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.**

To view the most recent inspection report please visit the link below.
http://www.cqc.org.uk/Provider/RKL

**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  or use the contact details at  www.cqc.org.uk/contact-us  

Trust Summary

Count of 'Risks' and 'Elevated risks'

<table>
<thead>
<tr>
<th>Band</th>
<th>Number of 'Risks'</th>
<th>Number of 'Elevated risks'</th>
<th>Overall Risk Score</th>
<th>Number without &quot;Evidence of risk&quot;</th>
<th>Number of Applicable Indicators</th>
<th>Proportional Score</th>
<th>Maximum Possible Risk Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>49</td>
<td>56</td>
<td>7.14%</td>
<td>112</td>
</tr>
</tbody>
</table>

Elevated risk

<table>
<thead>
<tr>
<th>Risk</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints - CQC</td>
<td>Deaths of patients detained under the Mental Health Act - MHA Database/MHMDS</td>
</tr>
<tr>
<td>KF15.</td>
<td>Fairness and effectiveness of incident reporting procedures - NHS Staff Survey</td>
</tr>
<tr>
<td>Q32.</td>
<td>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, etc.)? - CMH Survey</td>
</tr>
<tr>
<td>KF20.</td>
<td>% feeling pressure to attend work when feeling unwell in last 3 months - NHS Staff Survey</td>
</tr>
</tbody>
</table>
### Safety

- **MHFA05**: Recency rate, looking at the number of patients allocated to a location compared with the number of available beds - MHA Database
  - Date: 01/10/2012 to 01/04/2013
  - Data: 0.97 to 0.92
  - No evidence of risk

- **MHFES07**: Potential under-reporting of patient safety incidents. Count of reported incidents as a ratio of 95% confidence intervals for 125% sample (no harm, low harm, moderate harm, severe harm, death) - MHA/SAHMHS-BHIS-Bridge
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.11 to 0.29
  - No evidence of risk

- **MHFA06**: 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
  - Date: 01/08/2013 to 01/07/2014
  - Data: 0.06 to 0.20
  - No evidence of risk

- **WHS00**: Consistency of reporting to the National Reporting and Learning System - NRLS
  - Date: 01/10/2013 to 01/10/2014
  - Data: n/a
  - No evidence of risk

- **MHFA04**: Patients that did not follow up or self-harm within 3 days of being admitted to acute hospital beds - MHA
  - Date: 01/04/2013 to 01/04/2013
  - Data: + to 0.00
  - No evidence of risk

- **CIM: SAR06**: Deaths of patients detained under the Mental Health Act - MHA Database/MHAIS-Bridge
  - Date: 01/12/2012 to 01/12/2013
  - Data: n/a
  - No evidence of risk

- **MHFA02**: Proportion of days that adverse events from hospital - MHAIS/BHIS-Bridge
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00 to 0.16
  - Risk

### Effectiveness

- **WH00**: Proportion of days from hospital followed up within 7 days - MHA Database
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.79 to 0.16
  - No evidence of risk

- **WH00**: RT15. Fairness and effectiveness of incident reporting procedures - NHS Staff Survey
  - Date: 01/12/2013 to 01/12/2013
  - Data: 0.60 to 0.63
  - No evidence of risk

### Caring

- **MHFA00**: Percentage of admissions of less than 7 days out of total admissions - MHAIS-BHIS-Bridge
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.35 to 0.04
  - No evidence of risk

### Responsiveness

- **MHFA02**: Did detained patients have direct access to the Independent Mental Health Advocacy (IMHA) service? - MHA Database
  - Date: 01/10/2012 to 01/10/2012
  - Data: 0.96 to 0.95
  - No evidence of risk

### Well Lead

- **WHES07**: Percentage of patients who have been told who is in charge of organizing your care and services? This person can be anyone providing your care, and may be called a “care coordinator” or “lead professional” - CMH Survey
  - Data: 01/04/2013 to 01/04/2013
  - Data: 0.13 to 0.26
  - No evidence of risk

### Qualitative

- **WHS00**: Effectiveness of the Mental Health Crisis Support Team (MHCST) - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - No evidence of risk

- **WHFES00**: Effectiveness of the mental health crisis support team in the delivery of a robust - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - No evidence of risk

- **MHFES00**: Administration, perceived experience - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - No evidence of risk

- **WMHES00**: Effectiveness of the Mental Health Crisis Support Team (MHCST) - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - No evidence of risk

- **WMHES00**: Effectiveness of the Mental Health Crisis Support Team (MHCST) - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - No evidence of risk

- **WHS00**: Effectiveness of the MH Crisis Team - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - No evidence of risk

- **WHFES00**: Effectiveness of the mental health crisis support team in the delivery of a robust - GMC
  - Date: 01/04/2013 to 01/04/2013
  - Data: 0.00
  - 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