Intelligent Monitoring Report

Report on

South London and Maudsley NHS Foundation Trust

To view the most recent inspection report please visit the link below.

http://www.cqc.org.uk/Provider/RV5

November 2014

CQC has developed a new model for monitoring a range of key indicators about Trusts that provide Mental Health services. These indicators relate to the five key questions we will ask of all services – are they safe, effective, caring, responsive and well-led? The indicators will be used to raise questions about the quality of care. They will not be used on their own to make judgements. **Our judgements will always be based on the result of an inspection, which will take into account our Intelligent Monitoring analysis alongside local information from the public, the trust and other organisations.**

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What does this report contain?

This report presents CQC's analysis of the key indicators (which we call 'tier one indicators') for South London and Maudsley NHS Foundation Trust. We have analysed each indicator to identify two possible levels of risk.

We have used a number of statistical tests to determine where the thresholds of "risk" and "elevated risk" sit for each indicator, based on our judgement of which statistical tests are most appropriate. These tests include CUSUM and z scoring techniques. Where an indicator has 'no evidence of risk' this refers to where our statistical analysis has not deemed there to be a risk or elevated risk. For some data sources we have applied a set of rules to the data as the basis for these thresholds - for example concerns raised by staff to CQC (and validated by CQC) are always flagged in the model.

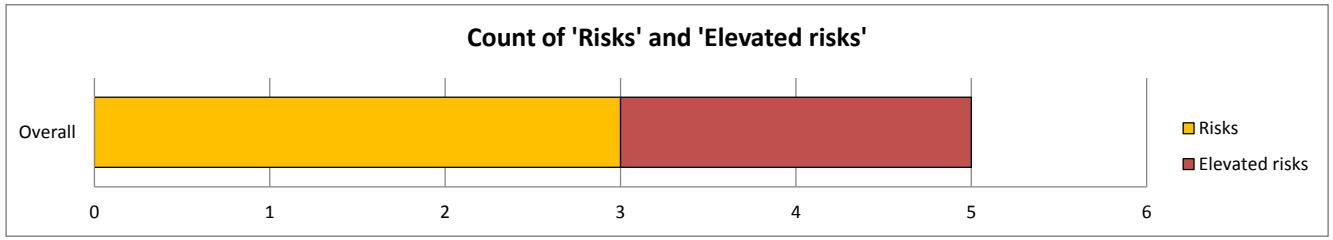
Further details of the analysis applied are explained in the accompanying guidance document.

What guidance is available?

We have published a document setting out the definition and full methodology for each indicator. If you have any queries or need more information, please email enquiries@cqc.org.uk or use the contact details at www.cqc.org.uk/contact-us

South London and Maudsley NHS Foundation Trust

Trust Summary



Band	2
Number of 'Risks'	3
Number of 'Elevated risks'	2
Overall Risk Score	7
Number without "Evidence of risk"	52
Number of Applicable Indicators	57
Proportional Score	6.14%
Maximum Possible Risk Score	114

Elevated risk	Proportion of discharges from hospital followed up within 7 days - MHMDS
Elevated risk	Proportion of approved mental health practitioner (AMHP) reports available - MHA Database
Risk	Deaths of patients detained under the Mental Health Act - MHA Database/MHMDS
Risk	Score for cleanliness of environment - PLACE
Risk	Governance risk rating - Monitor

South London and Maudsley NHS Foundation Trust

Tier One Indicators

Domain	ID	Indicators - Source	From	To	Observed	Expected	Risk?
Safety	MHSAF65	Occupancy ratio, looking at the number of patients allocated to a location compared with the number of available beds - **MHA Database**	01/10/2012	31/03/2014	0.88	0.92	No evidence of risk
	MHEFF61	Ratio of Recalled Community Treatment Orders (CTO) to total number of Community Treatment Orders - **MHMDS**	01/04/2013	31/03/2014	0.19	0.29	No evidence of risk
	MHSAF07C	Potential under - reporting of patient safety incidents. Count of reported incidents as a ratio of MHMDS bridged to HES spells (No harm, low harm, moderate harm, severe harm, death) - **NRLS/MHMDS-HES Bridged**	01/08/2013	31/07/2014	0.16	0.10	No evidence of risk
	MHSAFE06	Proportion of reported patient safety incidents that are harmful - rate of incidents reported to the NRLS categorised as 'low harm', 'moderate', 'severe' or 'death' - **NRLS**	01/08/2013	31/07/2014	0.35	0.40	No evidence of risk
	NRLSL08	Consistency of reporting to the National Reporting and Learning System - **NRLS**	01/10/2013	31/03/2014	6 months of reporting	n/a	No evidence of risk
	MHSAFE63	Patients that die following injury or self-harm within 3 days of being admitted to acute hospital beds - **HES**	01/04/2013	31/03/2014	0.00	0.00	No evidence of risk
	COM_SAF66	Deaths of patients detained under the Mental Health Act - **MHA Database/MHMDS**	01/12/2012	30/11/2013	**	n/a	Risk
	MHSAFE64	Suicides within 3 days of discharge from hospital - **MHMDS-HES Bridged**	01/04/2013	31/03/2014	0.00	0.31	No evidence of risk
	MHRES20	Proportion of discharges from hospital followed up within 7 days - **MHMDS**	01/04/2013	31/03/2014	0.13	0.76	Elevated risk
	NHSSTAFF11	KF15. Fairness and effectiveness of incident reporting procedures - **NHS Staff Survey**	01/09/2013	31/12/2013	0.62	0.63	No evidence of risk
Effectiveness	MHEFF60	Percentage re-admissions of less than 7 days out of total admissions - **MHMDS**	01/04/2013	31/03/2014	0.02	0.04	No evidence of risk
	CMHSURA06	Q8. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a "care coordinator" or "lead professional") - **CMH Survey**	01/09/2013	30/11/2013	7.72	n/a	No evidence of risk
	MHCAR201	Proportion of patients who have been in hospital less than a year that have had a physical health check on admission - **MHA Database**	01/10/2012	31/03/2014	0.29	0.44	No evidence of risk
	MHEFF107	Proportion of records that were checked that show evidence of discharge planning - **MHA Database**	01/10/2012	31/03/2014	0.29	0.41	No evidence of risk
	MHEFF106	Proportion of approved mental health practitioner (AMHP) reports available - **MHA Database**	01/10/2012	31/03/2014	0.00	0.43	Elevated risk
Caring	CMHSURA10	Q13. Were you involved as much as you wanted to be in agreeing what care you will receive? - **CMH Survey**	01/09/2013	30/11/2013	7.76	n/a	No evidence of risk
	MHCAR202	Are there any difficulties in arranging GP services for any detained patients? - **MHA Database**	01/04/2013	31/03/2014	0.00	0.14	No evidence of risk
	CMHSURA38	Q32. In the last 12 months, did NHS mental health services give you any help or advice with finding support for physical health needs (this might be an injury, a disability, or a condition such as diabetes, epilepsy, etc.)? - **CMH Survey**	01/09/2013	30/11/2013	5.02	n/a	No evidence of risk
	CMHSURA35	Q25. Were you involved as much as you wanted to be in decisions about which medicines you receive? - **CMH Survey**	01/09/2013	30/11/2013	7.16	n/a	No evidence of risk
	CMHSURA12	Q16. Were you involved as much as you wanted to be in discussing how your care is working? - **CMH Survey**	01/09/2013	30/11/2013	8.08	n/a	No evidence of risk
	CMHSURA31	Q6. Thinking about the most recent time you saw someone from NHS mental health services for your mental health needs, were you given enough time to discuss your needs and treatment? - **CMH Survey**	01/09/2013	30/11/2013	8.00	n/a	No evidence of risk
	CMHSURA43	Q42. Overall... (Overall experience rated from 1 to 10) - **CMH Survey**	01/09/2013	30/11/2013	6.99	n/a	No evidence of risk
	CMHSURA18	Q43. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? - **CMH Survey**	01/09/2013	30/11/2013	8.66	n/a	No evidence of risk
	MHCAR19	Is there a current Independent Mental Health Advocate (IMHA) service available to patients where eligible? - **MHA Database**	01/10/2012	31/03/2014	0.92	0.97	No evidence of risk
	PLACE01	Score for cleanliness of environment - **PLACE**	29/01/2014	17/06/2014	0.91	0.98	Risk
	PLACE02	Score for food - **PLACE**	29/01/2014	17/06/2014	0.92	0.90	No evidence of risk
	PLACE03	Score core for privacy, dignity and well being - **PLACE**	29/01/2014	17/06/2014	0.93	0.89	No evidence of risk
Responsiveness	MHCAR20	Do detained patients have direct access to the Independent Mental Health Advocacy (IMHA) service? - **MHA Database**	01/10/2012	31/03/2014	0.77	0.91	No evidence of risk
	DTC45	The ratio of the number of patients whose transfer of care is delayed to the average daily number of occupied beds open overnight in the quarter, where the delay is attributable to NHS and Social Care - **NHS England**	01/04/2014	30/06/2014	0.01	0.0023	No evidence of risk
	PLACE04	Score for facilities - **PLACE**	29/01/2014	17/06/2014	0.95	0.92	No evidence of risk
	MHRES12	Proportion of new service requests received yet to have a first assessment - **IAPT**	01/01/2014	31/03/2014	0.50	0.37	No evidence of risk
	MHRES13	Proportion of service requests that have waited more than 28 days from referral request received date to date of first treatment - **IAPT**	01/01/2014	31/03/2014	0.51	0.39	No evidence of risk
Well Led	MHEFF17	Length of stay <7 days - informal patients as proportion of all informal patients - **MHMDS**	01/04/2013	31/03/2014	0.30	0.26	No evidence of risk
	MONITOR01	Governance risk rating - **Monitor**	09/09/2014	09/09/2014	Monitor risk rating: Currently under investigation	n/a	Risk
	MONITOR02	Continuity of service rating - **Monitor**	09/09/2014	09/09/2014	3: emerging or minor concern	n/a	No evidence of risk
	TDA03	Escalation score - **TDA**	Not included	Not included	Not included	Not included	Not included
	NHSSTAFF16	KF21. % reporting good communication between senior management and staff - **NHS Staff Survey**	01/09/2013	31/12/2013	0.31	0.32	No evidence of risk
	NHSSTAFF05	KF8. % having well structured appraisals in last 12 months - **NHS Staff Survey**	01/09/2013	31/12/2013	0.42	0.42	No evidence of risk
	STASURBG01	KF24. % of staff who would recommend the trust as a place to work or receive treatment - **NHS Staff Survey**	01/09/2013	31/12/2013	0.67	0.64	No evidence of risk
	NHSSTAFF04	KF7. % appraised in last 12 months - **NHS Staff Survey**	01/09/2013	31/12/2013	0.85	0.88	No evidence of risk
	NHSSTAFF07	KF10. % receiving health and safety training in last 12 months - **NHS Staff Survey**	01/09/2013	31/12/2013	0.69	0.74	No evidence of risk
	NHSSTAFF06	KF9. Support from immediate managers - **NHS Staff Survey**	01/09/2013	31/12/2013	0.69	0.70	No evidence of risk
	NTS12	Trainees were asked about their overall satisfaction with their training - **GMC**	26/03/2014	08/05/2014	Within the middle quartile (Q2/IQR)	n/a	No evidence of risk
	MHWEL129	Proportion of registered nursing staff (excluding community nurses) - **ESR**	31/05/2014	31/05/2014	0.67	0.52	No evidence of risk
	MHWEL132	Ratio of occupied beds to all nursing staff - **ESR**	31/05/2014	31/05/2014	3.07	2.84	No evidence of risk
	MHWEL137	Proportion of days sick in the last 12 months for Medical and Dental staff - **ESR**	01/04/2013	31/03/2014	0.00	0.02	No evidence of risk
	MHWEL138	Proportion of days sick in the last 12 months for Nursing and Midwifery staff - **ESR**	01/04/2013	31/03/2014	0.05	0.05	No evidence of risk
	MHWEL139	Proportion of days sick in the last 12 months for other clinical staff - **ESR**	01/04/2013	31/03/2014	0.04	0.05	No evidence of risk
	MHWEL140	Proportion of days sick in the last 12 months for non-clinical staff - **ESR**	01/04/2013	31/03/2014	0.04	0.04	No evidence of risk
	FLUVAC01	Proportion of Health Care Workers with direct patient care that have been vaccinated against seasonal influenza - **Department of Health**	01/09/2013	31/01/2014	0.24	0.41	No evidence of risk
	NHSSTAFF20	KF20. % feeling pressure to attend work when feeling unwell in last 3 months - **NHS Staff Survey**	01/09/2013	31/12/2013	0.24	0.22	No evidence of risk
	MHRES17	Proportion of wards that have community meetings - **MHA Database**	01/10/2012	31/03/2014	0.96	0.92	No evidence of risk
Qualitative	WBLOW_MH01	Whistleblowing Enquiries - **CQC**	01/12/2012	31/07/2014	0.00	n/a	No evidence of risk
	PHSOMH01	Fully and partly upheld investigations into complaints - **PHSO**	01/04/2013	31/03/2014	Less than 3	n/a	No evidence of risk
	CQC_COM01	Complaints - **CQC**	01/08/2013	31/07/2014	39.00	32.33	No evidence of risk
	SAFEGUAR01	Safeguarding - **CQC**	01/08/2013	31/07/2014	15.00	26.71	No evidence of risk
	PROV_COM01	Provider Complaints - **HSCIC**	01/04/2013	31/03/2014	561.00	300.93	No evidence of risk
	GMC_MH01	Enhanced Monitoring - **GMC**	18/09/2014	17/10/2014	No concerns	n/a	No evidence of risk

* Indicates suppression of values between 1 and 5

** Risk is flagged if 2 or more deaths; Elevated Risk is flagged from statistical analysis