

## 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'<sup>1</sup> for NHS trusts and foundation trusts are the following:

- **Is it safe?**
  - Medicines management
  - Risk assessment
  - Learning from errors
  - Safeguarding
- **Is it effective?**
  - Needs assessment and provision of evidence-based care
  - Outcomes measurement and benchmarking
  - Staff capability
  - Collaboration between staff, teams and services
- **Is it caring?**
  - Dignity and respect
  - Compassion towards patients
  - Upholding privacy
  - Patient involvement in decision-making
- **Is it responsive?**
  - Prompt access to treatment and support
  - Provision of person-centred care
  - Complaints handling
  - Adapting care to needs of different groups
- **Is it well-led?**
  - Leadership capacity and capability
  - Organisational culture
  - Management and governance
  - Learning and innovation



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

Oxford Health NHS Foundation Trust	Good	Requires improvement	Good	Good	Good	Good
Oxleas NHS Foundation Trust	Good	Good	Good	Good	Good	Good
Pennine Care NHS Foundation Trust	Requires improvement	Requires improvement	Requires improvement	Good	Good	Requires improvement
Rotherham, Doncaster and South Humber NHS Foundation Trust	Good	Requires improvement	Good	Good	Good	Good
Sheffield Health and Social Care NHS Foundation Trust	Requires improvement	Requires improvement	Good	Good	Good	Requires improvement
Solent NHS Trust	Good	Good	Good	Outstanding	Good	Good
Somerset Partnership NHS Foundation Trust	Good	Requires improvement	Good	Good	Good	Good
South London and Maudsley NHS Foundation Trust	Good	Requires 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 Foundation Trust	Good	Requires improvement	Good	Good	Good	Good
Southern Health NHS Foundation Trust	Good	Good	Requires 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 Trust	Good	Requires improvement	Good	Good	Good	Good
West London NHS Trust	Good	Requires improvement	Good	Outstanding	Good	Good
Worcestershire Health and Care NHS Trust	Good	Good	Good	Good	Good	Good

<sup>1</sup> 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).