



By Email: [Angela.Hillery@leicspart.nhs.uk](mailto:Angela.Hillery@leicspart.nhs.uk)

Our reference: INS2-12880712221

Angela Hillery  
Chief Executive  
Leicestershire Partnership NHS Trust  
Bridge Park Plaza  
Bridge Park Road  
Thurmaston  
Leicester  
LE4 8BL

13 April 2022

CQC Reference Number: INS2-12880712221

Dear Angela,

**Re: CQC inspection of Mental Health Crisis Services – Psychiatric Liaison Team**

I thought it would be helpful to give you some written feedback following our inspection of psychiatric liaison services at UHL, Leicester Royal Infirmary that took place on 12 April 2022.

We explained that this inspection was unannounced and focused. Our inspection was completed to assist with a system wide review of Urgent and Emergency health and care services in Leicester, Leicestershire and Rutland. We looked at how the psychiatric liaison team influence patient flow within the system,

This letter does not replace the draft report and evidence log we will send to you, but simply confirms initial findings and provides you with a basis to start considering what action is needed.

We would encourage you to discuss the findings of our inspection at the public session of your next board meeting. If your next board meeting takes place prior to receiving a final or draft inspection report and evidence log, this correspondence should be used to inform discussions with the board.

**An overview of our feedback**

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

Telephone: 03000 616161  
Fax: 03000 616171

[www.cqc.org.uk](http://www.cqc.org.uk)

- There is a full complement of staff with no vacancies. We were pleased to hear about additional posts going out to recruitment such as pharmacist, drug and alcohol worker, a domestic violence specialist, and four care navigator.
- All areas were very clean, fresh smelling, fit for purpose and access to 'high risk' room in adult ED. All assessment rooms had good visibility, staff support if required and a shutter that was able to be drawn down to seal off ligature and equipment risks to make the room 'safer' for high risk patients. We saw this in operation.
- We noted a high level of training, supervision and appraisal compliance.
- The team met agreed service standards. The service can be accessed regardless of home address. We saw an exemplar of interagency working and high standard of consistent care with the management of a patient from Scotland who needed out of access care.
- We saw staff worked within best practice guidance.
- Staff participated in daily in Bed Management meetings and meetings between stakeholders to ensure flow between services was effective.
- All staff we spoke with were proud to work within the Liaison Team and proud to showcase the work they did. They said they loved their jobs and the service they provided – we saw high level of staff morale and evidence of effective team and inter agency working. This was also evidenced in the patient records we looked at.
- Staff we spoke with were constantly looking at ways to improve their work and the patient experience.

However, we noted one issue that could be improved.

- We found the average wait times for patients presenting with a mental health crisis or with specific mental health needs were between 1.5 hours and 1.9 hours. This was because EDU 'batch' refer sending four or five referrals at a time rather than when they arrive. We were aware the local commissioning groups had not set targets for wait times.

A draft inspection report will be sent to you once we have completed our due processes and you will have the opportunity to check the factual accuracy of the report. I am also copying this letter to the Head of Inspection leading on the system wide Urgent and Emergency Care inspection.

Could I take this opportunity to thank your staff at the Psychiatric Liaison team who welcomed our inspection team and were responsive and cooperative to their requests.

If you have any questions about this letter, please contact me through our National Customer Service Centre using the details below:

Telephone: 03000 616161

Write to: CQC  
Citygate  
Gallowgate  
Newcastle upon Tyne

NE1 4PA

If you do get in touch, please make sure you quote or have the reference number (above) to hand. It may cause delay if you are not able to give it to us.

Yours sincerely

A handwritten signature in black ink on a light blue background. The signature consists of a horizontal line followed by a series of loops and curves.

Tracy Newton

**Inspection Manager**

**c.c.** Philippa Styles, Head of Inspection, UEC  
Craig Howarth, Head of Inspection, MH Midlands