

# Care Quality Commission Well Led Inspection 2018

**Update to Council of Governors  
18 October 2018  
Kevan Taylor, Chief Executive**

# Areas inspected were

- Acute Wards for working age adults (Burbage and Stanage) & the Psychiatric Intensive Care Unit (Endcliffe Ward)
- Acute Wards for Older Adults
- Health Based Place of Safety (Maple Ward)
- Long stay Rehabilitation Wards ( Forest Close)
- Forensic Low Secure Services (Forest Lodge)
- Wards for people with Learning Disabilities and Autism (Firshill Rise)
- Community Mental Health Teams for Adults of Working Age
- Community Mental Health Teams for Older People



Last rated  
30 March 2017

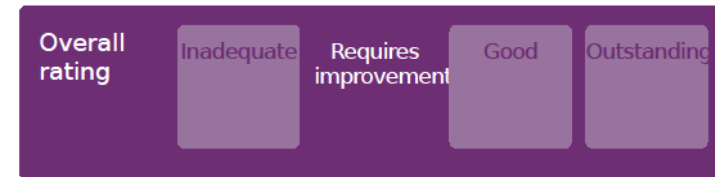
Sheffield Health and Social Care NHS Foundation Trust



	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires improvement	Good	Good	Good	Good	Good
Community mental health services for people with learning disabilities or autism	Good	Good	Good	Good	Good	Good
Community-based mental health services for adults of working age	Requires improvement	Good	Good	Good	Good	Good
Community-based mental health services for older people	Requires improvement	Good	Outstanding	Good	Good	Good
Forensic inpatient/secure wards	Requires improvement	Good	Good	Good	Good	Good
Long stay/rehabilitation mental health wards for working age adults	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
Mental health crisis services and health-based places of safety	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Substance misuse services	Requires improvement	Good	Good	Outstanding	Good	Good
Wards for older people with mental health problems	Requires improvement	Good	Good	Good	Good	Good
Wards for people with learning disabilities or autism	Good	Good	Good	Good	Good	Good

Last rated  
5 October 2018

Sheffield Health and Social Care NHS Foundation Trust



	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Community mental health services for people with learning disabilities or autism	Good	Good	Good	Good	Good	Good
Community-based mental health services for adults of working age	Good	Good	Good	Good	Good	Good
Community-based mental health services for older people	Good	Good	Outstanding	Outstanding	Good	Outstanding
Forensic inpatient/secure wards	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Long stay/rehabilitation mental health wards for working age adults	Requires improvement	Good	Good	Good	Good	Good
Mental health crisis services and health-based places of safety	Inadequate	Good	Good	Requires improvement	Requires improvement	Requires improvement
Substance misuse services	Requires improvement	Good	Good	Outstanding	Good	Good
Wards for older people with mental health problems	Requires improvement	Good	Good	Good	Good	Good
Wards for people with learning disabilities or autism	Requires improvement	Good	Good	Good	Good	Good

# Crisis & Health Based Place of Safety

- This service was rated as Good in the ‘Effective’ and ‘Caring’ Domains
- Requires Improvement in the ‘Responsive’ and Well Led Domains
- Inadequate in the ‘Safe’ Domain - a deterioration from the last inspection.
- The CQC comments in relation to the ‘Safe’ Domain were around:
  - The volume of calls to the Crisis Service and staff’s ability to manage them;
  - Staffing of the health based place of safety and potential impact on Maple Ward;
  - Perceived delays in accessing a Mental Health Act assessment.

# Themes – ‘Must Do’s’

- Staffing – induction, Supervision, Mandatory Training, sickness
- Environment – blind spots, nurse call systems, seclusion (Forest Lodge), telephones
- Physical health monitoring
- Medication management and storage
- Checking of equipment
- Policies – timely review, update and distribution
- Learning lessons from incidents
- Access to Mental Health Act assessments

# Themes – ‘Should Do’s’

- Environment – how the ‘green room’ works, access to prayer facilities, safety of a garden path in wet weather
- Management of the smoke free environment
- Care plans and risk assessment
- Communication with carers
- Better use of data and systems of recording

# Next Steps

- Preparation of our action plans – all services are required to return their plans by 15<sup>th</sup> October 2018
- Check and challenge – all plans will be scrutinised and quality assured to make sure they are addressing the right issues, and have actions that can be measured to see if they have been achieved. This will be via a panel of senior Operational and Corporate services staff
- Executive scrutiny and sign off at Executive Directors' Group (EDG)
- Submission to the CQC by their deadline of 30<sup>th</sup> October 2018