trust wide action to implement and embed. Progress will be monitored at Board level, with oversight of detail actions delegated to committees as appropriate
- 4.3 In respect of the 'Well-led' domain, the trust engaged with NHS Improvement and with external advisers in assessing its progress and preparing for the CQC inspection. The Trust has combined the outcomes of the external advice

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received, including the CQC feedback, into a single well-led development plan.

- 4.4 The Trust meets with the CQC routinely, on a monthly basis, and will continue to do so to engage advisers over progress with action being taken and to support work towards the next inspection which is anticipated in 2019.

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## 5. Recommendations

The overview and Scrutiny Committee is invited to receive the report and to note the further action to be taken against the report's findings.

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**Simon Gilby**  
**Chief Executive**  
**30 January 2019**