Royal College of Psychiatrists' briefing CQC ratings of NHS mental health trusts 27 January 2020

The Care Quality Commission (CQC), which regulates service quality across health and social care, commenced reporting of 'Ofsted-style ratings' for providers from 2014. This document, subject to regular updates on our Mental Health Watch website, will illustrate the state of play for all 53 mental health NHS trusts and foundation trusts.



What are the areas covered in CQC inspections?

Each provider of mental health services is rated against five overarching questions to determine an overall rating from the CQC. Among the issues covered under 'key lines of enquiry' for NHS trusts and foundation trusts are the following:

Is it safe?

- o Medicines management
- Risk assessment
- o Learning from errors
- Safeguarding

• Is it effective?

- o Needs assessment and provision of evidence-based care
- o Outcomes measurement and benchmarking
- Staff capability
- o Collaboration between staff, teams and services

• Is it caring?

- o Dignity and respect
- o Compassion towards patients
- Upholding privacy
- o Patient involvement in decision-making

• Is it responsive?

- o Prompt access to treatment and support
- o Provision of person-centred care
- o Complaints handling
- o Adapting care to needs of different groups

• Is it well-led?

- o Leadership capacity and capability
- o Organisational culture
- o Management and governance
- Learning and innovation

Headline ratings for all NHS mental health trusts

Organisation	Overall	Safe	Effective	Caring	Responsive	Well-led
Avon and Wiltshire Mental Health Partnership	Requires	Requires			Requires	Requires
NHS Trust	improvement	improvement	Good	Good	improvement	improvement
Barnet, Enfield and Haringey Mental Health		Requires				
NHS Trust	Good	improvement	Good	Good	Good	Good
Berkshire Healthcare NHS Foundation Trust	Good	Good	Good	Good	Good	Outstanding
Birmingham and Solihull Mental Health NHS	Requires	Requires	Requires			Requires
Foundation Trust	improvement	improvement	improvement	Good	Good	improvement
Black Country Partnership NHS Foundation						
Trust	Good	Good	Good	Good	Good	Good
	Requires	Requires	Requires			Requires
Bradford District Care NHS Foundation Trust	improvement	improvement	improvement	Good	Good	improvement
Cambridgeshire and Peterborough NHS		Requires				
Foundation Trust	Good	improvement	Good	Good	Good	Good
		Requires				
Camden and Islington NHS Foundation Trust	Good	improvement	Outstanding	Good	Good	Good
Central and North West London NHS						
Foundation Trust	Good	Good	Good	Outstanding	Good	Good
Cheshire and Wirral Partnership NHS		Requires				
Foundation Trust	Good	improvement	Good	Outstanding	Good	Good
		Requires				
Cornwall Partnership NHS Foundation Trust	Good	improvement	Good	Outstanding	Good	Good
Coventry and Warwickshire Partnership NHS		Requires				
Trust	Good	improvement	Good	Good	Good	Good
Cumbria, Northumberland, Tyne and Wear						
NHS Foundation Trust	Outstanding	Good	Outstanding	Outstanding	Outstanding	Outstanding
	Requires	Requires	Requires		Requires	Requires
Derbyshire Healthcare NHS Foundation Trust	improvement	improvement	improvement	Good	improvement	improvement
					Requires	
Devon Partnership NHS Trust	Good	Good	Good	Good	improvement	Good
Dorset Healthcare University NHS Foundation						
Trust	Outstanding	Good	Good	Outstanding	Good	Outstanding
Dudley and Walsall Mental Health Partnership						
NHS Trust	Good	Good	Good	Good	Good	Good

East London NHS Foundation Trust	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
Essex Partnership University NHS Foundation		Requires				
Trust	Good	improvement	Good	Outstanding	Good	Good
Gloucestershire Health & Care NHS		Requires				
Foundation Trust	Good	improvement	Good	Good	Good	Good
Greater Manchester Mental Health NHS		Requires				
Foundation Trust	Good	improvement	Good	Good	Good	Good
Hertfordshire Partnership University NHS						
Foundation Trust	Outstanding	Good	Good	Outstanding	Good	Outstanding
		Requires				
Humber Teaching NHS Foundation Trust	Good	improvement	Good	Good	Good	Good
Kent and Medway NHS and Social Care						
Partnership Trust	Good	Good	Good	Outstanding	Good	Good
Lancashire & South Cumbria NHS Foundation	Requires	Requires	Requires		Requires	Requires
Trust	improvement	improvement	improvement	Good	improvement	improvement
Leeds and York Partnership NHS Foundation		Requires				
Trust	Good	improvement	Good	Good	Good	Good
	Requires	Requires	Requires		Requires	
Leicestershire Partnership NHS Trust	improvement	improvement	improvement	Good	improvement	Inadequate
Lincolnshire Partnership NHS Foundation						
Trust	Good	Good	Good	Good	Good	Outstanding
Mersey Care NHS Foundation Trust	Good	Good	Good	Good	Good	Outstanding
-			Requires			
Midlands Partnership NHS Foundation Trust	Good	Good	improvement	Good	Good	Good
	Requires	Requires	Requires		Requires	Requires
Norfolk and Suffolk NHS Foundation Trust	improvement	improvement	improvement	Good	improvement	improvement
	Requires	Requires				Requires
North East London NHS Foundation Trust	improvement	improvement	Good	Good	Good	improvement
North Staffordshire Combined Healthcare						
NHS Trust	Outstanding	Good	Good	Outstanding	Outstanding	Good
North West Boroughs Healthcare NHS					Requires	
Foundation Trust	Good	Good	Good	Good	improvement	Good
Northamptonshire Healthcare NHS						
Foundation Trust	Outstanding	Good	Good	Outstanding	Good	Outstanding
Nottinghamshire Healthcare NHS Foundation	Requires	Requires			Requires	Requires
Trust	improvement	improvement	Good	Good	improvement	improvement

		Requires				
Oxford Health NHS Foundation Trust	Good	improvement	Good	Good	Good	Good
Oxleas NHS Foundation Trust	Good	Good	Good	Good	Good	Good
	Requires	Requires	Requires			Requires
Pennine Care NHS Foundation Trust	improvement	improvement	improvement	Good	Good	improvement
Rotherham, Doncaster and South Humber		Requires				
NHS Foundation Trust	Good	improvement	Good	Good	Good	Good
Sheffield Health and Social Care NHS	Requires	Requires				Requires
Foundation Trust	improvement	improvement	Good	Good	Good	improvement
Solent NHS Trust	Good	Good	Good	Outstanding	Good	Good
		Requires				
Somerset Partnership NHS Foundation Trust	Good	improvement	Good	Good	Good	Good
South London and Maudsley NHS Foundation		Requires				
Trust	Good	improvement	Good	Good	Good	Good
South West London and St George's Mental						
Health NHS Trust	Good	Good	Good	Good	Good	Good
South West Yorkshire Partnership NHS		Requires				
Foundation Trust	Good	improvement	Good	Good	Good	Good
			Requires			
Southern Health NHS Foundation Trust	Good	Good	improvement	Good	Good	Good
Surrey and Borders Partnership NHS						
Foundation Trust	Good	Good	Good	Good	Good	Good
Sussex Partnership NHS Foundation Trust	Good	Good	Good	Outstanding	Good	Good
Tavistock and Portman NHS Foundation Trust	Good	Good	Outstanding	Good	Good	Good
Tees, Esk and Wear Valleys NHS Foundation		Requires				
Trust	Good	improvement	Good	Good	Good	Good
		Requires				
West London NHS Trust	Good	improvement	Good	Outstanding	Good	Good
Worcestershire Health and Care NHS Trust	Good	Good	Good	Good	Good	Good

¹ Care Quality Commission, *Key lines of enquiry for NHS trusts*. Available online: https://www.cqc.org.uk/guidance-providers/healthcare/key-lines-enquiry-healthcare-services (Accessed on 27 January 2020).