

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS**

**Meeting Date:** 25 February 2015

**Title and Author of Paper:** CQC Compliance/Registration Update, Lisa Quinn, Executive Director of Performance and Assurance

**Paper for Debate, Decision or Information:** Information and Decision

**Key Points to Note:**

**Compliance Visits**

There have been no compliance visits to the Trust since the last update

**Registration Update**

A submission is to be made to the CQC to request the removal of Cherry Knowle Hospital site from the Trusts registration. **The Board is requested to approve this submission.**

**Notifications**

A notification has been submitted to the CQC to inform of the closure of the following wards across Trust sites:-

Penshaw Ward, Monkwearmouth Hospital (RX4K2)  
Ashgrove, St Nicholas Hospital (RX4E4)  
Middlerigg, Northgate Hospital (RX467)  
Hebron, Northgate Hospital (RX467)

**CQC Consultation Paper – Displaying Ratings**

The CQC have published a consultation paper which outlines the requirement of Trusts to display openly the ratings that they receive from the CQC following compliance inspections. This will come into effect in April 2015 although it should be noted that we will only be required to display the rating received following our next compliance visit by the CQC under the new inspection process.

**Outcome required:** Board to approve the submission for removal of Cherry Knowle Hospital site from the Trusts registration.

## CQC Consultation Paper – Displaying Ratings

The CQC have stated in the consultation paper that from April 2015, if you have been awarded a CQC rating you must display it at your premises and on your website. Rating must be displayed legibly and conspicuously to make sure the public and in particular the people who use services see them. Ratings must be displayed in a way which is accessible to all of the people who use services.

The information that is displayed must include the following:-

The display of your CQC rating in your premises and on your website (if you have one) must include:

- The CQC logo
- The name of the rated service
- The overall and five key question rating for services where such a rating exists in relation to particular activities (for example, core service level ratings for hospitals and population groups for GPs) following the format and style in your CQC inspection report
- CQC's website address ([www.cqc.org.uk](http://www.cqc.org.uk)) and the location on CQC's website where the assessment and ratings of the provider's performance may be accessed
- The date the inspection report was published.

The CQC have produced a range of products that can be used to display ratings, these will be available on their website once the consultation has concluded at the end of February 2015.

The table below shows where it would be expected that ratings would be displayed for Mental Health Hospitals:-

<b>What</b>	<b>Where in your premises</b>	<b>Where online</b>
The overall rating for <b>the trust</b> and the rating for each of the five key questions at trust level.	At the main entrance to each location where as many people as possible are sure to see it. On a notice board in locked wards to ensure people who use your services can see it.	On the main homepage of your website, or appropriate landing page where as many people as possible looking for information about the location will see it.
The overall rating for <b>core services</b> .	Conspicuously at the entrance to each core service ward where as many people as possible are sure to see it.	On the relevant page of your website.

The new format of the reports produced following compliance visits to Trusts will see a report/rating produced for each of the core services that the CQC inspects during a visit and also and overall report/rating for the Trust. The core services as defined by the CQC are as follows:-

The 11 core services (with proposed inspection coverage in brackets) are:

- Acute wards (all wards across all age groups)
- Psychiatric intensive care units (all wards)
- Health-based places of safety (all health-based places of safety)
- Forensic inpatient/secure units (all wards)
- Long stay/rehabilitation wards (all wards)
- Child and adolescent mental health services (all inpatient wards and specialist community services)
- Services for older people (all inpatient wards that are not acute admission wards and a sample of community services)
- Inpatient wards for people with learning disabilities or autism (all wards) and community services for people with learning disabilities or autism provided by a mental health provider (sampling approach to be applied)
- Community-based crisis services (all services)
- Other adult community-based services (sampling approach to be applied).
- Specialist eating disorder services (all inpatient wards and community services)

Following discussion with Communications and IT departments it has been established that a CQC link can be added onto the internet page where these rating can be displayed. Copies of the ratings for the core services/trust can be distributed electronically to relevant wards/services to be displayed using the documentation which CQC will provide and overall Trust ratings can be displayed at main receptions areas at all of our registered locations.

The Trust will have to comply with this requirement after an inspection under the new process which will see our quality of services rated as one of the following:-

- Outstanding
- Good
- Requires Improvement
- Inadequate

The CQC have published the list of Trusts which are to be inspected during Quarter 1 of 2015 – 2016 and NTW are not included within that list. This will provide the Trust with the opportunity to explore how various other Trusts are taking this requirement forward.

The consultation document also suggests that Trusts consider raising awareness of their most recent ratings when communicating with people who use services by letter, e-mail or other means; although this is not a requirement it may be something that the Trust wishes to look into further.