

Agenda Item 8.

VIA EMAIL ONLY

6 June 2019

Kate Holt
Chief Executive Officer
Healthwatch

Dear Kate

CQC Report: St Andrew's Healthcare, Child and Adolescent Mental Health Service in FitzRoy House

The Care Quality Commission have today published a report which rates our Child and Adolescent Mental Health Service (CAMHS) as inadequate and consequently it has been placed in special measures.

I deeply regret that we have fallen below the standards we aim to uphold, and those expected by the CQC. The CQC's report highlights our key challenge as one of variability in care. There are examples, as identified by the CQC, where we are getting care right, so the patient experience is good, our service is effective and we respond well to patient needs. Patients also reported feeling safe on the wards and we had some positive feedback from carers about the care provided by our staff. In terms of outstanding practice, the CQC remarked that we provide an 'impressive range of therapies with excellent facilitates'. There is also outstanding support for people with lesbian, gay, bi-sexual and transgender needs.

However our process, reporting and governance need to improve. With particular reference to process surrounding seclusion and long-term segregation, we accept that we should have done better by our patients.

Wherever possible we have taken immediate steps to address issues raised by the CQC (please see specific steps below). However, we recognise that we need a bigger rethink of our seclusion and long-term segregation process, so have begun a charity-wide review. This will ensure that, when safety concerns make it necessary to seclude or segregate a patient, the facilities provided and monitoring undertaken are consistently safe and robust.

Rectifying the issues identified is our highest priority and we will continue to work with staff, patients and their families and carers, as well as the CQC, to promptly address these concerns.

If you have any questions on this, or any aspect of St Andrew's Healthcare, please don't hesitate to get in touch and we can arrange a phone call.



Yours sincerely
Katie Fisher
Chief Executive Officer

Action Taken Following the Inspection

On receipt of the CQC's draft report on 3 May we took immediate steps to address the specific issues raised.

- We are seeking independent advice from another CAMHS provider, whose services are rated as Outstanding by the CQC, to help us improve our processes across the Charity.
- Our seclusion rooms have undergone changes; we have commissioned an expert to re-configure our CCTV, all blind spots have been removed and the edges on doorframes in a number of our seclusion suites have also been removed. We are also changing our processes regarding furniture and risk assessments.
- We have temporarily closed our Child and Adolescent Mental Health Service to new admissions.
- We've decommissioned a number of our seclusion rooms to reflect reduced need.
- We are appointing a new Improvement Director who will oversee changes across the entire Charity, to ensure processes are followed consistently in all services for the benefit of our patients.
- A programme of staff development has already commenced to support the improvement initiatives we are delivering across CAMHS.