

# Intelligent Monitoring Report

Report on

**West London Mental Health NHS Trust**

November 2014

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

<http://www.cqc.org.uk/Provider/RKL>

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 West London Mental Health NHS Trust. We have analysed each indicator to identify two possible levels of risk.

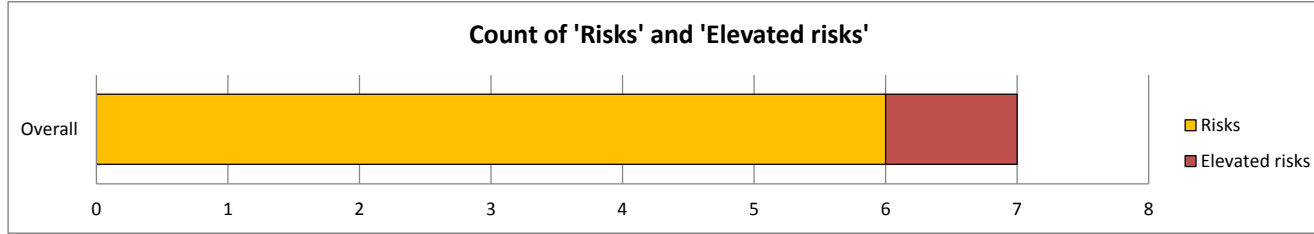
We have used a number of statistical tests to determine where the thresholds of "risk" and "elevated risk" sit for each indicator, based on our judgement of which statistical tests are most appropriate. These tests include CUSUM and z scoring techniques. Where an indicator has 'no evidence of risk' this 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](mailto:enquiries@cqc.org.uk) or use the contact details at [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)

Trust Summary



|                                   |       |
|-----------------------------------|-------|
| Band                              | 1     |
| Number of 'Risks'                 | 6     |
| Number of 'Elevated risks'        | 1     |
| Overall Risk Score                | 8     |
| Number without "Evidence of risk" | 49    |
| Number of Applicable Indicators   | 56    |
| Proportional Score                | 7.14% |
| Maximum Possible Risk Score       | 112   |

|                      |   |
|----------------------|---|
| <b>Elevated risk</b> | Complaints - CQC  |
| <b>Risk</b>          | Deaths of patients detained under the Mental Health Act - MHA Database/MHMDS  |
| <b>Risk</b>          | KF15. Fairness and effectiveness of incident reporting procedures - NHS Staff Survey  |
| <b>Risk</b>          | 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 diab |
| <b>Risk</b>          | Score for cleanliness of environment - PLACE  |
| <b>Risk</b>          | Score for facilities - PLACE  |
| <b>Risk</b>          | KF20. % feeling pressure to attend work when feeling unwell in last 3 months - NHS Staff Survey   |

| 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 - <b>MHA Database</b>   | 01/10/2012   | 31/03/2014   | 0.97   | 0.92                | No evidence of risk |
|                | MHEFF61  | Ratio of Recalled Community Treatment Orders (CTO) to total number of Community Treatment Orders - <b>MHMDS</b>   | 01/04/2013   | 31/03/2014   | 0.31   | 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) - <b>NRLS/MHMDS-HES Bridged</b>                               | 01/08/2013   | 31/07/2014   | 0.06   | 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' - <b>NRLS</b>  | 01/08/2013   | 31/07/2014   | 0.29   | 0.40                | No evidence of risk |
|                | NRLSL08  | Consistency of reporting to the National Reporting and Learning System - <b>NRLS</b>  | 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 - <b>HES</b>   | 01/04/2013   | 31/03/2014   | *  | 0.00                | No evidence of risk |
|                | COM_SAF66  | Deaths of patients detained under the Mental Health Act - <b>MHA Database/MHMDS</b>   | 01/12/2012   | 30/11/2013   | **   | n/a                 | Risk                |
|                | MHSAFE64   | Suicides within 3 days of discharge from hospital - <b>MHMDS-HES Bridged</b>  | 01/04/2013   | 31/03/2014   | 0.00   | 0.13                | No evidence of risk |
|                | MHRES20  | Proportion of discharges from hospital followed up within 7 days - <b>MHMDS</b>   | 01/04/2013   | 31/03/2014   | 0.79   | 0.76                | No evidence of risk |
|                | NHSSTAFF11   | KF15. Fairness and effectiveness of incident reporting procedures - <b>NHS Staff Survey</b>   | 01/09/2013   | 31/12/2013   | 0.60   | 0.63                | Risk                |
| Effectiveness  | MHEFF60  | Percentage re-admissions of less than 7 days out of total admissions - <b>MHMDS</b>   | 01/04/2013   | 31/03/2014   | 0.03   | 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") - <b>CMH Survey</b>                                    | 01/09/2013   | 30/11/2013   | 6.70   | 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 - <b>MHA Database</b>  | 01/10/2012   | 31/03/2014   | 0.35   | 0.44                | No evidence of risk |
|                | MHEFF107   | Proportion of records that were checked that show evidence of discharge planning - <b>MHA Database</b>  | 01/10/2012   | 31/03/2014   | 0.35   | 0.41                | No evidence of risk |
|                | MHEFF106   | Proportion of approved mental health practitioner (AMHP) reports available - <b>MHA Database</b>  | 01/10/2012   | 31/03/2014   | 0.26   | 0.43                | No evidence of risk |
| Caring         | CMHSURA10  | Q13. Were you involved as much as you wanted to be in agreeing what care you will receive? - <b>CMH Survey</b>  | 01/09/2013   | 30/11/2013   | 7.43   | n/a                 | No evidence of risk |
|                | MHCAR202   | Are there any difficulties in arranging GP services for any detained patients? - <b>MHA Database</b>  | 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.)? - <b>CMH Survey</b> | 01/09/2013   | 30/11/2013   | 3.85   | n/a                 | Risk                |
|                | CMHSURA35  | Q25. Were you involved as much as you wanted to be in decisions about which medicines you receive? - <b>CMH Survey</b>  | 01/09/2013   | 30/11/2013   | 7.09   | 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? - <b>CMH Survey</b>  | 01/09/2013   | 30/11/2013   | 7.14   | 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? - <b>CMH Survey</b>   | 01/09/2013   | 30/11/2013   | 7.42   | n/a                 | No evidence of risk |
|                | CMHSURA43  | Q42. Overall... (Overall experience rated from 1 to 10) - <b>CMH Survey</b>   | 01/09/2013   | 30/11/2013   | 6.52   | 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? - <b>CMH Survey</b>  | 01/09/2013   | 30/11/2013   | 8.06   | n/a                 | No evidence of risk |
|                | MHCAR19  | Is there a current Independent Mental Health Advocate (IMHA) service available to patients where eligible? - <b>MHA Database</b>  | 01/10/2012   | 31/03/2014   | 1.00   | 0.97                | No evidence of risk |
|                | PLACE01  | Score for cleanliness of environment - <b>PLACE</b>   | 29/01/2014   | 17/06/2014   | 0.89   | 0.98                | Risk                |
| PLACE02        | Score for food - <b>PLACE</b>  | 29/01/2014  | 17/06/2014   | 0.84         | 0.90   | No evidence of risk |                     |
| PLACE03        | Score core for privacy, dignity and well being - <b>PLACE</b>          | 29/01/2014  | 17/06/2014   | 0.86         | 0.89   | No evidence of risk |                     |
| Responsiveness | MHCAR20  | Do detained patients have direct access to the Independent Mental Health Advocacy (IMHA) service? - <b>MHA Database</b>   | 01/10/2012   | 31/03/2014   | 0.96   | 0.91                | No evidence of risk |
|                | DTCA5  | 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 - <b>NHS England</b>                       | 01/04/2014   | 30/06/2014   | 0.00   | 0.0023              | No evidence of risk |
|                | PLACE04  | Score for facilities - <b>PLACE</b>   | 29/01/2014   | 17/06/2014   | 0.80   | 0.92                | Risk                |
|                | MHRES12  | Proportion of new service requests received yet to have a first assessment - <b>IAPT</b>  | 01/01/2014   | 31/03/2014   | 0.48   | 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 - <b>IAPT</b>  | 01/01/2014   | 31/03/2014   | 0.47   | 0.39                | No evidence of risk |
| Well Led       | MHEFF17  | Length of stay <7 days - informal patients as proportion of all informal patients - <b>MHMDS</b>  | 01/04/2013   | 31/03/2014   | 0.13   | 0.26                | No evidence of risk |
|                | MONITOR01  | Governance risk rating - <b>Monitor</b>   | Not included | Not included | Not included                                       | Not included        | Not included        |
|                | MONITOR02  | Continuity of service rating - <b>Monitor</b>   | Not included | Not included | Not included                                       | Not included        | Not included        |
|                | TDA03  | Escalation score - <b>TDA</b>   | 01/06/2014   | 30/06/2014   | 4. Standard oversight (limited/no delivery issues) | n/a                 | No evidence of risk |
|                | NHSSTAFF16   | KF21. % reporting good communication between senior management and staff - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.32   | 0.32                | No evidence of risk |
|                | NHSSTAFF05   | KF8. % having well structured appraisals in last 12 months - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.45   | 0.42                | No evidence of risk |
|                | STASURBG01   | KF24. % of staff who would recommend the trust as a place to work or receive treatment - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.62   | 0.64                | No evidence of risk |
|                | NHSSTAFF04   | KF7. % appraised in last 12 months - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.84   | 0.88                | No evidence of risk |
|                | NHSSTAFF07   | KF10. % receiving health and safety training in last 12 months - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.78   | 0.74                | No evidence of risk |
|                | NHSSTAFF06   | KF9. Support from immediate managers - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.68   | 0.70                | No evidence of risk |
|                | NTS12  | Trainees were asked about their overall satisfaction with their training - <b>GMC</b>   | 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) - <b>ESR</b>  | 31/05/2014   | 31/05/2014   | 0.61   | 0.52                | No evidence of risk |
|                | MHWEL132   | Ratio of occupied beds to all nursing staff - <b>ESR</b>  | 31/05/2014   | 31/05/2014   | 3.69   | 2.84                | No evidence of risk |
|                | MHWEL137   | Proportion of days sick in the last 12 months for Medical and Dental staff - <b>ESR</b>   | 01/04/2013   | 31/03/2014   | 0.02   | 0.02                | No evidence of risk |
|                | MHWEL138   | Proportion of days sick in the last 12 months for Nursing and Midwifery staff - <b>ESR</b>  | 01/04/2013   | 31/03/2014   | 0.06   | 0.05                | No evidence of risk |
|                | MHWEL139   | Proportion of days sick in the last 12 months for other clinical staff - <b>ESR</b>   | 01/04/2013   | 31/03/2014   | 0.05   | 0.05                | No evidence of risk |
|                | MHWEL140   | Proportion of days sick in the last 12 months for non-clinical staff - <b>ESR</b>   | 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 - <b>Department of Health</b>   | 01/09/2013   | 31/01/2014   | 0.38   | 0.41                | No evidence of risk |
|                | NHSSTAFF20   | KF20. % feeling pressure to attend work when feeling unwell in last 3 months - <b>NHS Staff Survey</b>  | 01/09/2013   | 31/12/2013   | 0.27   | 0.22                | Risk                |
| MHRES17        | Proportion of wards that have community meetings - <b>MHA Database</b> | 01/10/2012  | 31/03/2014   | 1.00         | 0.92   | No evidence of risk |                     |
| Qualitative    | WBLOW_MH01   | Whistleblowing Enquiries - <b>CQC</b>   | 01/12/2012   | 31/07/2014   | 0.00   | n/a                 | No evidence of risk |
|                | PHSOMH01   | Fully and partly upheld investigations into complaints - <b>PHSO</b>  | 01/04/2013   | 31/03/2014   | Less than 3  | n/a                 | No evidence of risk |
|                | CQC_COM01  | Complaints - <b>CQC</b>   | 01/08/2013   | 31/07/2014   | 124.00   | 27.61               | Elevated risk       |
|                | SAFEGUAR01   | Safeguarding - <b>CQC</b>   | 01/08/2013   | 31/07/2014   | 46.00  | 20.57               | No evidence of risk |
|                | PROV_COM01   | Provider Complaints - <b>HSCIC</b>  | 01/04/2013   | 31/03/2014   | 444.00   | 229.55              | No evidence of risk |
|                | GMC_MH01   | Enhanced Monitoring - <b>GMC</b>  | 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