

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 26 November 2015
Subject: Care Quality Commission Outcome Report
Report of: Manchester Mental Health and Social Care Trust

Summary

The Trust received the report by the Chief Inspector of Hospitals in September 2015, following the visit to the Trust in March 2015. The overall outcome for the Trust is **Requires Improvement**, however, the Trust received **good** for caring across all service areas.

Recommendation

To note the contents of the report.

Wards Affected: All wards whose residents use the services of Manchester Mental Health and Social Care Trust.

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

CQC Inspection report published 5 October 2015

Manchester Mental Health and Social Care CQC Outcome Report

1. Introduction

Manchester Mental Health and Social Care is the main provider of specialist mental health, social care and health and wellbeing services to the people of Manchester. It is the only Mental Health Trust located within the city's boundaries and its catchment area is coterminous with that of Manchester City Council and the city's three Clinical Commissioning Groups. We serve a culturally and socially diverse population of over 511,000, our workforce of approximately 1500 staff cared for more than 14,000 people last year and we have an annual turnover of £104m. We are a market leader in research and innovation, with the second largest mental health research income of all Mental Health Trusts in the UK.

2. The CQC Visit

The CQC carried out their inspection in the last week of March 2015, using 75 inspectors to undertake a robust and thorough inspection of the care provided. The inspection is much more detailed than an Ofsted style inspection and it should be acknowledged that the report reflects the detail of the inspector's scrutiny.

3. Summary of the CQC Report

The Trust welcomes any feedback on the provision of its services and continues to develop and improve services based on this feedback. The full published CQC Report can be sourced from the CQC website.

- The Trust received the report by the Chief Inspector of Hospitals in September 2015, following the visit to the Trust in March 2015. The overall outcome for the Trust is **Requires Improvement**, however, the Trust received **good** for caring across all service areas
- The Trust is pleased to report that there were no enforcement actions or warning notices brought against the Trust
- The overall quality of clinical care was rated as **'Good'**
- The Trust was rated as **'Requires Improvement'** for safe, effective, responsive and well led
- The matrix of the ratings awarded to each area are displayed on posters throughout the Trust and can also be seen within the CQC report
- The improvements the Trust has been requested to deliver can be characterised as the following:

'Must Do' Actions

- The Chief Inspector made a number of recommendations which the Trust must undertake to improve Patient Experience at the Trust. The *'must dos'* are described in detail within the action plan. The Board of Directors have reviewed the action plan at the September Board Meeting and are supportive of the proposed actions for improvement. It is intended that the Board will oversee the progress of the action plan to completion.

'Should Do' Actions

- There are also a number of actions which the CQC has advised the Trust should implement to further strengthen and improve the quality of the services it provides
- The Trust will provide the same level of rigour to the implementation of the '*Should Do*' actions alongside the '*Must Do*' actions

Partnership Working

- Manchester Mental Health and Social Care Trust welcome the support of key partners such as the Trust Development Authority, North Central and South CCGs as well as Manchester City Council in achieving the outcomes within this action plan. Expert resource, where required, has been offered by the Trust Development Agency
- This action plan will be underpinned by other strategic processes within the Trust such as the Clinical Strategy, The Quality Strategy, The Workforce Strategy and the Estates Strategy.

4. The Trust's response – The CQC Action Plan

The CQC action plan, in response to the CQC report, was submitted to the CQC on Friday 23rd October 2015 in line with the CQC timeframe for response. Since the preparation of the initial action plan for the quality summit with the CQC on 29th September 2015, the action plan has been read by a wide number of stakeholders. These stakeholders have included:

- Manchester Mental Health and Social Care Trust
- Manchester CCGs
- Manchester City Council
- NHS England
- Trust Development Authority

5. Governance of the Action Plan's implementation

The Chief Nurse has established a CQC action plan Task and Finish Group that held its first meeting on Friday 23rd October 2015. This group will oversee the completion of actions in line with the time frames within the plan.

The governance of the action plan is to be managed through the following processes:

- Task and Finish Group including external stakeholders

The Task and Finish Group will report to the Executive Team and Quality Board. Trust Board will receive monthly progress reports. Trust assurance/oversight of these forums will be undertaken by the Trust Secretary.

6. Recommendations

The HSC is requested to note the content of CQC Report.