

MEDIA RELEASE

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CQC inspection report rates LPT as 'Requires Improvement'

External scrutiny of our services is important in helping us achieve the high standards of patient care that we aspire to and in November 2018 the Care Quality Commission (CQC) assessed five of our services. Today we acknowledge the findings of their report as a disappointing yet fair judgement of the pace of our improvement journey as a Trust. Our overall rating remains as 'requires improvement'. Eight of our 15 services are now rated as good, five as requires improvement and two as inadequate.

We are pleased that the CQC recognised improvement in our mental health services for older people, which has been given an improved rating of 'good', however it is disappointing to see downgraded ratings of 'inadequate' for our acute adult mental health wards and our adult mental health rehabilitation services. The safety of our patients is paramount and we have already begun to increase pace and take urgent action to implement the improvements the CQC has identified.

The CQC inspection reviewed the extent to which our services are safe, effective, caring, responsive to people's needs, and well-led. They inspected five services which had either been rated previously as 'requires improvement' or assessed as requiring an inspection this time. These were:

- Acute wards for adults of working age and psychiatric intensive care units (the rating has been downgraded from 'requires improvement' to 'inadequate')
- Community-based mental health services for older people (the rating has improved from 'requires improvement' to 'good')
- Specialist community mental health services for children and young people (the rating remains as 'requires improvement')
- Long stay / rehabilitation mental health wards for working age adults (the rating has been downgraded from 'requires improvement' to 'inadequate')
- Wards for people with a learning disability or autism (the rating remains as 'requires improvement').

Dr Peter Miller, chief executive of LPT, said: "The CQC report shows that we still have work to do to get the fundamentals right, first time, every time, and that we need to increase the pace of improvement. I am sorry that some of the care that we

have provided has not been of the standard that we would all want. We have already begun to increase pace and take urgent action to implement the improvements the CQC has identified

“We are undertaking some significant transformation work, including our all age transformation of mental health and learning disability services, our CAMHS improvement programme and community health services redesign. Nationally the long term plan has been published, from which we will see an increased focus on mental health and community services. There remains much to do to ensure that as a Trust we can deliver the level of care we aspire to. To help us, we will soon be embarking on an ambitious programme of work with all staff to ensure that culture, leadership and inclusion in LPT is what we want it to be.”

In response to some of the specific points raised by the CQC, we acknowledge that there are improvements to be made in the quality of our buildings and the environments in which we provide care, to ensure they are as safe as possible. We have commenced recruitment of premises managers to manage our estate in a more effective way, and are due to complete our on-going £1m remedial work at the Bradgate Mental Health Unit by the end of August 2019. Our long term aim is to rebuild this unit, subject to funding from commissioners, by 2023.

The CQC has also raised concerns around waiting times for our Child and Adolescent Mental Health Service (CAMHS), which we agree are too long. We have been working hard to improve this for our local children and young people, and are pleased to have recently secured an extra £315k to recruit more staff, improving access to our service and reduce waiting times. This funding will help us to build on the progress already made as part of the improvement programme we begun last year. We plan to re-provide specialist mental health services for children and young people through a new purpose-built inpatient unit by April 2020.

We acknowledge that our short breaks homes for people with learning disabilities lack single sex accommodation facilities, and have changed our policy to ensure we have male-only and female-only weeks at any one time aligning to national guidance. Our commissioners are currently reviewing how best to meet the long-term needs of these patients, and we are supporting our service users to contribute their views as part of this review.

We welcome the improved rating of ‘good’ for our mental health services for older people and congratulate staff on this achievement. The CQC recognised the excellent patient-centred care delivered by staff, monitoring of waiting lists and patient risks. They also highlighted the positive feedback received from patients and carers. Inspectors cited the support we give our staff with their health and wellbeing as an example of positive practice, and this is an important commitment we have made to all staff across the Trust.

The report identifies that further improvements are required in the recording of seclusion practices, how we mitigate and individualise environmental risks posed to some of our patients, and the overall quality of medicines management in some of our services. We have begun work on reviewing and improving our governance systems around these issues. The CQC also highlighted concerns around our fire safety practices in relation to our no smoking policy. We are reviewing the support

we offer smokers on our Bradgate Unit, including the use of vaping and other nicotine replacement options.

We welcome the CQC's acknowledgement of the work we have done to manage our waiting lists. The report states: "Significant improvements had been made since our last inspection to manage the risks of those who waited for assessment or treatment in specialist community mental health services for children and young people and in community mental health services for older people. Robust systems had been put in place to oversee these patients."

Our staff are our greatest asset, and we are pleased that their care and compassion was once again praised within the report. The CQC said: "Staff showed caring attitudes towards their patients. We saw numerous interactions between staff and patients with very complex needs and staff managed extremely challenging situations with knowledge and compassion. Staff demonstrated a respectful manner when working with patients, carers, within teams and showed kindness in their interactions. Patients and carers gave positive feedback about the caring nature and kindness of staff and made positive comments about the positive therapeutic relationships they had with their loved ones."

The CQC has raised concerns around Trust level governance and lack of pace behind the implementation of improvement action plans. The Board and Executive Team is committed to focusing on this over the coming year, and to creating a clearer vision and strategy that everyone feels engaged with and able to contribute to.

Cathy Ellis, chair of LPT, said: "The CQC report is a fair judgement. We are committed to putting increased pace behind our improvement initiatives, and have set clear priorities for the coming year. We have also begun to review our governance frameworks to ensure that we have effective overview and support in place. It is important to say that the CQC has recognised the care and compassion of our staff, and we are committed to ensuring staff feel valued and empowered to provide the best care for patients, service users and their families."

The full report will be available on the CQC website from 27 February 2018 at <http://www.cqc.org.uk/provider/RT5>.

Ends

NOTES TO EDITORS

Leicestershire Partnership NHS Trust (LPT) provides community health, mental health and learning disabilities services for the one million people living in Leicester, Leicestershire and Rutland. We have a budget in excess of £275 million and employ approximately 5,500 staff. For more information visit: www.leicspart.nhs.uk.

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