

Somerset Partnership NHS Foundation Trust – CQC Inspection Report

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Cabinet Member:

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1. Summary

1.1. On 27 February – 2 March and 8 – 9 March 2017, the Care Quality Commission (CQC) carried out a re-inspection of nine core services of Somerset Partnership NHS Foundation Trust to find out whether Somerset Partnership NHS Foundation Trust had made improvements to the following services since their last comprehensive inspection of the trust. That inspection was undertaken in September 2015 where the CQC rated the trust as requires improvement overall.

1.2. Following the inspection in March 2017, CQC has changed the overall rating for the trust from requires improvement to **GOOD**.

1.3. This was because:

- The trust had made significant progress in addressing the concerns the CQC had raised following its inspection in September 2015. CQC has changed the overall trust ratings in the key questions of effective, responsive and well-led from requires improvement to good.
- In particular, improvements to the trust's community learning disability services for adults, which had been rated as inadequate in September 2015, have meant that this service is now rated as good and because of the dramatic improvement to these services and the way they had been implemented by managers and the trust, CQC rated the key question of well-led in these services as outstanding.
- In the services which were re-inspected, the trust had acted to meet the requirement notices issued after the inspection in September 2015. Out of 17 core services provided by the trust, 15 are now rated **good** overall. One of the other services was not visited as part of this re-inspection.
- CQC identified that the trust's new chief executive had provided positive and proactive leadership which had enabled its senior leadership team to address the issues identified in the 2015 inspection visit. This had led to an improvement in the trust governance processes.

1.4 CQC has still identified areas for improvement for the trust, particularly in relation to community hospital and mental health inpatient services and the trust will be developing an action plan to address the areas identified as requiring improvement.

2. Issues for consideration / Recommendations

- 2.1. Scrutiny is asked to consider and comment on the report of the CQC inspection.

3. Background

- 3.1. The Care Quality Commission (CQC) is
- 3.2. To fully understand the experience of people who use services, CQC always ask the following five questions of every service and provider:
 - Is it safe?
 - Is it effective?
 - Is it caring?
 - Is it responsive to people's needs?
 - Is it well-led?
- 3.3. Before visiting, CQC reviewed a range of information about Somerset Partnership NHS Foundation Trust and asked other organisations for information. CQC inspectors carried out a short notice, announced inspection visits between 27 February and 2 March 2017, together with a 'well led' inspection of trust management between 8 and 9 March 2017.
- 3.4. The inspection was carried out to see if the trust had responded to the requirement notices issued by the CQC following its inspection in September 2015, the report of which was published in December 2015. The re-inspection report was published on 31 March 2017.
- 3.5. In 2015, CQC rated eight of the Trust's 17 core services as requiring improvement and one (community learning disability services for adults) as inadequate. All of these services were re-inspected (except community dental services) together with one service rated as good in 2015 (forensic/secure inpatient services).
- 3.6. Following the 2017 inspection, five of the services previously rated as requiring improvement are now rated as good. The service rated as inadequate is now also rated as good. This means that 15 of the Trust's 17 core services as now rated as good.

4. Consultations undertaken

- 4.1. During the inspection visit, the inspection team:
 - Visited 38 locations from which the trust delivered services including the trust HQ.
 - Spoke with 201 patients and carers
 - Received 239 comment cards with feedback from people who used services
 - Reviewed 357 patient records, including medication charts.
 - Spoke with 323 staff and 45 managers

5. Implications

- 5.1.** The trust accepts the findings of the report and welcomes the very positive comments made by CQC about the improvements made since the 2015 inspection across all of the services.
- 5.2.** The trust has developed an action plan to address those areas where the CQC has indicated the Trust **must** improve and has instigated improvement plans for those areas where the trust **should** take action to enhance its services. In particular, the Trust has established a Service Improvement programme for community hospital services. These actions will be monitored regularly through the Trust's Quality and Performance Committee and the Trust Board.

6. Background papers

- 6.1.** Appendix A – CQC Quality Report – Somerset Partnership NHS Foundation Trust.

The full report of the inspection carried out in September 2015 can be found at <http://www.cqc.org.uk/provider/RH5>

Note: For sight of individual background papers please contact the report author