



The CQC conducted an on-site inspection of the following clinical services in June 2021:

- Services for children & young people
- Surgery
- Gynaecology
- Diagnostics
- Medical care (including older people's care)
- Acute wards for adults of working age and psychiatric intensive care units
- Wards for older people with mental health problems
- Community-based mental health services for adults of working age
- Mental health crisis services and health based places of safety
- Community health services for adults
- Community health in-patient services

The inspection of the Trust's clinical services was followed by a 'well-led' inspection in July.

The full report of the inspections was published on 23 September 2021. The report can be accessed on the CQC's website at <https://api.cqc.org.uk/public/v1/reports/8722776a-a2b7-432a-b5be-ef678044ea48?20210923073443>

The report identifies significant improvement in the majority of areas inspected, and the Trust's overall ratings are now as indicated below:

Safe	Effective	Caring	Responsive	Well-led	Overall
Good ↑	Good ↑	Good ↔	Good ↑	Good ↑	Good ↑

Not including 'overall' ratings, 70 ratings were open to review.

- 15 of the ratings improved by two levels
- 28 of the ratings improved by one level
- 19 ratings remained at 'good'
- All bar five of the ratings previously at 'Requires Improvement' achieved the required improvement and have moved to Good
- None of the ratings deteriorated, and there are now no 'Inadequate' ratings attributed to the Trust at all

Appendix 1 summarises the improvements in the Trust's ratings made over time.

The CQC has issued three “must-do” requirements within the report:



Community mental health teams for adults of working age:

- The Trust must ensure there are enough clinical psychologists/or other appropriate staff to meet the needs of patients requiring this service. The Trust must ensure that patients are not waiting for extended periods and ensure they are supported appropriately whilst waiting.

Mental health crisis services and health-based places of safety:

- The Trust must ensure the environment at the health-based place of safety on Seagrove ward is fit for purpose and meet the requirements of the Mental Health Act Code of Practice. The trust must ensure that the environment provides dignity and respect to users of the service.

Acute wards for adults of working age and psychiatric intensive care units:

- The Trust must ensure that, on Osbourne ward, staff update patients' risk assessments following an incident to reflect changing risks and care needs.

A response to these items was submitted to the CQC by 15 October 2021. The response is set out at Appendix 2. Action to deliver the required changes is underway, and progress will be reported to the Trust's Quality & Performance Committee on a quarterly basis. The CQC will be provided with updates at its quarterly engagement meetings with the Trust.

The CQC also included 44 'should-do' recommendations in its report (set out at pages 8 – 10 of the published report). These cover a wide range of matters, some of which are specific to particular wards / departments and some of which are Trust wide. The Trust has reviewed these and allocated them to local or Trust wide action plans according to their scale and nature. Opportunities for pan-organisational learning in the 'should-do' items have been identified and shared as appropriate.