

Before the Inspection visit the team

- Requested information from the Trust and reviewed the information received
- Asked a range of other organisations for information including NHSI, NHSE, CCG's, local Authorities, Healthwatch, Health Education England RCP and other professional bodies, user and carer groups
- Sought feedback from patients and carers through attending five user and carer groups and meetings
- Received information from patients, carers and other groups through their website.

We care

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During the announced inspection visit from the 13th June – 24th June 2016

The inspection team:

- Visited 86 wards, team and clinics
- Spoke with 324 patients and 52 relatives and carers who were using the services
- Collected feedback from 406 patients, carers and staff using comment cards
- Joined 14 service user and carer meetings
- Spoke with 754 staff members.
- Attended 19 focus groups attended by 283 staff
- Interviewed 8 Executive team and board members
- Interviewed a further 20 senior staff
- Attended and observed 69 hand-over meetings and MDT meetings
- Joined care professionals on 28 home visits
- Looked at 417 treatment records
- Carried out a specific check of the medication management across a sample of wards and teams
- Looked at a range of policies
- Requested and analysed further information from the Trust to clarify what was found during the visits
- Observed a board meeting and a quality assurance meeting.

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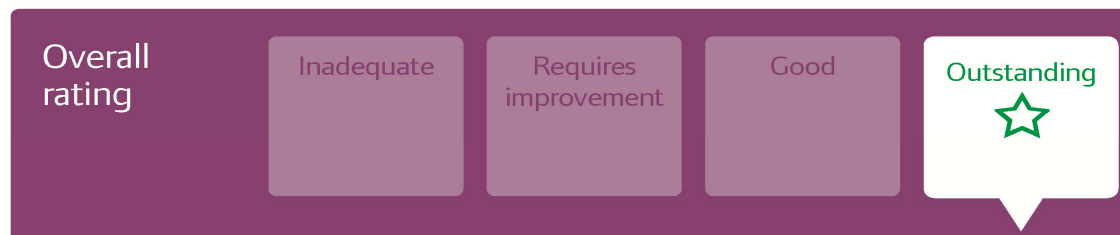
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	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Good	Good	Outstanding ☆	Outstanding ☆	Outstanding ☆	Outstanding ☆
Child and adolescent mental health wards	Good	Good	Outstanding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

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Are services

Safe?	Good
Effective?	Good
Caring?	Outstanding
Responsive?	Outstanding
Well led?	Outstanding



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