

Our latest CQC core service and well-led inspection 2023

Partner briefing

Respect

Compassion

Responsibility



Our CQC core service and well-led inspection 2023

Where the CQC visited

- Acute adult mental health wards and psychiatric intensive care wards
(13 wards across our trust)
- Mental health services for older people wards (10 wards across our trust)
- Adult learning disability wards and day service (3 teams across our trust)
- Community adult learning disability teams (9 teams across our trust)
- Community adult mental health teams (18 teams across our trust)
- Secure inpatient services (13 wards across our trust)

Previous CQC ratings – December 2021



Are services

Safe?	Requires improvement
Effective?	Good
Caring?	Good
Responsive?	Requires improvement
Well-led?	Requires improvement

	Safe	Effective	Caring	Responsive	Well-led	Overall
Specialist eating disorders service	Requires Improvement	Outstanding ☆	Good	Good	Good	Good
Specialist community mental health services for children and young people	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement
Community mental health services with learning disabilities or autism	Good	Requires Improvement	Outstanding ☆	Good	Good	Good
Community-based mental health services for older people	Good	Good	Good	Good	Good	Good
Mental health crisis services and health-based places of safety	Good	Good	Good	Good	Good	Good
Wards for people with a learning disability or autism	Inadequate	Inadequate	Requires Improvement	Requires Improvement	Inadequate	Inadequate
Forensic inpatient or secure wards	Inadequate	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Long stay or rehabilitation mental health wards for working age adults	Requires Improvement	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Requires Improvement	Good	Good	Good	Requires Improvement	Requires Improvement
Acute wards for adults of working age and psychiatric intensive care units	Requires Improvement	Good	Good	Good	Requires Improvement	Requires Improvement
Community-based mental health services for adults of working age	Good	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement

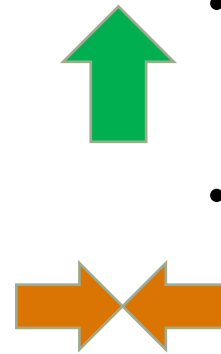
Our CQC core service and well-led inspection 2023



Tees, Esk and Wear Valleys
NHS Foundation Trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires Improvement ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Requires Improvement ↔ Oct 2023	Requires Improvement ↔ Oct 2023
Community-based mental health services of adults of working age	Requires Improvement ↓ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Requires Improvement ↔ Oct 2023	Good ↑ Oct 2023	Requires Improvement ↔ Oct 2023
Wards for older people with mental health problems	Requires Improvement ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023
Long stay or rehabilitation mental health wards for working age adults	Requires improvement Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020
Community mental health services for people with a learning disability or autism	Requires Improvement ↓ Oct 2023	Good ↑ Oct 2023	Good ↓ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023
Forensic inpatient or secure wards	Requires Improvement ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023
Specialist community mental health services for children and young people	Requires improvement Sep 2022	Good Dec 2021	Good Dec 2021	Requires improvement Dec 2021	Requires improvement Dec 2021	Requires improvement Sep 2022
Community-based mental health services for older people	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020
Wards for people with a learning disability or autism	Requires Improvement ↑ Oct 2023	Requires Improvement ↑ Oct 2023	Good ↑ Oct 2023	Requires Improvement ↔ Oct 2023	Requires Improvement ↑ Oct 2023	Requires Improvement ↑ Oct 2023
Specialist eating disorders service	Requires improvement Mar 2020	Outstanding Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020
Mental health crisis services and health-based places of safety	Good Dec 2021	Good Dec 2021	Good Dec 2021	Good Dec 2021	Good Dec 2021	Good Dec 2021

Of the 6 Core Services inspected:

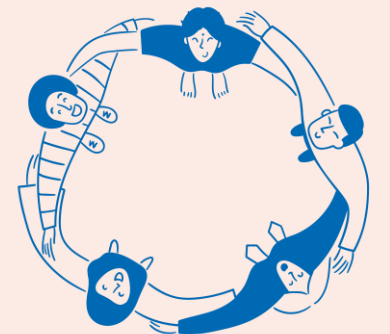


- **3** Overall Core Service ratings have improved (MHSOP, ALD Inpatient, and Secure Inpatient Services)
- **3** Overall Core Service ratings have remained the same (AMH Acute and PICU, AMH Community and ALD Community)
- There have been **12** CQC domains across the core services inspected that have improved, **15** which have remained the same, **10** are good, and **3** where the rating has decreased.

Our CQC core service and well-led inspection 2023

Key facts and figures

- Seven out of 11 of our services are rated 'good'. Four areas are rated as 'requires improvement'. This is an improvement since our last inspection in 2021.
- All services were rated 'good' for caring.
- Nine out of 11 services were rated 'good' or 'outstanding' for effective.
- No warning notices were served as a result of the inspection.
- No services were rated 'inadequate'.



Our CQC core service and well-led inspection 2023

Positives

- Clear vision and strategic direction, that staff understood.
- Staff demonstrated the trust's values in the care they provided.
- Positive changes in leadership and culture.
- Continued good engagement with staff, stakeholders and partners.
- Innovative practice.
- Person-centred care.
- Multi-disciplinary working.
- Environmental changes.
- Medication management.
- Risk management.
- Governance.



Our CQC core service and well-led inspection 2023

Areas for improvement

- Serious Incident processes including Duty of Candour.
- Staffing.
- Mandatory/Statutory Training.
- Waiting times.
- Complaints/PALs compliance.
- Supervision.
- Physical health monitoring.



Must and should do actions in the report

Must do actions

- Community mental health services with learning disabilities or autism = 1
- Wards for people with a learning disability or autism = 6
- Acute wards for adults of working age and psychiatric intensive care units = 5
- Community-based mental health services for adults of working age = 2
- Wards for older people with mental health problems = 1
- Secure inpatient services = 6
- Trust-wide = 17

Total 38

Should do actions

- Community mental health services with learning disabilities or autism = 3
- Wards for people with a learning disability or autism = 7
- Acute wards for adults of working age and psychiatric intensive care units = 7
- Community-based mental health services for adults of working age = 3
- Wards for older people with mental health problems = 6
- Secure inpatient services = 16
- Trust-wide = 14

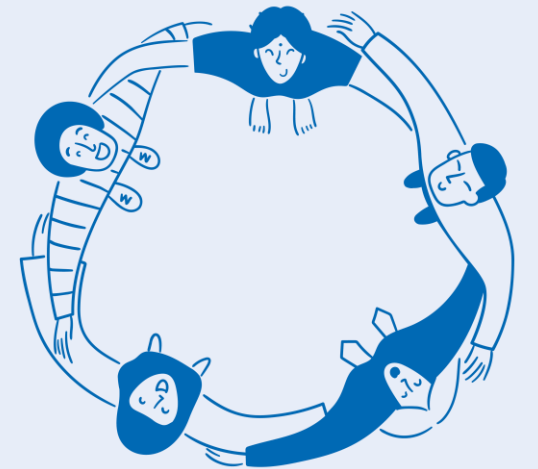
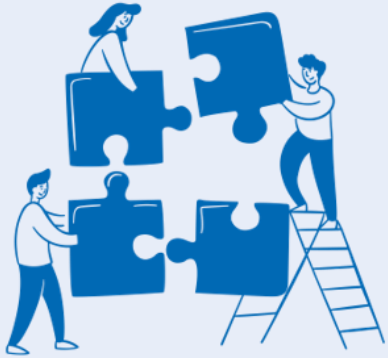
Total 56

Summary

- The CQC have clearly recognised that significant improvements have been made since 2021.
- Report shows us that our strategy and leadership is right, and that we have staff who are making a difference - we see this as a firm foundation from which to keep moving forward.
- Patients and carers told the CQC that the care they received from our staff was kind and compassionate, and that they were actively involved in their care planning.
- We know there's more to do, and we're committed to making these changes and are already making progress.
- The backlog in series incidents was highlighted, and we've made progress since we were inspected:
 - the backlog is on track to be cleared by the end of this month – we're committed to embedding learning from these.
- Staffing was another area of concern, and whilst this isn't unique to TEWV, we've got a real grip on this.
- We now have 27% more nurses that we did this time last year. We recently welcomed 139 new trainee nurses to TEWV.
- Our retention rate is something we're proud of - we are in the top 10 of mental health trusts in England on retaining staff.
- We are committed to staying focussed and to continuous improvement, and providing safe and kind care today, and every day.

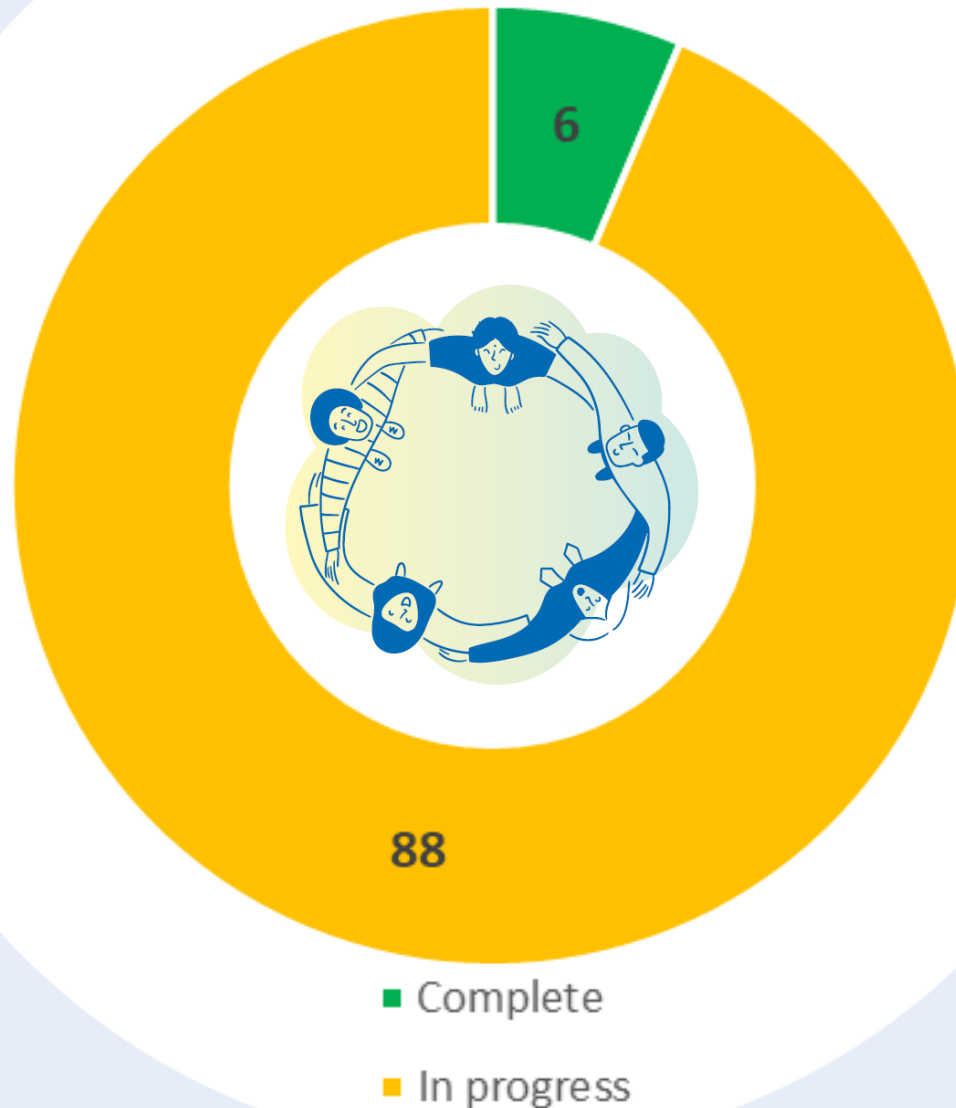
Next steps

Our improvement plan was formally submitted to the CQC 27 November 2023 and we're making good progress



Delivering the Trust's CQC improvement plan

Following the Core Service and Well-led CQC inspection (published 25 October 2023), the CQC Improvement Plan was co-created in collaboration with Care Group colleagues, Specialty/ Directorate Leads and subject matter experts in response to the Must and Should Do recommendations. This forms a component of the Integrated Oversight Plan.



Progress of the CQC Improvement Plan as of 08 January 2024:

- 6 actions complete
- 88 actions in progress

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Some of the things that patients told inspectors:

- One patient told us their care support worker was ‘better than therapy, or medicines’. (Community-based mental health services for adults of working age)
- Most patients told us that staff were very friendly, kind and supportive and were very complimentary about the quality of care they received. They told us that staff always treated them with dignity and respect. (Acute wards for adults of working age and psychiatric intensive care units)
- Patients told us they were actively involved in discussing and planning their care needs along with their social care needs. Carers and relatives told us that the service helped them identify what support was available for them and their relative and the team “moved heaven and earth for us”. (Community mental health services with learning disabilities or autism)

Our CQC core service and well-led inspection 2023

Some of the things that patients told inspectors:

- Patients told us that staff were kind and considerate and that they were always around to support them whenever they needed. Patients said they felt safe whilst they were being cared for on the wards. (Wards for older people with mental health problems)
- Patients talked positively about the activities they were involved in including cooking, drama, pet therapy and fitness. Patients told us staff were supportive and kind and that they felt safe on the wards. One patient talked about the comprehensive support they were receiving in their transition to their future placement. (Secure inpatient services)
- People told us staff were friendly and nice. They told us staff supported them to carry out activities that were of interest to them. People showed us their accommodation and described how they had personalised it. (Wards for people with a learning disability or autism)



Thank you

Any questions?

