

# CQC Insight for NHS Trusts and Community Interest Companies that provide Mental Health Services

Essex Partnership University NHS Foundation Trust

## What we've updated since October 2020

### Sharing with providers

We will share the Insight reports with NHS providers during December 2020 and will work towards sharing an updated version with them again in February 2021.

### Covid-19

Covid-19 has had an impact on some data sets. Analyst and inspection teams will take the effects of Covid-19 into account when interpreting analysis. Publication of some data sets is suspended. Data will be refreshed as soon as it is available.

### Community Mental Health Survey 2020

We have not yet been able to refresh content based on the 2020 Community Mental Health Survey, which was published in November. This is due to technical changes required to reflect new questions and other survey changes in Insight. This content will be refreshed as soon as possible.

### Intelligence analysis

Refreshed data streams:

- Care Quality Commission (CQC) - Whistleblowing
- Central Alerting System (CAS) - Patient Safety Alerts
- Electronic Staff Records (ESR) - Staff sickness
- General Medical Council (GMC) - Enhanced Monitoring
- NHS England - KH03 bed occupancy
- NHS Improvement - National Reporting and Learning System (NRLS)
- NHS Improvement - Single Oversight Framework (SOF)
- NHS Digital - Data Quality Maturity Index (DQMI)
- NHS Digital - Out of Area Placements
- NHS Digital - Mental Health Services Data Set (MHSDS)

**Please note:** We have now reinstated two indicators based on MHA visit data (bed occupancy and IMHA availability) that were previously suspended in October. As MHA visits have been paused since March 2020 due to the Covid-19 pandemic, these indicators will not be refreshed beyond February 2020 until after the visits have been resumed.

We have also introduced a new indicator based on the monthly overall Data Quality Maturity Index scores, with an additional indicator based specifically on MHSDS Data Quality Maturity Index scores to follow shortly. These replace the quarterly indicators that were previously included in Insight but were suspended in April.

We have not yet been able to reinstate 22 indicators based on the Mental Health Services Data Set (MHSDS), our MHA visits, Electronic Staff Records (ESR) and data CQC receives from providers that we had previously taken the decision to suspend. All of these indicators will be re-introduced as soon as possible.

### Facts and figures

Refreshed data streams:

- Patient contacts - MHSDS Monthly Activity
- Resources - Electronic Staff Records (ESR)
- Finance & Governance - Single Oversight Framework (SOF) segmentation
- Ratings

### Featured data sources

Refreshed pages:

#### Mental Health Act

- Use of the Mental Health Act
- Mental Health Act Complaints
- Deaths of Detained Patients

#### Incidents

- Incidents reported to National Reporting and Learning System (NRLS)
- Notifications and whistleblowing to CQC
- Safeguarding alerts to CQC
- Never Events/Serious incidents reported to Strategic Executive Information System (StEIS)

#### ESR

- Staff FTE and Turnover Rates

#### Data Quality

- MHSDS Monthly Statistics - Provider level data quality measures

## Facts, figures and ratings

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES	
TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS				
Contextual information relating to the trust/provider, inpatient and community-based services <ul style="list-style-type: none"> <li>Links to externally published assessments of CCG commissioning of mental health services</li> <li>Activity levels at provider, inpatient and community-based services level</li> <li>Staffing capacity, turnover and sickness; financial information</li> </ul>							
				<ul style="list-style-type: none"> <li>Ratings data at provider and core service level; changes over time in the ratings</li> <li>An indication of the changes in intelligence</li> </ul>			

## Intelligence analysis

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES	
OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES				
<ul style="list-style-type: none"> <li>Intelligence overview of key messages for trust/provider, inpatient and community-based services</li> </ul>							
				<ul style="list-style-type: none"> <li>Indicator detail pages - for trust/provider, inpatient and community-based services</li> </ul>			

## Featured data sources

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN
<ul style="list-style-type: none"><li>Mental Health Act</li><li>Incidents (mortality, notifications, incidents reported to StEIS and NRLS)</li><li>Electronic Staff Records (ESR)</li><li>Patient-Led Assessments of the Care Environment (PLACE) scores</li><li>Delayed transfers of care</li></ul>						<ul style="list-style-type: none"><li>Community Mental Health Survey</li><li>NHS Staff Survey and Staff Friends &amp; Family Test</li><li>Workforce Race Equality Standard (WRES)</li><li>Provider level data quality measures for MHSDS</li><li>Commissioning for Quality and Innovation (CQUIN)</li></ul>			

## Definitions

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES	
KEY	DATA	APPENDIX 1					
<ul style="list-style-type: none"> <li>Key of symbols and colours</li> <li>Data definitions and download</li> </ul>							
				<ul style="list-style-type: none"> <li>Locations registered with CQC</li> </ul>			

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### Trust level rating:

Date of last inspection: 30/07/2019

Date of publication: 09/10/2019

Safe	Effective	Caring	Responsive	Well led	Overall
<b>RI</b> 09/10/2019	<b>G</b> 09/10/2019	<b>O</b> 09/10/2019	<b>G</b> 09/10/2019	<b>G</b> 09/10/2019	<b>G</b> 09/10/2019

**Provider type:** Mental Health - FT

### Organisational context

This is a main provider for the following local authorities:

The main clinical commissioning groups for this provider are: Information not currently available

Assessments of CCGs can be found at:

- [Mental Health Five Year Forward View Dashboard](#)
- [NHS RightCare CCG data packs](#)

[Link to PHE's Mental Health fingertips tools](#)

### Registered locations

For detailed information about the registered locations please refer to the [Definitions and Appendices](#) section.

**Population estimate: 2,500,000**

People in contact with services at the end of 31/08/2020	Adult mental health services	Learning disability and autism services	Children and young people's services
People in contact with services	29200	690	100
All contacts	36745	-	-
Attended contacts	32200	-	1220
Open referrals	37765	3080	100
Open ward stays	435	40	30
People discharged from the service	5095	-	160
People assigned to a Mental Health Care Cluster	18825	-	-
People in contact with mental health services aged 0 to 18	-	-	430

People in contact with adult mental health services	At the end of 29/02/2020	At the end of 31/08/2020
At the end of the reporting period	30620	29200
On CPA at the end of the reporting period	4835	4660
On CPA for 12 months at the end of the reporting period	3165	3075
On CPA for 12 months with review at the end of the reporting period	2635	2670
People with a crisis plan in place at the end of the reporting period	12410	11820

People in contact with mental health services on CPA aged 18-69 at the end of the reporting period	At the end of 29/02/2020		At the end of 31/08/2020	
	Provider	England	Provider	England
On Care Programme Approach (CPA) aged 18-69 at the end of the reporting period	3845	134540	3835	128879
Aged 18-69 on CPA at the end of the reporting period in settled accommodation	1320	76530	1255	73281
Proportion of aged 18-69 on CPA at the end of the reporting period in settled accommodation	34.0%	56.9%	33.0%	56.9%
Aged 18-69 on CPA at the end of the reporting period in employment	1135	11798	890	11293
Proportion aged 18-69 on CPA at the end of the reporting period in employment	29.0%	8.8%	23.0%	8.8%

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Provider type: Mental Health - FT

### Resources

#### FTE Staff; Sep 20

Admin & Support	1,289.5
AHP/STT Support	259.8
Allied Health Professional/ Scientific, Therapeutic and Technical	561.4
Healthcare Assistant	825.8
Medical and Dental	201.6
Not Specified	0.0
Nursing & Midwifery	1,381.5
<b>All</b>	<b>4,519.5</b>

#### Staff turnover (FTE); Oct 19 - Sep 20

	Average FTE	Total Leavers	Turnover
Admin & Support	1,252.9	134.2	10.7%
AHP/STT Support	253.4	51.6	20.4%
Allied Health Professional/ Scientific, Therapeutic and Technical	535.4	65.3	12.2%
Healthcare Assistant	829.8	70.2	8.5%
Medical and Dental	202.2	44.7	22.1%
Nursing & Midwifery	1,327.5	84.0	6.3%
Nursing Associates & Trainees	1.0	0.0	0.0%
<b>All</b>	<b>4,402.0</b>	<b>449.9</b>	<b>10.2%</b>

#### Staff sickness; Oct 19 - Sep 20

	Staff Days	Sick Days	Sick Rate
Admin & Support	457,778	22,300	4.9%
AHP/STT Support	92,446	3,435	3.7%
Allied Health Professional/ Scientific, Therapeutic and Technical	195,586	5,752	2.9%
Healthcare Assistant	302,250	19,863	6.6%
Medical and Dental	73,915	2,964	4.0%
Nursing & Midwifery	484,312	22,321	4.6%
Nursing Associates & Trainees	97	45	46.4%
<b>All</b>	<b>1,606,384</b>	<b>76,681</b>	<b>4.8%</b>

Source: ESR

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS AND APPENDICES
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**Provider type:** Mental Health - FT

Finance and governance	Previous	Latest	Change	National comparison
Projected surplus [£000s] (deficit)		Data not available		
Turnover [£000s]	352,257	318,734	(-10%)	
NHSI Single Oversight Framework segmentation	Providers offered targeted support	Providers offered targeted support	NA	

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### Ratings for inpatient core services:

	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units (09/10/2019)	RI 09/10/2019	G 09/10/2019	G 09/10/2019	RI 09/10/2019	RI 09/10/2019	RI 09/10/2019
Long stay/rehabilitation mental health wards for working age adults (09/10/2019)	G 09/10/2019	RI 09/10/2019	G 09/10/2019	G 09/10/2019	G 09/10/2019	G 09/10/2019
Forensic inpatient/secure wards (26/07/2018)	RI 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018
Child and adolescent mental health wards (09/10/2019)	G 09/10/2019	O 09/10/2019	O 09/10/2019	O 09/10/2019	O 09/10/2019	O 09/10/2019
Wards for older people with mental health problems (09/10/2019)	RI 09/10/2019	G 09/10/2019	G 09/10/2019	RI 09/10/2019	G 09/10/2019	RI 09/10/2019
Wards for people with learning disabilities or autism (26/07/2018)	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018

### Admissions, discharges and bed days

Activity	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Admissions to hospital	255	175	275	285	290	250
Discharges from hospital	375	210	235	260	275	230
Bed days	16910	11490	13340	12955	15615	14555
Days of delayed discharge	395	250	245	195	260	210
Under 16 bed days on adult wards	*	*	*	*	*	*
Age 16 bed days on adult wards	*	*	*	*	*	*
Age 17 bed days on adult wards	*	*	*	10	*	*

### Open ward stays

Inpatient service	At the end of 29/02/2020	At the end of 31/08/2020
Adult mental health services	470	435
Adult acute mental health care	225	220
Specialised adult mental health services	100	90

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Ratings for inpatient core services:	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units (09/10/2019)	RI 09/10/2019	G 09/10/2019	G 09/10/2019	RI 09/10/2019	RI 09/10/2019	RI 09/10/2019
Long stay/rehabilitation mental health wards for working age adults (09/10/2019)	G 09/10/2019	RI 09/10/2019	G 09/10/2019	G 09/10/2019	G 09/10/2019	G 09/10/2019
Forensic inpatient/secure wards (26/07/2018)	RI 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018
Child and adolescent mental health wards (09/10/2019)	G 09/10/2019	O 09/10/2019	O 09/10/2019	O 09/10/2019	O 09/10/2019	O 09/10/2019
Wards for older people with mental health problems (09/10/2019)	RI 09/10/2019	G 09/10/2019	G 09/10/2019	RI 09/10/2019	G 09/10/2019	RI 09/10/2019
Wards for people with learning disabilities or autism (26/07/2018)	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018	G 26/07/2018

### Age profiles

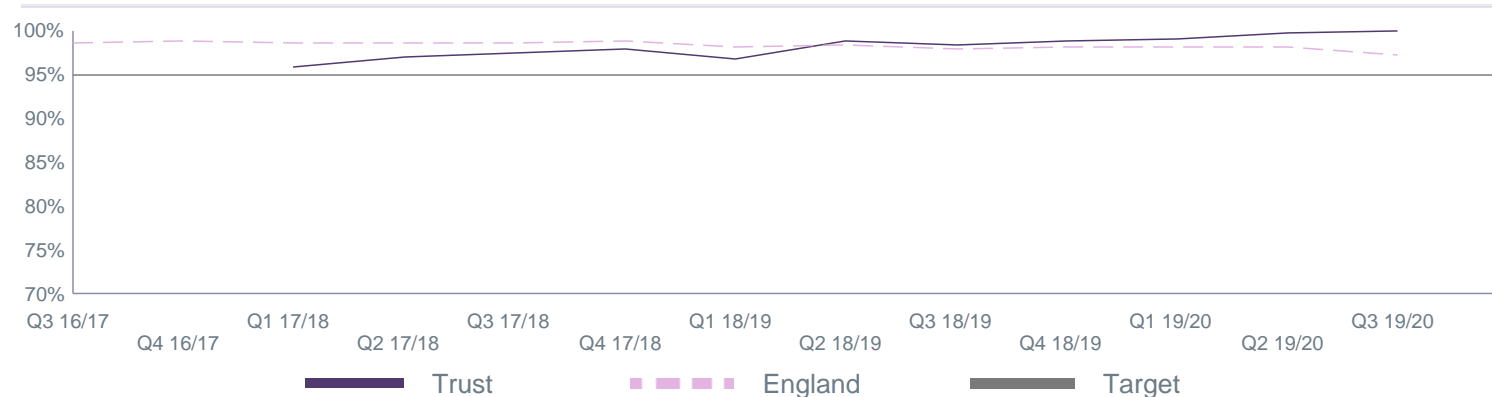
Age profile	Open hospital spells at the end of 31/08/2020
0 – 18	30
19 – 64	325
65 and over	120

Age profile	Subject to detention at end of 31/08/2020
0 – 17	20
18 – 64	220
65 and over	75



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<b>Ratings for community-based core services:</b>		<b>Safe</b>	<b>Effective</b>	<b>Caring</b>	<b>Responsive</b>	<b>Well led</b>	<b>Overall</b>
Community-based mental health services for adults of working age (26/07/2018)		<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018
Mental health crisis services and health-based places of safety (26/07/2018)		<b>RI</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018
Specialist community mental health services for children and young people		<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Community-based mental health services for older people (26/07/2018)		<b>RI</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018
Community mental health services for people with learning disabilities or autism (26/07/2018)		<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>O</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018	<b>G</b> 26/07/2018

Proportion of admissions to acute wards kept by the crisis resolution home treatment team



Contact with specialist community teams:

Contacts at 31/08/2020	All Contacts	Attended contacts
Crisis resolution service or home treatment team	3230	3055
Memory services team	4220	3695
Perinatal mental health team	1075	945

Seven day follow up of patients on Care Programme Approach (CPA):

	Trust	England Average
2018/19 Q3	92.4%	95.5%
2018/19 Q4	93.3%	95.8%
2019/20 Q1	90.6%	95.1%
2019/20 Q2	86.5%	94.5%
2019/20 Q3	100%	95.5%

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS AND APPENDICES		16 December 2020				
TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS				<a href="#">Table of Contents</a>			
<p>This page displays the latest ratings and the direction of travel for intelligence indicators that relate to the five key questions (safe, effective, caring, responsive and well-led), inpatient and community mental health services and to the trust overall.</p> <p><b>Key messages</b></p> <p>Intelligence indicates that:</p> <ul style="list-style-type: none"><li>• Overall performance for this trust is about the same</li><li>• Safe, Effective, Caring, Responsive, Well led performance is stable</li><li>• Trust wide indicators, Inpatient services, Community-based services performance is stable</li></ul>										

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This page displays the latest ratings for any community health services provided and the direction of travel for intelligence indicators that relate to the five key questions (safe, effective, caring, responsive and well-led) for the trust overall.

### Key messages

Intelligence indicates that:

- Overall performance for this trust is about the same
- Safe, Effective, Caring, Responsive, Well led performance is stable
- Trust wide indicators, Inpatient services, Community-based services performance is stable

### Community health services

	Safe	Effective	Caring	Responsive	Well led	Overall
	→	→	→	→	→	→
Overall	RI	G	O	G	G	G
Community health services for adults	G	G	G	G	G	G
Community health services for children, young people and families	G	G	O	G	G	G
Community health inpatient services	G	G	G	G	G	G
Community end of life care	G	G	O	O	G	O
Urgent care services	NA	NA	NA	NA	NA	NA
Community dental services	NA	NA	NA	NA	NA	NA
HIV and sexual health services	NA	NA	NA	NA	NA	NA

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This page displays the latest ratings for any additional core service provided and the direction of travel for intelligence indicators that relate to the five key questions (safe, effective, caring, responsive and well-led) for the trust overall.

### Key messages

Intelligence indicates that:

- Overall performance for this trust is about the same
- Safe, Effective, Caring, Responsive, Well led performance is stable
- Trust wide indicators, Inpatient services, Community-based services performance is stable

### Additional core services

Substance misuse services

Safe	Effective	Caring	Responsive	Well led	Overall
→	→	→	→	→	→
RI	G	O	G	G	G
RI	G	G	G	RI	RI

### Trust level rating:

Date of last inspection: 30/07/2019

Date of publication: 09/10/2019

#### Safe

RI

#### Effective

G

#### Caring

O

#### Responsive

G

#### Well led

G

#### Overall

G

### Intelligence key messages

#### Trust-wide indicators

Of the 33 Trust wide indicators, 0 (0%) are categorised as much better, 0 (0%) as better, 3 (9%) as worse and 2 (6%) as much worse. 30 indicator(s) have been compared to data from 12 months previous, of which 1 (3%) have shown an improvement and 0 (0%) have shown a decline. No key questions are improving or declining.

Much better compared nationally

Much worse compared nationally

Improved

- Whistleblowing alerts received by the CQC that have been open for at least 10 weeks.
- Staff reporting errors, incidents or near misses in last month (%)

- Proportion of Health Care Workers with direct patient care that have been vaccinated against seasonal influenza (%)

Better compared nationally

Worse compared nationally

Declined

- Proportion of Staff Doing Paid Overtime (%)
- Safe Environment - Bullying & Harassment
- Proportion of days sick in the last 12 months for Medical and Dental staff (%)

#### Inpatient services indicators

Of the 36 Inpatient indicators, 0 (0%) are categorised as much better, 0 (0%) as better, 1 (3%) as worse and 0 (0%) as much worse. 4 indicator(s) have been compared to data from 12 months previous, of which 0 (0%) have shown an improvement and 0 (0%) have shown a decline. No key questions are improving or declining.

Much better compared nationally

Much worse compared nationally

Improved

Better compared nationally

Worse compared nationally

Declined

- Bed occupancy: Occupancy ratio, looking at the average daily number of available and occupied consultant-led beds open overnight - NHS England

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OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES

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RI	G	O	G	G	G

### Intelligence key messages

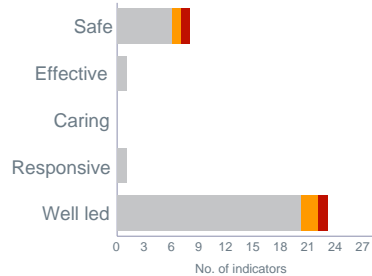
#### Community-based services indicators

Of the 11 Community indicators, 0 (0%) are categorised as much better, 1 (9%) as better, 0 (0%) as worse and 0 (0%) as much worse. 9 indicator(s) have been compared to data from 12 months previous, of which 0 (0%) have shown an improvement and 0 (0%) have shown a decline. No key questions are improving or declining.

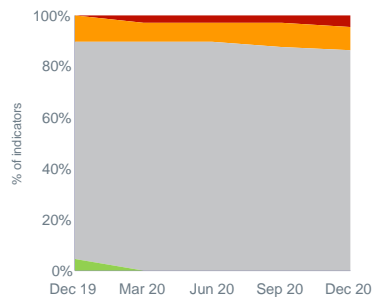
Much better compared nationally	Much worse compared nationally	Improved
Better compared nationally	Worse compared nationally	Declined

- Do you know who to contact out of office hours within the NHS if you have a crisis?

### What's the current performance of trust wide indicators?



### How have the performance of the trust-wide indicators changed over time?



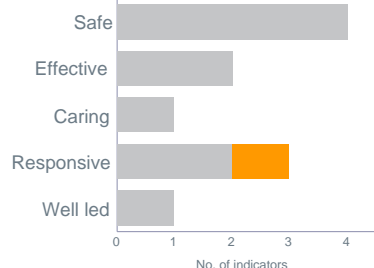
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	<b>Proportion staff believe they have adequate material resourcing (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	59.08%	60.11% Sep 18 - Dec 18	61.84% Sep 19 - Dec 19	➔	S
	S2	<b>Proportion of Staff Doing Paid Overtime (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	24.92%	31.29% Sep 18 - Dec 18	29.91% Sep 19 - Dec 19	➔	W
	S2	<b>Proportion of Staff Doing Unpaid Overtime (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	60.47%	61.91% Sep 18 - Dec 18	61.83% Sep 19 - Dec 19	➔	S
	S5	<b>Proportion of reported patient safety incidents that are harmful - proportion of all incidents reported to the NRLS that are categorised as low harm, moderate, severe or death (%)</b> NHS Improvement - OBIEE NRLS STEIS (12 Dec 2020)	40.5%	26.6% Nov 18 - Oct 19	30.9% Nov 19 - Oct 20	➔	S
	S6	<b>Central Alerting System (CAS): Composite indicator on dealing with (CAS) safety alerts indicators in a timely way</b> MHRA - CAS Alerts/CAS Open Alerts (23 Nov 2020)		NA	May 18 - Oct 20	NA	S
		Central Alerting System (CAS): The number of alerts which CAS stipulated should have been closed by trusts during the preceding 12 months, but which were still open on the date CQC extracted data		0 alerts still open Nov 18 - Oct 19	0 alerts still open Nov 19 - Oct 20	➔	S
		Central Alerting System (CAS): The number of alerts which CAS stipulated should have been closed by trusts more than 12 months before, but which were still open on the date CQC extracted data		0 alerts still open Feb 18 - Oct 18	0 alerts still open May 18 - Oct 19	➔	S
		Central Alerting System (CAS): The percentage of CAS alerts with closing dates during the preceding 12 months which the trust has closed late		<25% of alerts closed late Nov 18 - Oct 19	<25% of alerts closed late Nov 19 - Oct 20	➔	S
	S6	<b>Consistency of reporting to the National Reporting and Learning System (NRLS)</b> NHS Improvement - NRLS OPSIR - Combined (07 Oct 2020)		6 months of reporting Oct 18 - Mar 19	6 months of reporting Oct 19 - Mar 20	➔	S
	S6	<b>Potential under-reporting of patient safety incidents - count of reported incidents as a ratio to MHMDS and HES spells (no harm, low harm, moderate harm, severe harm, death)</b> NHS Improvement - OBIEE NRLS STEIS (12 Dec 2020)	0.2	0.4 Nov 18 - Oct 19	0.4 Nov 19 - Oct 20	➔	S
Effective	S6	<b>Staff reporting errors, incidents or near misses in last month (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	96.17%	95.51% Sep 18 - Dec 18	93.13% Sep 19 - Dec 19	➔	MW
	E3	<b>Proportion staff appraised (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	89.80%	88.96% Sep 18 - Dec 18	89.45% Sep 19 - Dec 19	➔	S

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Responsive	R3	<b>The average number of days per out of area placement</b> NHS Digital - NHS Digital- Out of area placements (10 Dec 2020)	15.1	7.8 Oct 18 - Sep 19	15.0 Oct 19 - Sep 20	➔	S
Well led	W1	<b>Proportion staff who know who senior managers are (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	84.71%	86.58% Sep 18 - Dec 18	86.94% Sep 19 - Dec 19	➔	S
	W3	<b>Equality, diversity &amp; inclusion</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	9.0	8.9 Sep 18 - Dec 18	8.9 Sep 19 - Dec 19	➔	S
	W3	<b>General Medical Council (GMC) – enhanced monitoring</b> General Medical Council - GMC Enhanced Monitoring (01 Dec 2020)		No concerns Nov 19	No concerns Dec 20	➔	S
	W3	<b>Health &amp; wellbeing</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	6.1	6.1 Sep 18 - Dec 18	6.1 Sep 19 - Dec 19	➔	S
	W3	<b>Immediate managers</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	7.3	7.2 Sep 18 - Dec 18	7.2 Sep 19 - Dec 19	➔	S
	W3	<b>Morale</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	6.3	6.2 Sep 18 - Dec 18	6.2 Sep 19 - Dec 19	➔	S
	W3	<b>Proportion of days sick in the last 12 months for Allied Health Professionals and Scientific, Therapeutic and Technical staff</b> Electronic Staff Record - CH MH Sickness (18 Nov 2020)	3.1%	3.1% Oct 18 - Sep 19	2.9% Oct 19 - Sep 20	➔	S
	W3	<b>Proportion of days sick in the last 12 months for Allied Healthcare Professionals and Scientific Therapeutic and Technical Support staff</b> Electronic Staff Record - CH MH Sickness (18 Nov 2020)	4.4%	4.5% Oct 18 - Sep 19	3.7% Oct 19 - Sep 20	➔	S
	W3	<b>Proportion of days sick in the last 12 months for Healthcare Assistants</b> Electronic Staff Record - CH MH Sickness (18 Nov 2020)	7.3%	6.7% Oct 18 - Sep 19	6.6% Oct 19 - Sep 20	➔	S
	W3	<b>Proportion of days sick in the last 12 months for Medical and Dental staff (%)</b> Electronic Staff Record - CH MH Sickness (18 Nov 2020)	2.3%	1.9% Oct 18 - Sep 19	4.0% Oct 19 - Sep 20	➔	W
	W3	<b>Proportion of days sick in the last 12 months for non-clinical staff (%)</b> Electronic Staff Record - CH MH Sickness (18 Nov 2020)	4.3%	4.9% Oct 18 - Sep 19	4.9% Oct 19 - Sep 20	➔	S



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	W3	<b>Proportion of days sick in the last 12 months for Nursing and Midwifery staff (%)</b> Electronic Staff Record - CH MH Sickness (18 Nov 2020)	5.2%	4.9% Oct 18 - Sep 19	4.6% Oct 19 - Sep 20	➡	S
	W3	<b>Proportion of Health Care Workers with direct patient care that have been vaccinated against seasonal influenza (%)</b> NHS England - Flu Vac (01 Jul 2020)	71.1%	36.8% Sep 18 - Feb 19	62.0% Sep 19 - Feb 20	⬆	S
	W3	<b>Quality of appraisals</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	5.7	5.8 Sep 18 - Dec 18	5.8 Sep 19 - Dec 19	➡	S
	W3	<b>Quality of care</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	7.4	7.5 Sep 18 - Dec 18	7.5 Sep 19 - Dec 19	➡	S
	W3	<b>Safe Environment - Bullying &amp; Harassment</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	8.1	7.9 Sep 18 - Dec 18	7.9 Sep 19 - Dec 19	➡	W
	W3	<b>Safe Environment - Violence</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	9.4	9.4 Sep 18 - Dec 18	9.4 Sep 19 - Dec 19	➡	S
	W3	<b>Safety Culture</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	6.8	6.7 Sep 18 - Dec 18	6.7 Sep 19 - Dec 19	➡	S
	W3	<b>Staff Engagement</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	7.1	7.0 Sep 18 - Dec 18	7.0 Sep 19 - Dec 19	➡	S
	W3	<b>Whistleblowing alerts received by the CQC that have been open for at least 10 weeks.</b> Care Quality Commission - OBIEE Notifications/Whistle Blowing/Complaints (14 Dec 2020)		-	1 or more Dec 20	NA	MW
	W4	<b>Identified level of support needs by provider segmentation</b> NHS Improvement - SOF (14 Nov 2020)		Providers offered targeted support Oct 19	Providers offered targeted support Nov 20	➡	S
	W6	<b>Overall Data Quality Maturity Index Score-monthly (%)</b> Monthly Data Quality Maturity Index (12 Nov 2020)	85.8%	92.0% Jul 19	94.1% Jul 20	NA	S
	W7	<b>Staff receive updates on patient feedback (%)</b> PICKER - NHS staff survey themes and questions (04 Mar 2020)	60.59%	52.28% Sep 18 - Dec 18	53.95% Sep 19 - Dec 19	➡	S

### What's the current performance?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	<b>PLACE (patient-led assessments of the care environment) score for cleanliness of environment</b> NHS Digital - PLACE (30 Jan 2020)	98.6%	99.7% Mar 18 - Jun 18	99.5% Sep 19 - Nov 19	NA	S
	S1	<b>PLACE (patient-led assessments of the care environment) score for condition, appearance and maintenance</b> NHS Digital - PLACE (30 Jan 2020)	95.7%	96.7% Mar 18 - Jun 18	97.2% Sep 19 - Nov 19	NA	S
	S1	<b>PLACE (patient-led assessments of the care environment) score for dementia</b> NHS Digital - PLACE (30 Jan 2020)	89.4%	87.5% Mar 18 - Jun 18	95.1% Sep 19 - Nov 19	NA	S
	S1	<b>PLACE (patient-led assessments of the care environment) score for disability</b> NHS Digital - PLACE (30 Jan 2020)	87.2%	90.4% Mar 18 - Jun 18	84.7% Sep 19 - Nov 19	NA	S
	S2	<b>Rate of recorded uses of formal seclusion per 100 learning disability inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	20.8 Apr 18 - Mar 19	100.0 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of formal seclusion per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	0.8 Apr 18 - Mar 19	1.8 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of formal seclusion per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	14.8 Apr 18 - Mar 19	36.8 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of physical restraint (excluding prone) per 100 learning disability inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	370.8 Apr 18 - Mar 19	423.1 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of physical restraint (excluding prone) per 100 learning disability inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	21.4 Apr 18 - Mar 19	69.2 Sep 19 - Aug 20	NA	

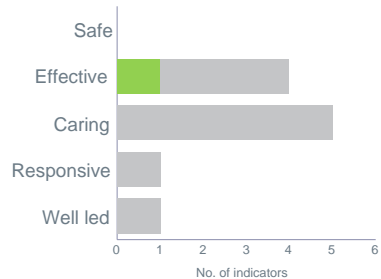
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	S2	<b>Rate of recorded uses of physical restraint (excluding prone) per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	7.7 Apr 18 - Mar 19	19.8 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of physical restraint (excluding prone) per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	37.3 Apr 18 - Mar 19	70.0 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of prone restraint per 100 learning disability inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	95.8 Apr 18 - Mar 19	38.5 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of prone restraint per 100 learning disability inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	21.4 Apr 18 - Mar 19	7.7 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of prone restraint per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	4.9 Apr 18 - Mar 19	3.6 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of prone restraint per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	6.8 Apr 18 - Mar 19	4.9 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of restraint per 100 learning disability inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	466.7 Apr 18 - Mar 19	523.1 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of restraint per 100 learning disability inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	42.9 Apr 18 - Mar 19	84.6 Sep 19 - Aug 20	NA	

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	S2	<b>Rate of recorded uses of restraint per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	12.7 Apr 18 - Mar 19	30.9 Sep 19 - Aug 20	NA	
	S2	<b>Rate of recorded uses of restraint per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	44.1 Apr 18 - Mar 19	80.7 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded assaults on patients by other patients per 100 learning disability inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	-	7.7 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded assaults on patients by other patients per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	1.1 Apr 18 - Mar 19	6.6 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded assaults on patients by other patients per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	26.2 Apr 18 - Mar 19	95.5 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded self-harm per 100 learning disability inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	58.3 Apr 18 - Mar 19	146.2 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded self-harm per 100 learning disability inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	-	84.6 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded self-harm per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	10.4 Apr 18 - Mar 19	38.2 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded self-harm per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Assault Seclusion Self Harm Restraint) (08 Dec 2020)	-	40.7 Apr 18 - Mar 19	94.6 Sep 19 - Aug 20	NA	

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	S5	<b>Rate of recorded unauthorised absences per 100 learning disability inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Absence Without Leave) (08 Dec 2020)	-	-	7.7 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded unauthorised absences per 100 mental health inpatients on general non-secure (level 0) wards</b> NHS Digital - MHSDS (CQC Absence Without Leave) (08 Dec 2020)	-	3.3 Apr 18 - Mar 19	3.4 Sep 19 - Aug 20	NA	
	S5	<b>Rate of recorded unauthorised absences per 100 mental health inpatients on secure (level 1-3) wards</b> NHS Digital - MHSDS (CQC Absence Without Leave) (08 Dec 2020)	-	3.0 Apr 18 - Mar 19	3.1 Sep 19 - Aug 20	NA	
Effective	E1	<b>PLACE (patient-led assessments of the care environment) score for food</b> NHS Digital - PLACE (30 Jan 2020)	92.7%	90.0% Mar 18 - Jun 18	90.5% Sep 19 - Nov 19	NA	S
	E1	<b>Proportion of wards visited where there is an Independent Mental Health Advocacy (IMHA) service available for detained patients</b> Care Quality Commission - MHA Visits - Ward Level (03 Dec 2020)	99.7%	100.0% Mar 18 - Feb 19	100.0% Mar 19 - Feb 20	→	S
Caring	C3	<b>PLACE (patient-led assessments of the care environment) score for privacy, dignity and well being</b> NHS Digital - PLACE (30 Jan 2020)	91.8%	89.2% Mar 18 - Jun 18	84.9% Sep 19 - Nov 19	NA	S
Responsive	R3	<b>Bed occupancy: Occupancy ratio, looking at the average daily number of available and occupied consultant-led beds open overnight - NHS England</b> NHS England - KH03 Overnight (09 Dec 2020)	0.86	0.90 Oct 18 - Sep 19	0.85 Oct 19 - Sep 20	→	W
	R3	<b>Bed occupancy: Occupancy ratio, looking at the number of detained patients allocated to visited wards, compared with the number of available beds - MHA database</b> Care Quality Commission - MHA Visits - Ward Level (03 Dec 2020)	0.94	0.90 Mar 18 - Feb 19	0.96 Mar 19 - Feb 20	→	S

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	R3	<b>Delayed transfers of care: Ratio of daily average beds delayed to daily average occupied consultant-led beds open overnight in quarter, where delay is attributable to NHS or to NHS and social care</b> NHS England - Delayed Transfers of Care (09 Dec 2020)	0.04	0.02 Oct 18 - Dec 18	0.02 Oct 19 - Dec 19	→	S
Well led	W6	<b>Data quality: Composite indicator on provider closed Mental Health Act (MHA) and hospital inpatient episodes (%)</b> NHS Digital - MHSDS (CQC closed episodes) (08 Dec 2020)		NA	Aug 19 - Jul 20	NA	S
		Data quality: The proportion of provider closed hospital inpatient episodes out of total closed patient episodes over a 12 month period (%)	95.6%	96.6% Mar 18 - Feb 19	96.5% Aug 19 - Jul 20	→	S
		Data quality: The proportion of provider closed episodes of patients detained under the Mental Health Act (MHA) out of total closed patient episodes over a 12 month period (%)	83.6%	53.9% Mar 18 - Feb 19	95.9% Aug 19 - Jul 20	↑	S

### What's the current performance?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Effective	E1	Do you know who to contact out of office hours within the NHS if you have a crisis? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	-	8.0 Sep 18 - Nov 18	NA	B
	E1	Have you been told who is in charge of organising your care and services? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	7.3 Sep 17 - Nov 17	7.8 Sep 18 - Nov 18	➔	S
	E2	In the last 12 months have you had a formal meeting with NHS mental health services to discuss how your care is working? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	7.4 Sep 17 - Nov 17	7.6 Sep 18 - Nov 18	➔	S
	E5	In the last 12 months, did NHS mental health services provide help or advice with finding support for physical health needs? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	4.7 Sep 17 - Nov 17	4.4 Sep 18 - Nov 18	➔	S
Caring	C1	Were you given enough time to discuss your needs and treatment the most recent time you saw someone from NHS mental health services for your mental health needs? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	7.3 Sep 17 - Nov 17	7.7 Sep 18 - Nov 18	➔	S
	C2	Have NHS mental health services involved a member of your family or someone else close to you as much as you would like? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	6.1 Sep 17 - Nov 17	6.3 Sep 18 - Nov 18	➔	S
	C2	Were you involved as much as you wanted to be in agreeing what care you will receive? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	7.4 Sep 17 - Nov 17	6.9 Sep 18 - Nov 18	➔	S
	C2	Were you involved as much as you wanted to be in decisions about which medicines you receive? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	6.8 Sep 17 - Nov 17	7.0 Sep 18 - Nov 18	➔	S
	C3	Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	8.2 Sep 17 - Nov 17	8.2 Sep 18 - Nov 18	➔	S

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Responsive	R2	Have you been given information about getting support from people with experience of the same mental health needs? PICKER - Community Mental Health Survey 2019 (30 Nov 2019)	-	3.7 Sep 17 - Nov 17	4.0 Sep 18 - Nov 18	➔	S
Well led	W6	Survey errors: Composite indicator to assess occurrence of sampling errors or non-submission of data to the two most recent iterations of the Community Mental Health Survey PICKER - Community Mental Health Survey - Errors and Non Submissions (30 Dec 2019)		NA	Sep 17 - Nov 18	NA	S
		Survey errors: Occurrence of errors and/or non-submission of data relating to the current iteration of the Community Mental Health Survey		Submission, no errors Sep 17 - Nov 17	Submission, no errors Sep 18 - Nov 18	➔	S
		Survey errors: Occurrence of sampling errors or non-submission of data relating to the previous iteration of the Community Mental Health Survey		-	Submission, no errors Sep 17 - Nov 17	NA	S



FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

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### Summary Information

#### Mental Health Act Visited Locations:

439 Ipswich Road (R1LX7)  
 Basildon Mental Health Unit (R1L40)  
 Brockfield House (R1LK9)  
 Broomfield Hospital Mental Health Wards (R1LZ1)  
 Chelmer & Stort Mental Health Wards (R1LPA)  
 Colchester Hospital Mental Health Wards (R1LK3)  
 Heath Close (R1LA4)  
 Landermere Centre Mental Health Wards (R1LG7)  
 Robin Pinto Unit (R1L31)  
 Rochford Hospital (R1L10)  
 St Margaret's Community Hospital (R1LT1)  
 The St Aubyn Centre (R1L22)  
 Thurrock Hospital (R1L50)  
 Wood Lea Clinic (R1LL8)

### Use of Mental Health Act

Detention Type	Section	Sections starting in previous 6 months (Jul 19 - Dec 19)	Sections starting in most recent 6 months (Jan 20 - Jun 20)	Snapshot of number of detained patients (30 Jun 20)
Detentions under Part ii of the Mental Health Act	Section 2	625	602	79
	Section 3	327	272	301
Detentions under Part iii of the Mental Health Act	Section 35	*	*	0
	Section 36	*	*	*
	Section 37 with Section 41 restrictions	8	*	52
	Section 37	8	6	40
	Section 45A	0	0	0
	Section 47 with Section 49 restrictions	*	*	14
	Section 47	*	0	*
	Section 48 with Section 49 restrictions	7	7	8
	Section 48	0	0	0
	Section 46	0	0	0
	Section 44	0	0	0
	Section 38	*	*	*
Place of safety orders	Section 135	*	*	0
	Section 136	36	35	*
Uses of Section 4	Section 4	0	0	0
Uses of Section 5	Section 5(2)	158	132	*
	Section 5(4)	27	18	0

An asterisk (\*) indicates a suppressed value between 1 & 5.

Data source: NHS Digital Mental Health Services Data Set

### Health based places of safety

Name of Place of Safety	Local Authorities Served	Type of Place of Safety	Opening Hours	Capacity	Ages Accepted
Basildon Mental Health Unit, Basildon Hospital	Essex, Thurrock	136 Suite/room/ward/area (mental health hospital)	24 hours a day, 365 days a year	2	18 and over
Harbour Suite, The Lakes Mental Health Unit	Essex	136 Suite/room/ward/area (mental health hospital)	24 hours a day, 365 days a year	1	18 and over
Rochford Hospital	Essex, Southend-on-Sea	136 Suite/room/ward/area (mental health hospital)	24 hours a day, 365 days a year	2	18 and over
The Christopher Unit, Linden Centre	Essex	136 Suite/room/ward/area (mental health hospital)	24 hours a day, 365 days a year	1	18 and over
The St Aubyn Centre	Essex	136 Suite/room/ward/area (mental health hospital)	24 hours a day, 365 days a year	1	Under 18

Data source: CQC survey of health based places of safety, last refreshed 16 Aug 2017

### Complaints and Notifications

#### Mental Health Act Complaints

CQC received 37 Mental Health Act complaints for this provider from 01/12/2019 to 30/11/2020.

Location	Total number of complaints
Broomfield Hospital Mental Health Wards (R1LZ1)	8
Rochford Hospital (R1L10)	7
Basildon Mental Health Unit (R1L40)	7
Brockfield House (R1LK9)	5
Trust Head Office (R1LZ8)	3
Robin Pinto Unit (R1L31)	3
St Margaret's Community Hospital (R1LT1)	1
Thurrock Hospital (R1L50)	1
Heath Close (R1LA4)	1
The St Aubyn Centre (R1L22)	1

MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN
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### Complaints and Notifications

#### Deaths of Detained Patients

CQC received 10 notification(s) of death(s) that occurred at this provider for the period 01/11/2019 to 31/10/2020. Summary details of deaths are listed in the table below

Reference number	Date of death	Location	Ward	Cause of death	Additional information
DTH1-9267987661	26/03/2020	Thurrock Hospital	Meadowview	2 - Natural Causes	
DTH1-9785301231	23/10/2020	Broomfield Hospital Mental Health Wards	Finchingfield	9 - Awaiting Information	Death whilst AWOL.
DTH1-8457399021	19/02/2020	Rochford Hospital	Beech		
DTH1-9268420431	12/04/2020	St Margaret's Community Hospital	Kitwood Centre		
DTH1-9413769104	11/08/2020	Robin Pinto Unit	Robin Pinto 1		
DTH1-9268593321	11/04/2020	Thurrock Hospital	Gloucester		
DTH1-8014030631	08/12/2019	Colchester Hospital Mental Health Wards	The Lakes Ardleigh	1F - Self Strangulation	
DTH1-8291534081	07/01/2020	Rochford Hospital	Beech	2 - Natural Causes	
DTH1-9268419751	03/04/2020	Thurrock Hospital	Meadowview		
DTH1-8665896921	02/04/2020	Brockfield House	Fuji		Death during S17 leave. Death within 30 days of surgery.

### Complaints and Notifications

#### Absence Without Leave (AWOL)

CQC received 2 notification(s) of unauthorised absence that occurred at this provider for the period 01/06/2019 to 31/05/2020.

The notification(s) referred to 2 service user(s).

A count of absences by type is recorded in the table below.

AWOL Incident Description	Count
Absented him or herself during escorted leave	1
Failed to return from authorised leave	1
Absented him or herself from hospital	0
Not Known	0

### Second Opinion Appointed Doctor (SOAD) Measures

Below is a table showing a summary of the SOAD visits carried out by the CQC at the provider's request for the period 01/05/2019 to 30/04/2020.

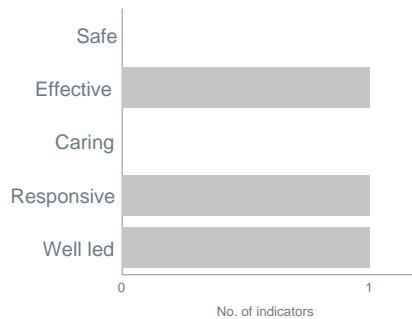
Total Number of SOAD Visits	Proportion of visits where problems were reported <sup>1</sup>	Proportion of relevant SOAD visit requests received late <sup>2</sup>
240	2%	23%

<sup>1</sup> Problems reported by SOADs with the administration of the visit, e.g. paperwork/consultees/patient not available etc.

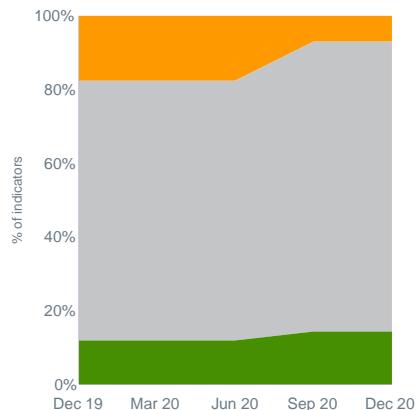
Please note: includes problems reported during SOAD visits for CTO patients, where non-attendance of patients may not be the direct fault of the provider that requested the visit.

<sup>2</sup> The proportion of requests for SOAD visits for medication submitted due to the expiry of a one month (for community patients) or three month (for detained patients) rule that were received later than one or three months (as appropriate) from the date of section (for community patients) or the date of treatment (for detained patients).

### What's the current performance of MHA indicators?



### How have the performance of the MHA indicators changed over time?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Effective	E1	Proportion of wards visited where there is an Independent Mental Health Advocacy (IMHA) service available for detained patients Care Quality Commission - MHA Visits - Ward Level (03 Dec 2020)	99.7%	100.0% Mar 18 - Feb 19	100.0% Mar 19 - Feb 20	➡	S
Responsive	R3	Bed occupancy: Occupancy ratio, looking at the number of detained patients allocated to visited wards, compared with the number of available beds - MHA database Care Quality Commission - MHA Visits - Ward Level (03 Dec 2020)	0.94	0.90 Mar 18 - Feb 19	0.96 Mar 19 - Feb 20	➡	S
Well led	W6	Data quality: Composite indicator on provider closed Mental Health Act (MHA) and hospital inpatient episodes (%) NHS Digital - MHSDS (CQC closed episodes) (08 Dec 2020)		NA	Aug 19 - Jul 20	NA	S
		Data quality: The proportion of provider closed hospital inpatient episodes out of total closed patient episodes over a 12 month period (%)	95.6%	96.6% Mar 18 - Feb 19	96.5% Aug 19 - Jul 20	➡	S
		Data quality: The proportion of provider closed episodes of patients detained under the Mental Health Act (MHA) out of total closed patient episodes over a 12 month period (%)	83.6%	53.9% Mar 18 - Feb 19	95.9% Aug 19 - Jul 20	⬆	S



FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

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### Mortality

#### Deaths recorded in ONS mortality statistics

Deaths of people aged 0-74 in contact with mental health services	Previous	Latest
People in contact with community mental health services		Data not available
People in contact with community mental health services due to self-harm or undetermined injury		Data not available
Mental health inpatients		Data not available

An asterisk (\*) indicates a suppressed value between 1 & 5.

#### Reported deaths

Reporting System	Previous Oct 18 - Sep 19	Latest Oct 19 - Sep 20
National Reporting and Learning System (NRLS)	93	65

### Notifications and whistleblowing to CQC

	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
12-3 Statement of Purpose	0	0	0	0	0	0	0	0	1	0	0	0
14-1,3,4 Absence	0	1	0	0	0	0	0	0	0	0	0	0
17-1 MHA Death in Detention	0	0	1	1	2	1	1	1	0	5	0	1
18-2c DoL Apply Supervis Body	0	0	11	0	26	0	3	0	18	71	14	22
18-2c DoL Outcome Supervis Bdy	0	0	0	0	0	0	0	0	0	0	0	1
18-2e Abuse or Allegation	0	1	0	0	0	0	0	0	0	0	0	0
18-2g Events that Stop Service	0	0	0	0	0	0	0	0	0	0	1	0
18-2h Adm Child to Adult Psych	0	0	0	0	0	0	0	0	0	2	0	0
Whistleblower	0	1	0	0	0	0	0	0	2	0	1	1

### Safeguarding alerts to CQC

	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Safeguarding Alert	0	4	2	6	3	1	2	3	10	5	4	6

### Never Events

Never events reported between 01/10/2019 and 30/09/2020 : 0

MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN
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### Serious incidents reported to Strategic Executive Information System (from 01/10/2019 and 30/09/2020)

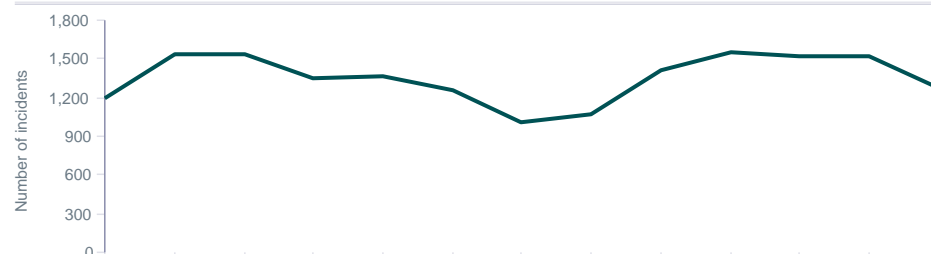
Type of Incident	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Total
Apparent/actual/suspected self-inflicted harm meeting SI criteria	5	4	11	1	5	5	9	6	6	5	7	5	69
Pressure ulcer meeting SI criteria	2	0	0	0	2	3	1	0	0	1	0	2	11
Slips/trips/falls meeting SI criteria	1	0	3	0	0	0	0	1	0	0	0	0	5
Apparent/actual/suspected homicide meeting SI criteria	0	0	1	0	0	1	0	0	0	1	1	0	4
Unauthorised absence meeting SI criteria	0	1	0	1	0	0	0	0	1	0	0	0	3
Disruptive/ aggressive/ violent behaviour meeting SI criteria	0	0	1	0	0	0	0	1	0	0	0	0	2
Environmental incident meeting SI criteria	0	0	0	0	0	0	0	0	0	0	1	0	1
Not known	0	0	0	1	0	0	0	0	0	0	0	0	1
Abuse/alleged abuse of adult patient by staff	0	0	0	0	0	0	0	0	0	1	0	0	1
Pending review (a category must be selected before incident is closed)	0	0	0	1	0	0	0	0	0	0	0	0	1
Grand Total	8	5	16	4	7	9	10	8	7	8	9	7	98

### Key messages

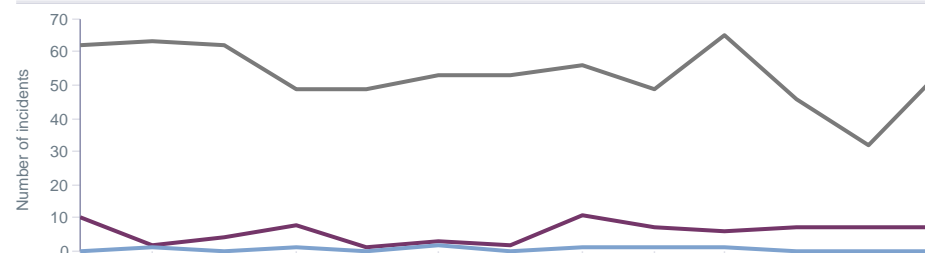
- The median time taken to report incidents was 15 days for this organisation compared to 20 for all trusts between Oct 19 and Mar 20



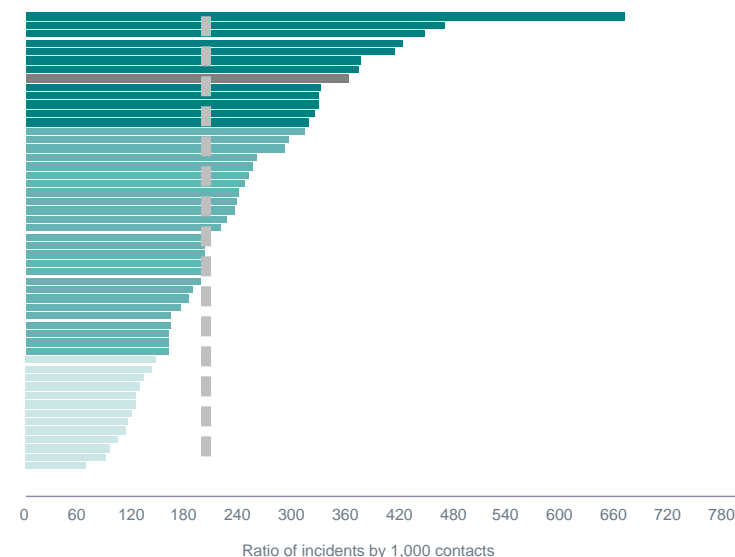
All reported incidents



Reported incidents that resulted in moderate, severe harm or death



Comparative reporting rate for incidents in mental health trusts



Year-month	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09
1. Death	10	2	4	8	1	3	2	11	7	6	7	7	7
2. Severe	0	1	0	1	0	2	0	1	1	0	0	0	0
3. Moderate	62	63	62	49	49	53	53	56	49	65	46	32	54
4. Low	259	346	354	336	363	330	317	257	403	432	416	402	360
5. No Harm	856	1,122	1,113	957	958	865	633	751	945	1,042	1,043	1,081	846
6. Total	1,187	1,534	1,533	1,351	1,371	1,253	1,005	1,076	1,405	1,546	1,512	1,522	1,267

Indicator	Trend	Performance
NRLS – Proportion of reported incidents that are harmful	➔	S
NRLS - Potential under-reporting of patient safety incidents	➔	S
NRLS – Consistency of reporting	➔	S

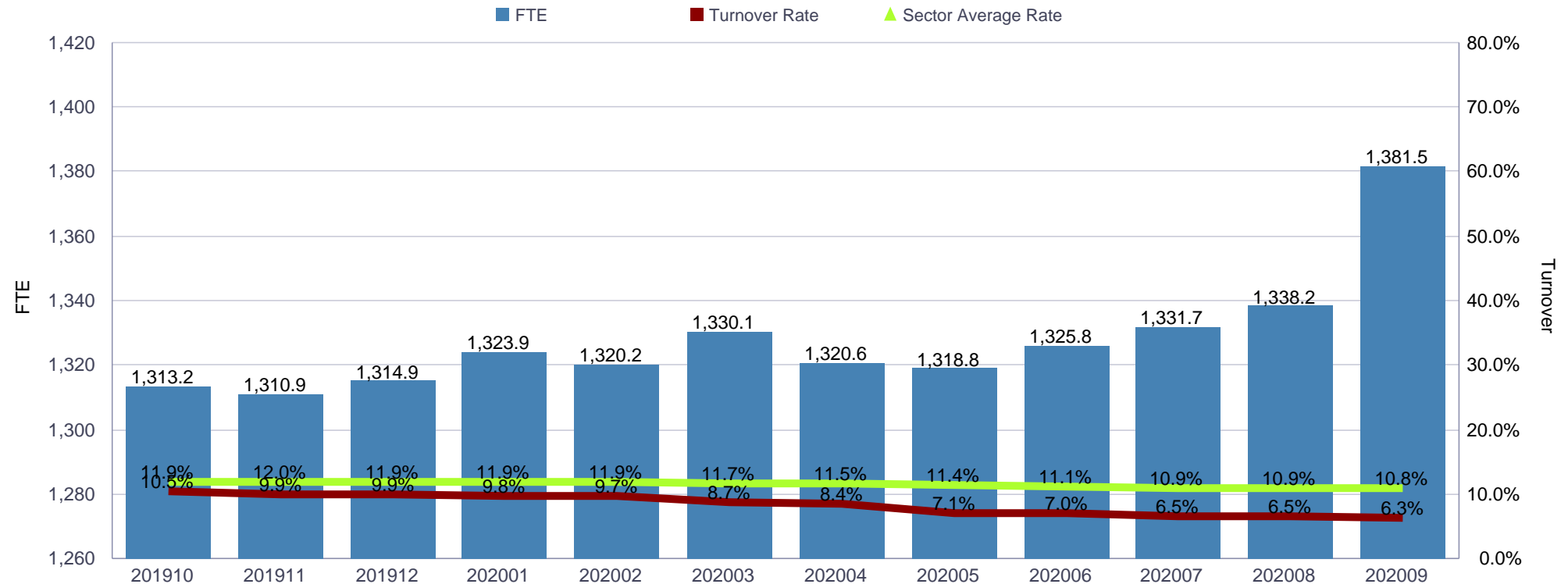
### National Reporting and Learning System (NRLS) incidents by type and severity between Oct 19 and Sep 20

Type of Incident	No Harm	Low	Moderate	Severe	Death	Total
Self-harming behaviour	2367	1176	37	4	32	3616
Disruptive, aggressive behaviour (includes patient-to-patient)	2134	647	46	1	1	2829
Treatment, procedure	2487	93	6			2586
Implementation of care and ongoing monitoring / review	180	1636	451		1	2268
Patient accident	1074	425	41	2		1542
Access, admission, transfer, discharge (including missing patient)	1180	88	16			1284
Medication	802	60	10			872
Consent, communication, confidentiality	298	22			2	322
Infrastructure (including staffing, facilities, environment)	289	21	4			314
Documentation (including electronic & paper records, identification and drug charts)	267	13				280
Other	57	68	5		28	158
Patient abuse (by staff / third party)	52	36	6		1	95
Infection Control Incident	68	15	4			87
Medical device / equipment	59	12	2			73
Clinical assessment (including diagnosis, scans, tests, assessments)	42	4	3			49
<b>Total</b>	<b>11356</b>	<b>4316</b>	<b>631</b>	<b>7</b>	<b>65</b>	<b>16375</b>

Specialty	No Harm	Low	Moderate	Severe	Death	Total
Mental health	9632	2235	138	7	57	12069
Primary care / Community	535	1626	449		4	2614
Medical specialties	393	262	31			686
Learning disabilities	466	131	8		1	606
Other specialties	268	56	5		2	331
Not applicable	40	4				44
Other	9	1				10
Unknown	6				1	7
Surgical specialties	5	1				6
Anaesthesia Pain Management and Critical Care	2					2
<b>Total</b>	<b>11356</b>	<b>4316</b>	<b>631</b>	<b>7</b>	<b>65</b>	<b>16375</b>

FACTS, FIGURES & RATINGS			INTELLIGENCE		FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES		
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>

### Nursing & Midwifery Staff FTE and Turnover Rate

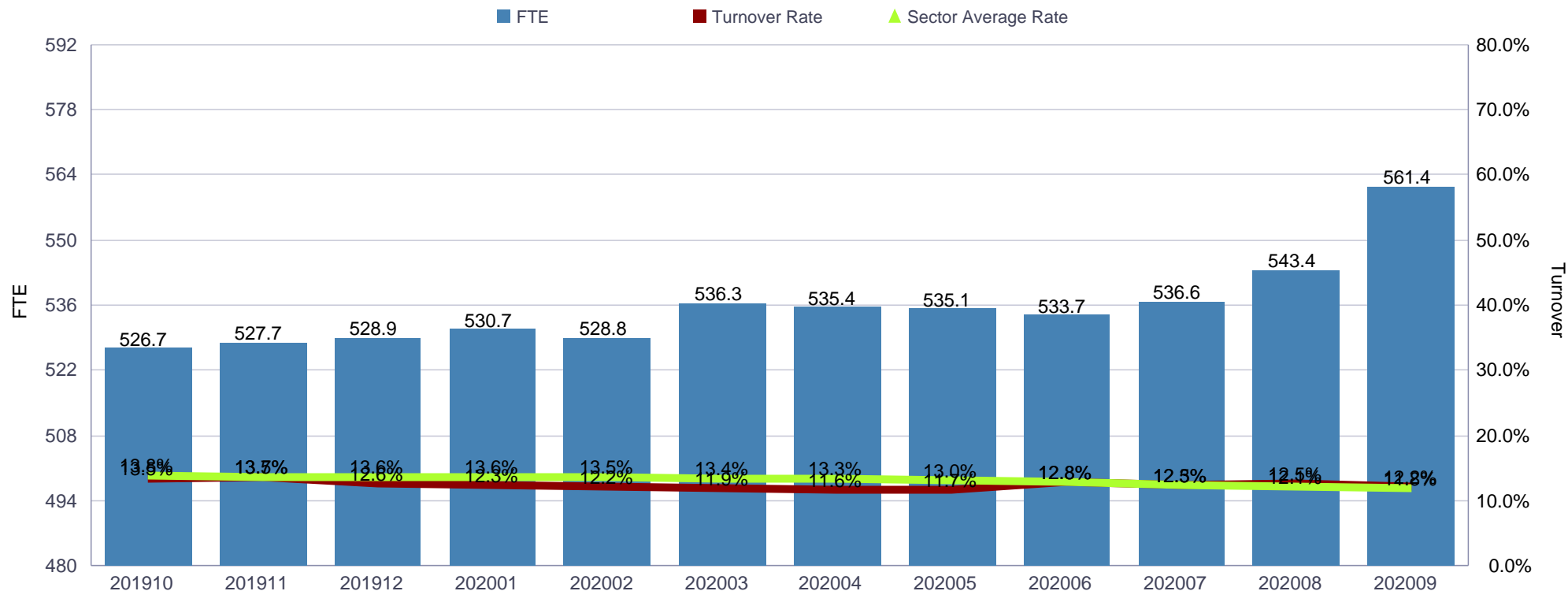


	2019/10	2019/11	2019/12	2020/01	2020/02	2020/03	2020/04	2020/05	2020/06	2020/07	2020/08	2020/09
Staffing	1313.2	1310.9	1314.9	1323.9	1320.2	1330.1	1320.6	1318.8	1325.8	1331.7	1338.2	1381.5
R12 Average Staffing	1322.1	1316.7	1312.3	1308.8	1304.6	1301.9	1302.6	1304.4	1308.2	1312.8	1318.8	1327.5
R12 Leavers	138.4	130.0	130.2	127.8	126.9	113.3	110.1	93.2	91.1	85.8	86.1	84.0
Turnover %	10.5%	9.9%	9.9%	9.8%	9.7%	8.7%	8.4%	7.1%	7.0%	6.5%	6.5%	6.3%
Sector Turnover %	11.9%	12.0%	11.9%	11.9%	11.9%	11.7%	11.5%	11.4%	11.1%	10.9%	10.9%	10.8%

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

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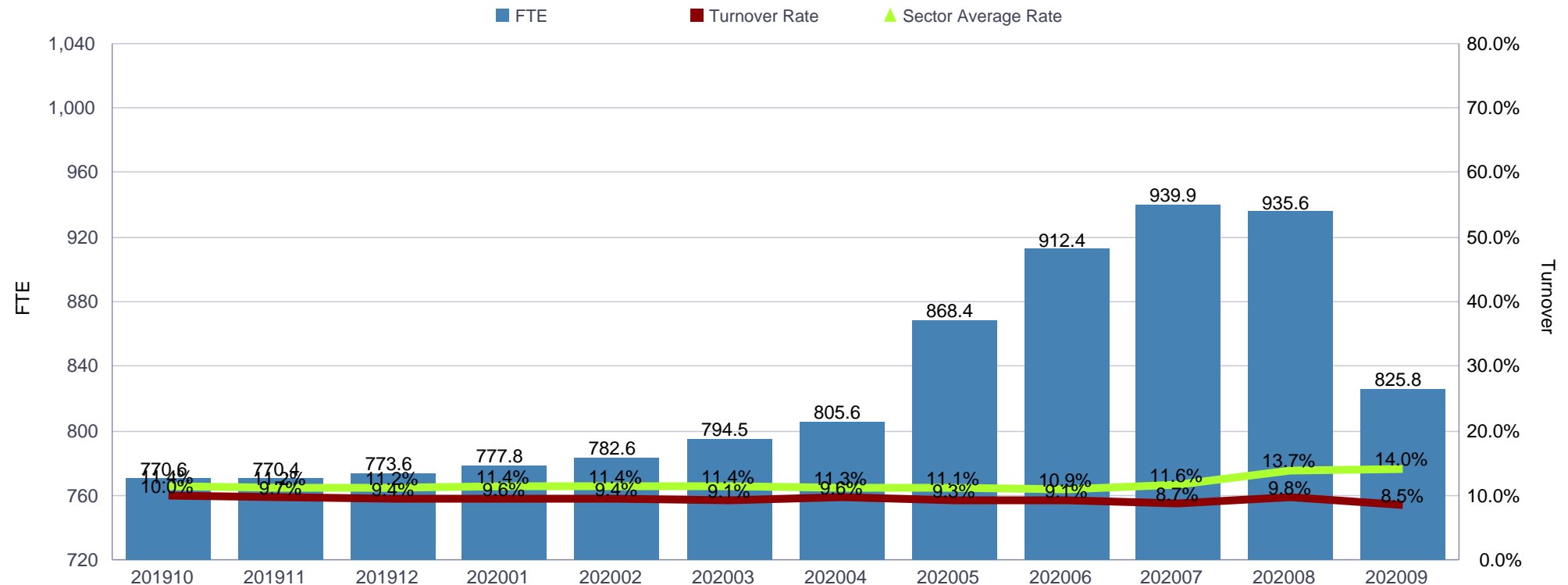
### Allied Health & Scientific, Therapeutic, Technical Staff FTE and Turnover Rate



	2019/10	2019/11	2019/12	2020/01	2020/02	2020/03	2020/04	2020/05	2020/06	2020/07	2020/08	2020/09
Staffing	526.7	527.7	528.9	530.7	528.8	536.3	535.4	535.1	533.7	536.6	543.4	561.4
R12 Average Staffing	526.0	525.2	525.2	524.4	523.8	523.5	525.0	526.7	528.0	529.7	532.0	535.4
R12 Leavers	70.7	70.8	66.4	64.7	64.0	62.2	61.0	61.6	67.5	65.0	66.6	65.3
Turnover %	13.5%	13.5%	12.6%	12.3%	12.2%	11.9%	11.6%	11.7%	12.8%	12.3%	12.5%	12.2%
Sector Turnover %	13.8%	13.7%	13.6%	13.6%	13.5%	13.4%	13.3%	13.0%	12.8%	12.5%	12.1%	11.8%

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES				
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>

### Healthcare Assistants Staff FTE and Turnover Rate

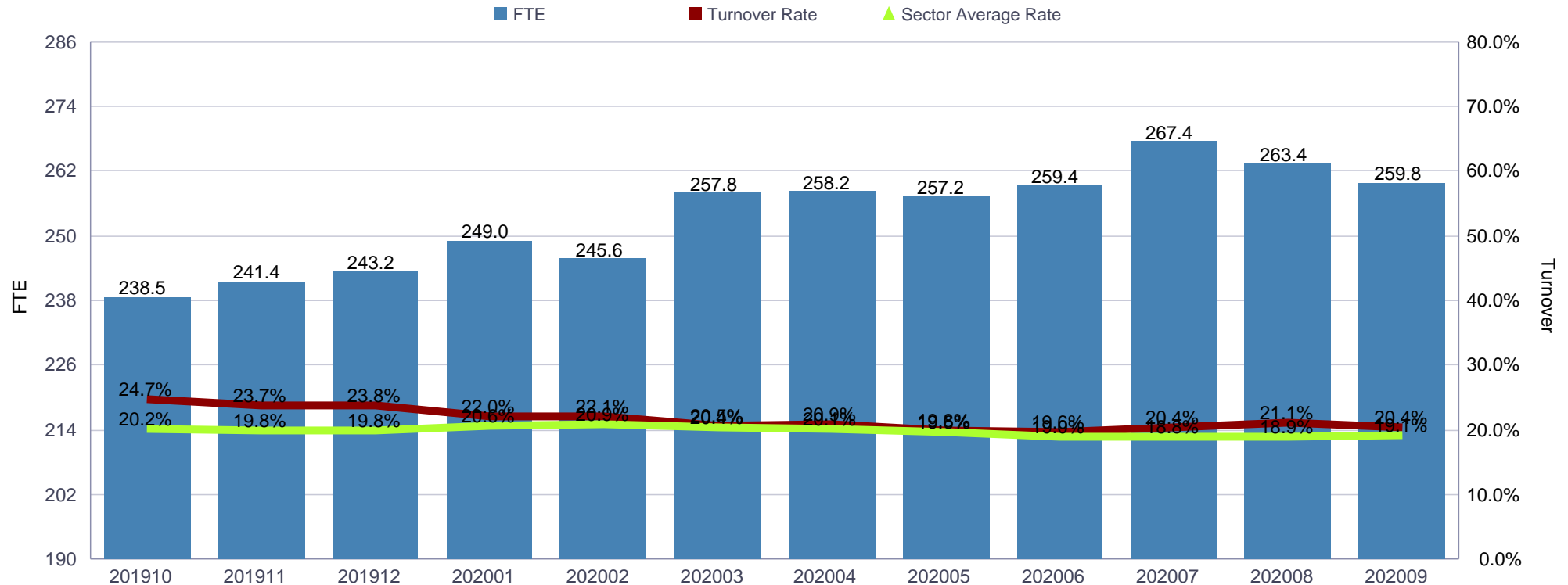


	2019/10	2019/11	2019/12	2020/01	2020/02	2020/03	2020/04	2020/05	2020/06	2020/07	2020/08	2020/09
Staffing	770.6	770.4	773.6	777.8	782.6	794.5	805.6	868.4	912.4	939.9	935.6	825.8
R12 Average Staffing	782.1	780.7	779.4	779.3	779.4	780.4	782.5	789.5	800.0	813.4	827.2	829.8
R12 Leavers	78.1	75.5	73.3	74.6	73.5	71.1	75.3	73.8	73.0	71.1	80.7	70.2
Turnover %	10.0%	9.7%	9.4%	9.6%	9.4%	9.1%	9.6%	9.3%	9.1%	8.7%	9.8%	8.5%
Sector Turnover %	11.4%	11.2%	11.2%	11.4%	11.4%	11.4%	11.3%	11.1%	10.9%	11.6%	13.7%	14.0%

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

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### Allied Health & Scientific, Therapeutic, Technical Support Staff FTE and Turnover Rate



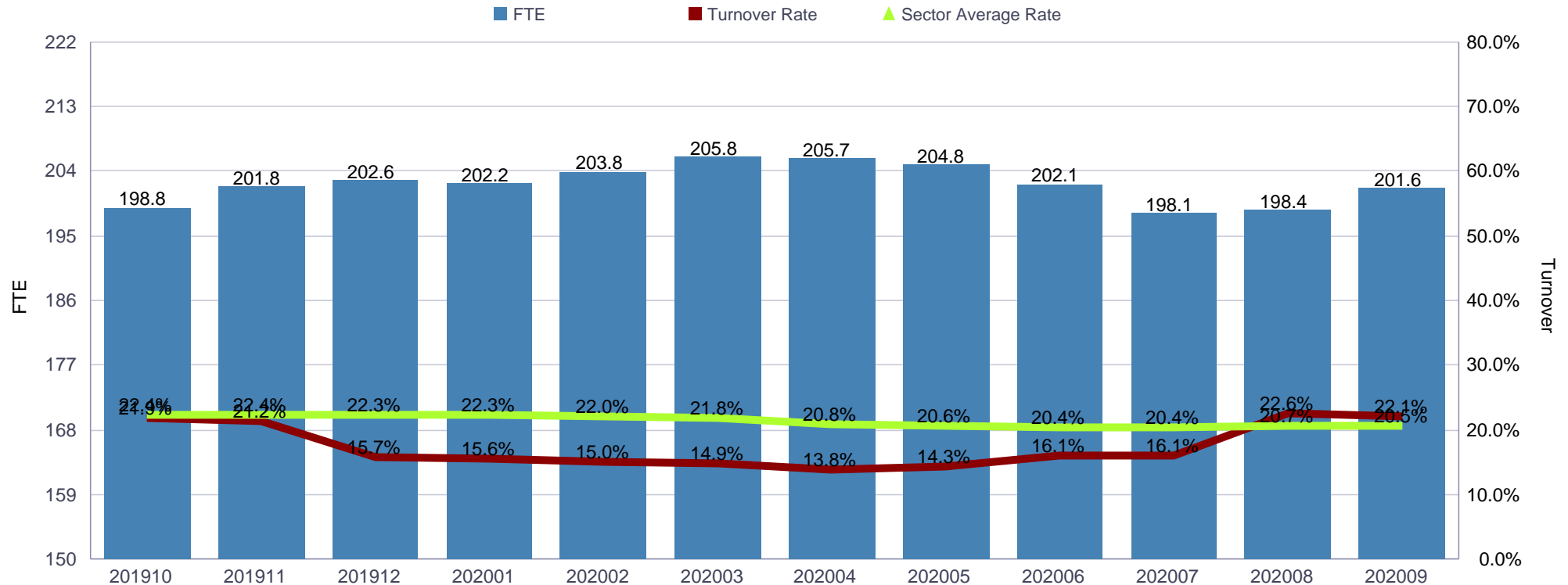
	2019/10	2019/11	2019/12	2020/01	2020/02	2020/03	2020/04	2020/05	2020/06	2020/07	2020/08	2020/09
Staffing	238.5	241.4	243.2	249.0	245.6	257.8	258.2	257.2	259.4	267.4	263.4	259.8
R12 Average Staffing	246.8	245.2	244.1	243.5	242.5	242.7	244.6	246.4	248.3	250.6	252.3	253.4
R12 Leavers	61.1	58.1	58.1	53.6	53.6	49.8	51.1	48.9	48.6	51.2	53.2	51.6
Turnover %	24.7%	23.7%	23.8%	22.0%	22.1%	20.5%	20.9%	19.8%	19.6%	20.4%	21.1%	20.4%
Sector Turnover %	20.2%	19.8%	19.8%	20.6%	20.9%	20.4%	20.1%	19.6%	19.0%	18.8%	18.9%	19.1%



FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

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### Medical & Dental Staff FTE and Turnover Rate



	2019/10	2019/11	2019/12	2020/01	2020/02	2020/03	2020/04	2020/05	2020/06	2020/07	2020/08	2020/09
Staffing	198.8	201.8	202.6	202.2	203.8	205.8	205.7	204.8	202.1	198.1	198.4	201.6
R12 Average Staffing	193.1	194.2	195.3	196.3	197.5	198.7	199.7	200.6	201.1	201.6	201.8	202.2
R12 Leavers	42.2	41.2	30.6	30.6	29.6	29.6	27.6	28.6	32.3	32.5	45.7	44.7
Turnover %	21.9%	21.2%	15.7%	15.6%	15.0%	14.9%	13.8%	14.3%	16.1%	16.1%	22.6%	22.1%
Sector Turnover %	22.4%	22.4%	22.3%	22.3%	22.0%	21.8%	20.8%	20.6%	20.4%	20.4%	20.7%	20.5%

FACTS, FIGURES & RATINGS			INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES		
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PLACE assessments are self-assessments undertaken by teams of NHS and private/independent health care providers, and include at least 50 per cent members of the public (known as patient assessors). They focus on different aspects of the environment in which care is provided, as well as supporting non-clinical services such as cleanliness.

The 2019 PLACE scores for Essex Partnership University NHS Foundation Trust were:

Site scores		PLACE scores					
Site name	Site type	Cleanliness	Privacy, dignity and well being	Food	Facilities	Dementia	Disability
BASILDON MENTAL HEALTH UNIT, BASILDON	Mixed Service	98.69%	82.73%	86.35%	95.52%		86.11%
BYRON COURT - 5 HEATH CLOSE	Learning Disabilities Only	100.00%	84.44%	85.25%	98.04%		76.61%
MOUNTNESSING COURT, BILLERICAY	Mental Health Only	100.00%	76.60%	91.04%	95.28%		77.98%
RAWRETH COURT	Mental Health Only	100.00%	78.72%	91.57%	94.23%	96.64%	90.45%
THURROCK COMMUNITY HOSPITAL	Mental Health Only	100.00%	81.25%	90.39%	98.72%	94.41%	87.32%
THE BRAMBLES - COLCHESTER	Mental Health Only	100.00%	82.93%		97.30%		78.57%
CHELMER & STORT	Mental Health Only	100.00%	86.15%	91.06%	98.75%		84.76%
ROCHFORD COMMUNITY HOSPITAL	Mental Health Only	99.56%	85.29%	89.71%	98.50%	93.03%	90.53%
BROOMFIELD HOSPITAL	Mental Health Only	99.09%	90.08%	98.04%	98.21%	98.70%	84.51%
CLIFTON LODGE	Mental Health Only	98.23%	76.60%	93.04%	90.38%	95.15%	90.45%
WOOD LEA CLINIC, BEDFORD	Mental Health Only	100.00%	86.67%	90.23%	97.12%		80.26%
ROBIN PINTO UNIT	Mental Health Only	98.67%	76.60%	90.95%	98.08%		77.70%
BROCKFIELD HOUSE	Mental Health Only	99.39%	92.09%	90.53%	97.85%		79.44%
CHRISTOPHER UNIT (LINDEN)	Mental Health Only	98.53%	78.79%	90.52%	95.16%		61.36%
COLCHESTER - THE LAKES	Mental Health Only	99.21%	86.44%	90.95%	97.58%		77.68%
LANDERMERE CENTRE MENTAL HEALTH WARDS, CLACTON-ON-SEA	Mental Health Only	100.00%	83.05%	91.06%	98.44%	95.55%	88.64%
SAFFRON WALDEN COMMUNITY HOSPITAL	Mental Health Only	100.00%	84.44%	90.75%	92.31%	95.12%	90.22%
ST MARGARET'S HOSPITAL	Mental Health Only	100.00%	90.76%	90.95%	99.07%	97.05%	92.16%
THE ST. AUBYN'S CENTRE, COLCHESTER	Mental Health Only	100.00%	86.21%	88.48%	98.44%		76.85%
KING'S WOOD CENTRE - COLCHESTER	Mental Health Only	100.00%	81.67%	90.95%	98.39%	90.38%	76.61%
This trust		99.5%	84.89%	90.46%	97.16%	95.09%	84.71%
England average (MH and LD trusts)		98.48%	91.74%	92.23%	95.4%	89.29%	87.01%
England average (ALL MH trusts)		98.47%	91.65%	92.68%	95.62%	89.14%	86.92%

### Delayed transfers of care between Mar 19 - Feb 20

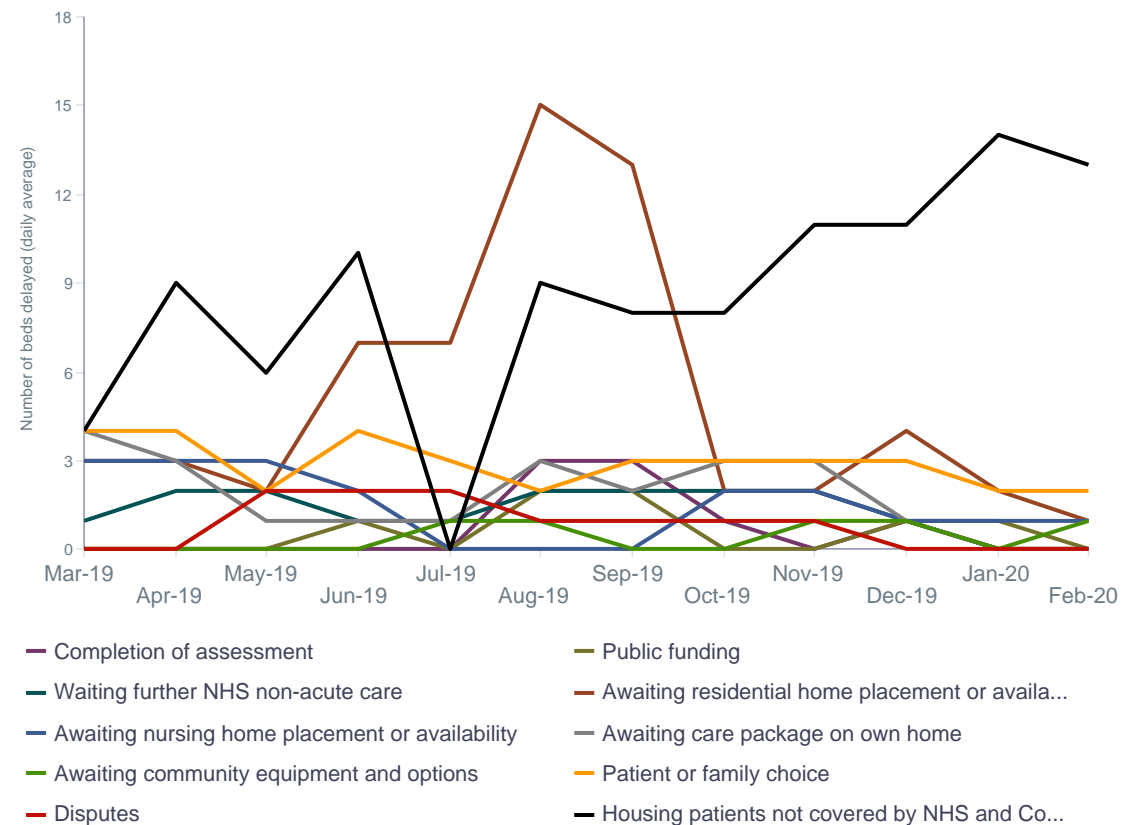
#### Daily average beds delayed by responsibility

	NHS	Social Care	Both	Total
Mar-19	11.4	5.5	2.4	19.3
Apr-19	17.1	2.4	3.2	22.8
May-19	15.1	2.2	0.0	17.3
Jun-19	18.6	7.1	2.0	27.6
Jul-19	11.2	5.8	1.8	18.8
Aug-19	15.1	15.4	6.7	37.2
Sep-19	14.4	14.3	5.0	33.7
Oct-19	14.9	3.6	3.1	21.6
Nov-19	17.6	4.1	3.2	24.8
Dec-19	16.6	8.0	0.0	24.6
Jan-20	15.1	4.3	0.0	19.3
Feb-20	15.2	0.7	1.0	16.9
Total	182.3	73.3	28.4	283.9

Footnotes: Numbers include delays from Non-Acute settings only, which include all Mental Health services and any other Non-Acute services the trust provides.

The DTOC Beds figure is calculated by dividing the number of delayed days during the month by the number of calendar days in the month.

#### Delayed Transfers of Care (DTOC) Beds by reason



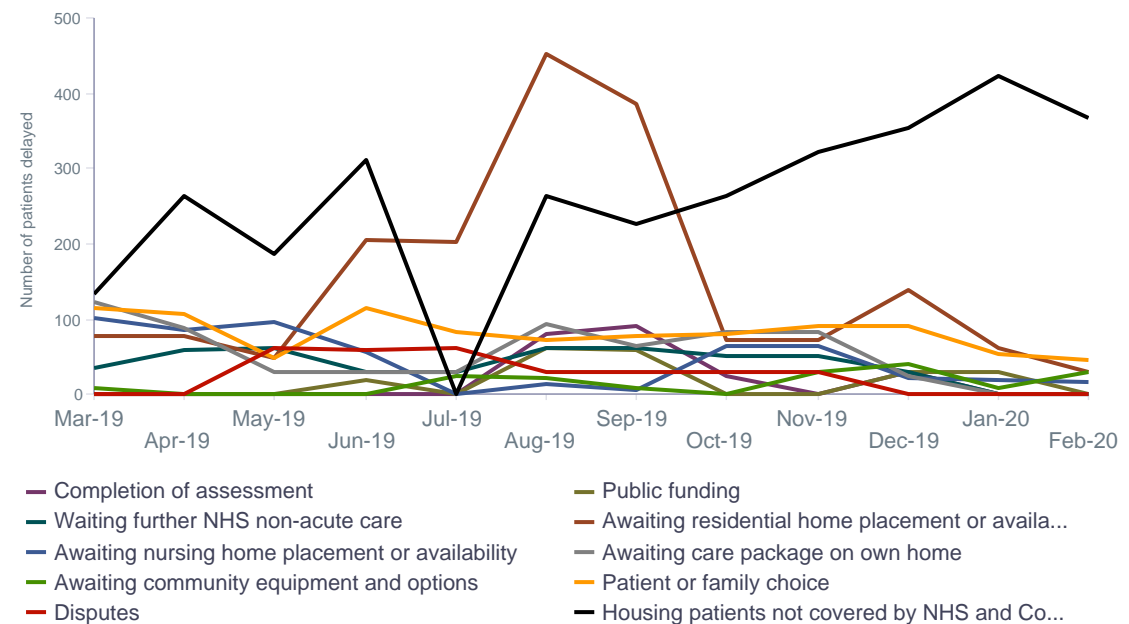
### Delayed transfers of care between Mar 19 - Feb 20

#### Number of days delayed by responsibility

	NHS	Social Care	Both	Total
Mar-19	354	170	75	599
Apr-19	514	73	96	683
May-19	469	67	0	536
Jun-19	557	212	60	829
Jul-19	347	179	56	582
Aug-19	467	478	208	1153
Sep-19	432	429	151	1012
Oct-19	462	112	95	669
Nov-19	527	123	95	745
Dec-19	515	247	0	762
Jan-20	467	132	0	599
Feb-20	441	20	29	490
Total	5552	2242	865	8659

Footnotes: Numbers include delays from Non-Acute settings only, which include all Mental Health services and any other Non-Acute services the trust provides.

#### Number of days delayed by reason



# Essex Partnership University NHS Foundation Trust (R1L)

## Featured data sources > Surveys > Community mental health survey

16 December 2020

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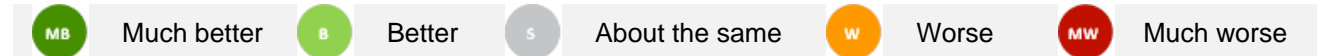
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Outlier  
status:

2018

2019

Key:



Outliers are flagged where a high proportion of people told us their experience of care was either in line with the worst or best possible answer to a wide range of questions across the entire survey.

Feedback from adults (aged 18 or over) who received care or treatment for a mental health condition during September - November 2018

Where has patient experience improved from 2018 to 2019?

There were no areas that have improved

Where has patient experience continued to be better?

There were no areas better than expected in both years

Where has patient experience declined from 2018 to 2019?

There were no areas that have declined

Where has patient experience continued to be worse?

There were no areas worse than expected in both years

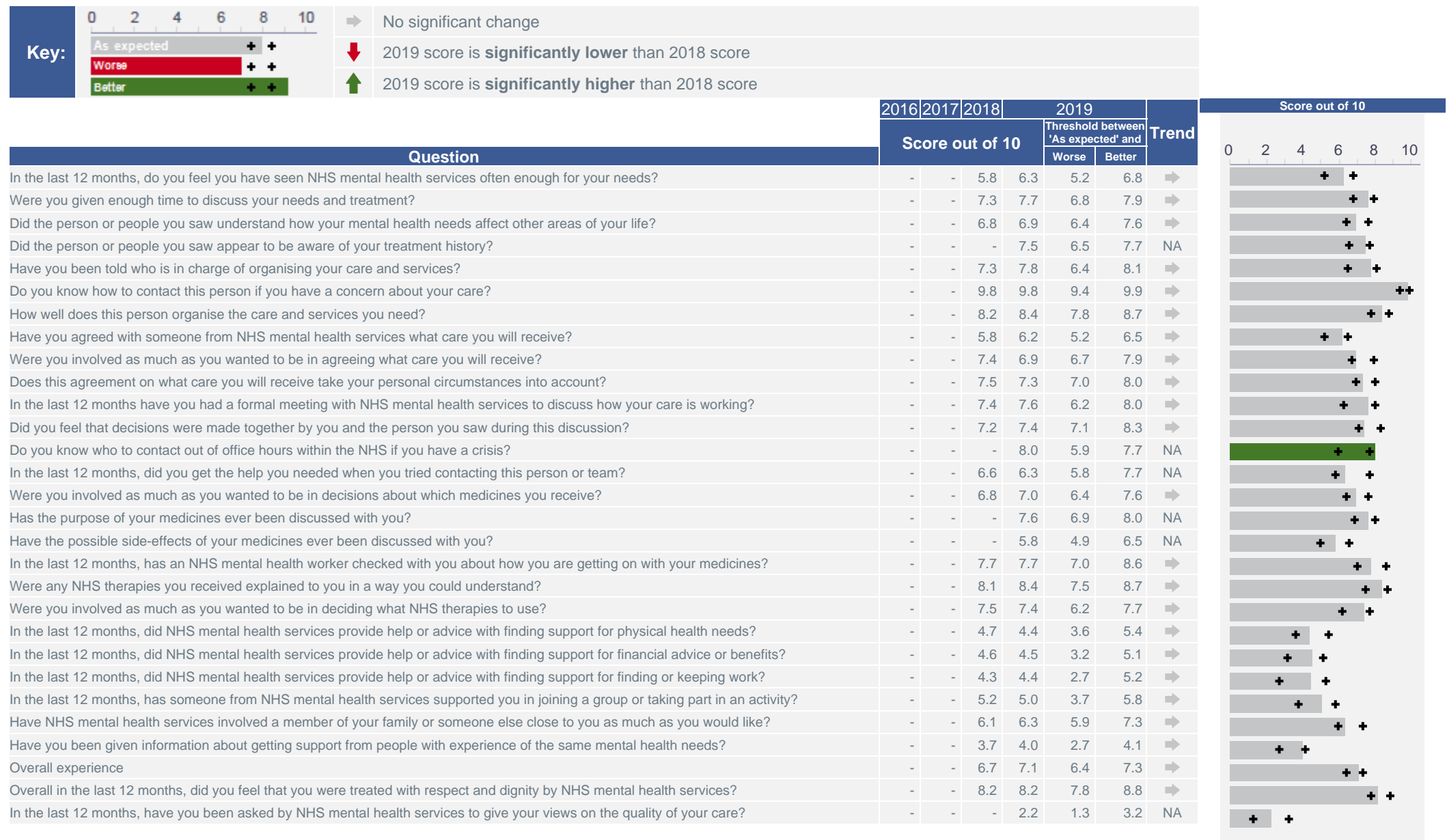
# Essex Partnership University NHS Foundation Trust (R1L)

## Featured data sources > Surveys > Community mental health survey

16 December 2020

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MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

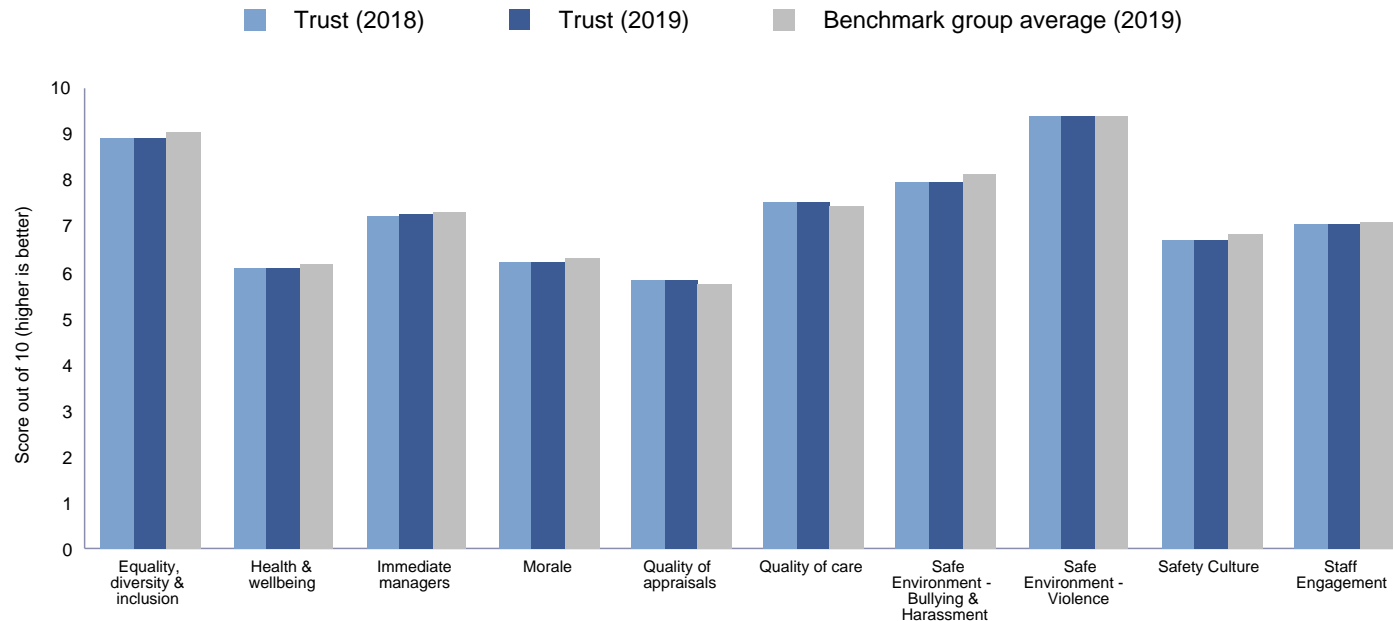
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### Key messages

- The provider's staff survey results are being compared to a group of 56 Mental Health trusts across ten themes all scored 0-10 with 0 the worst possible score and 10 the best.
- The provider scored significantly above average for no themes and significantly below average for Safe Environment - Bullying & Harassment.

[See the full benchmark report on the NHS staff survey website](#)

Sampling approach
Census
Response rate
48%
Average response rate for similar trusts
50%
Completed Questionnaires
2280



Score	8.9	6.1	7.2	6.2	5.8	7.5	7.9	9.4	6.7	7.0
Trend	→	→	→	→	→	→	→	→	→	→
Rank* (out of 56, 1 is best)	42	36	30	35	22	20	44	28	42	37
National comparison	S	S	S	S	S	S	W	S	S	S

### Key to tables

- Statistically significant improvement
- No statistically significant change
- Statistically significant deterioration
- MB Much better
- B Better
- S About the same
- W Worse
- MW Much worse

\*Rank and national comparison are based on the peer group of 56 Mental Health trusts (Isle of Wight is included, but only staff from this sector).

# Essex Partnership University NHS Foundation Trust (R1L)

## Featured data sources > Staff surveys > Workforce Race Equality Standards

FACTS, FIGURES & RATINGS

INTELLIGENCE

FEATURED DATA SOURCES

DEFINITIONS AND APPENDICES

16 December 2020

MENTAL  
HEALTH ACT

INCIDENTS

ESR

PLACE

DELAYED  
TRANSFERS

PATIENT  
SURVEYS

STAFF  
SURVEYS

WRES

DATA QUALITY

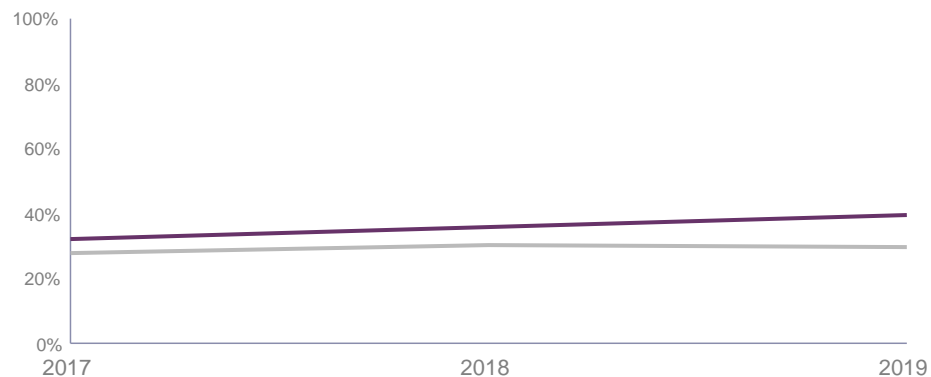
CQUIN

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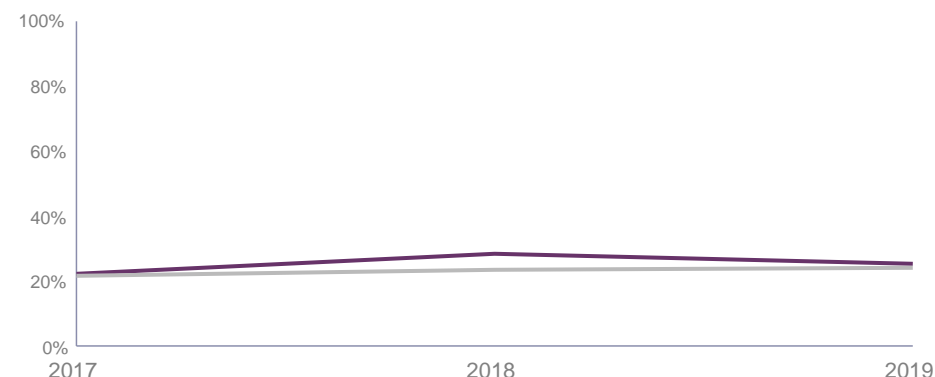
### Key messages

These graphs show how BME and White staff at this trust have answered the four WRES staff survey questions over time. See the WRES section of Insight for additional analysis

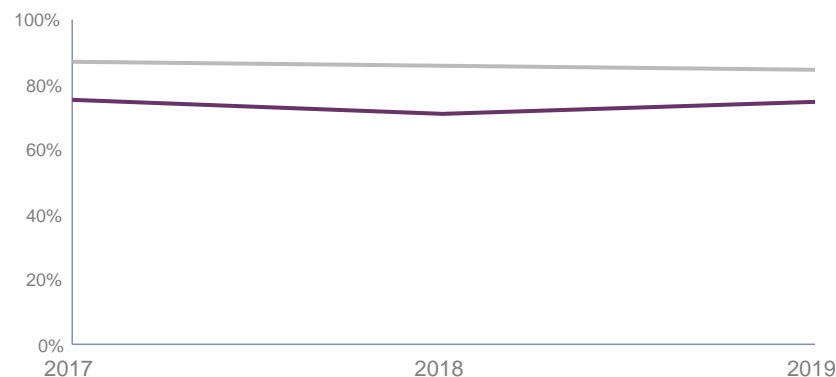
Staff who experienced harassment, bullying or abuse from patients, relatives or the public



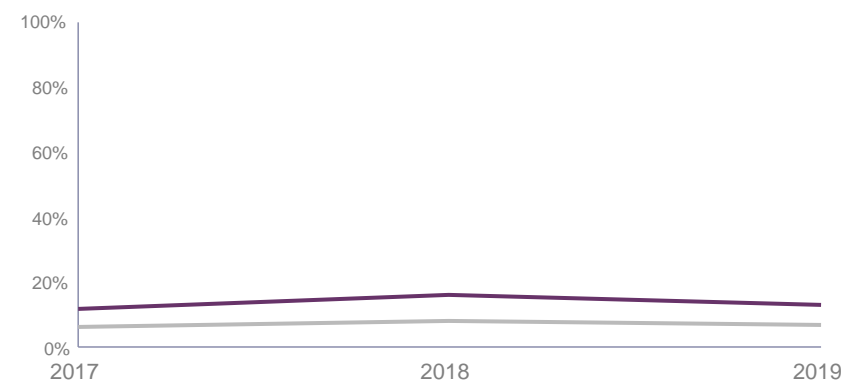
Staff who experienced harassment, bullying or abuse from staff



Staff believing the trust offers equal opportunities for career progression and promotion



Staff experiencing discrimination from their manager and/or colleagues



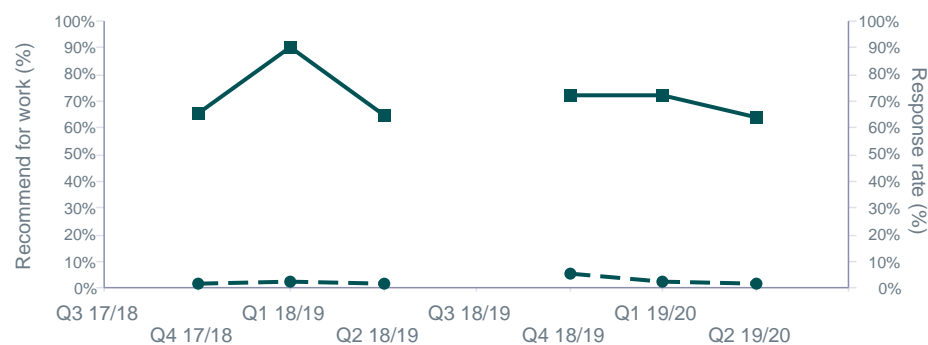
— BME Staff — White Staff



### Key messages

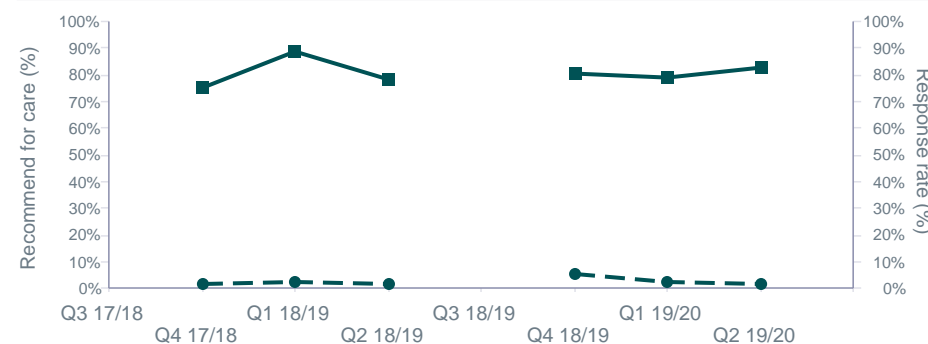
- The percentage of staff that would recommend this trust as a place to work in Q2 19/20 stayed about the same when compared to the same time last year.
- The percentage of staff that would recommend this trust as a place to receive care in Q2 19/20 stayed about the same when compared to the same time last year.

Staff (%) that would recommend trust for work



This trust

Staff (%) that would recommend trust for care



Response rate for this trust

Please note: Data is not collected during Q3 each year because the Staff Survey is conducted during this time

FACTS, FIGURES & RATINGS			INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES		16 December 2020	
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>

### Introduction

The Workforce Race Equality Standard (WRES) now includes HR indicators derived from Electronic Staff Records (ESR) in addition to findings from the NHS Staff Survey, see box 1 for more details.

This page includes key messages from the WRES indicators which are detailed on the following page. The last WRES page includes some background staffing data and information about the NHS Staff Survey for the trust.

### Key Messages

- The difference between the experiences of BME and White staff was significant for 6 indicators at this trust (out of 9)
- When compared with other trusts in its peer group, Combined Mental Health / Learning Disability and Community Trusts, for the four staff survey indicators, this trust had 0 positive findings and 4 negative findings, though no comparison to peers is available for indicator 6 yet as trust-level results have not been published for that indicator.
- The experiences of BME staff at this trust have significantly improved for 0 indicators and significantly deteriorated for 2 indicators
- The table (next page) shows whether the experiences of BME and White staff were significantly different for each indicator. The presence of a statistically significant difference between the experiences of BME and White staff may be caused by a variety of factors. Whether such differences are of regulatory significance will depend on individual trusts' circumstances.

Indicator 4, access to non-mandatory training and CPD, is not included in the above summary due to data quality concerns.

### Box 1: The 9 WRES Indicators

- 1a Proportion of clinical (nursing and midwifery) staff in senior roles, band 8a+
- 1b Proportion of non-clinical staff in senior roles, band 8+
- 2 Proportions of shortlisted staff being appointed to positions
- 3 Proportion of staff entering formal disciplinary processes
- 4 Proportion of staff accessing non-mandatory training and CPD
- 5 Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months
- 6 Staff experiencing harassment, bullying or abuse from staff in the last 12 months
- 7 Staff believing that the trust provides equal opportunities for career progression or promotion
- 8 Staff experiencing discrimination at work from a manager / team leader or other colleague
- 9 Board compared to overall staff demographic

Sources: 1 to 4 and 9: ESR, 5 - 8 : NHS Staff Survey

# Essex Partnership University NHS Foundation Trust (R1L)

## Featured data sources > Workforce race equality standard > Indicators

16 December 2020

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES		
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WRES Indicators from ESR (HR data) (*)		BME Staff	White Staff	Are there significant differences between...				
				BME and White staff?	Last year and this year? (BME staff)			
1a. Proportion of clinical (nursing and midwifery) staff in senior roles, band 8a+		3.4%	8.1%	●	-0.1%	➡		
1b. Proportion of non-clinical staff in senior roles, band 8+		6.1%	6.5%	●	-0.6%	➡		
2. Proportions of shortlisted candidates being appointed to positions		14.4%	18.2%	●	-20.0%	⬇		
3. Proportion of staff entering formal disciplinary processes		4.7%	2.2%	●	1.9%	⬇		
4. Proportion of staff accessing non-mandatory training and CPD		12.4%	20.2%	Not assessed				
WRES Indicators from the NHS staff survey (**)		Proportion of respondents answering "Yes"			Are there significant differences between...			
		BME staff	White staff	All staff	BME and white staff?	This trust and its peer group?	Last year and this year? (BME)	
5. Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	Trust	39.3%	29.8%	31.6%	●	●	3.5%	➡
	Peer group	33.1%	26.0%	27.1%				
6. Staff experiencing harassment, bullying or abuse from staff in the last 12 months	Trust	25.5%	23.9%	24.4%	●	●	-2.7%	➡
	Peer group	25.0%	20.4%	21.5%				
7. Staff believing that the trust provides equal opportunities for career progression or promotion	Trust	74.4%	84.4%	82.4%	●	●	3.2%	➡
	Peer group	72.6%	87.7%	84.8%				
8. Staff experiencing discrimination at work from a manager / team leader or other colleague?	Trust	13.3%	6.9%	8.1%	●	●	-2.8%	➡
	Peer group	13.5%	5.5%	6.9%				
Trust staffing numbers (*)		2019			2018			
9. [BME Voting Board Members] and Board compared to overall staff demographic		[1]		●		[2]		●

Key	
●	Statistically significant difference
●	Not statistically significant
●	Negative finding
●	Positive finding
○	Statistical analysis not undertaken as less than 30 BME staff responded
↑	Statistically significant improvement
➡	No statistically significant change
⬇	Statistically significant deterioration

(\*) SOURCES: NHS England (31/03/2019)

(\*\*) SOURCES: NHS Staff Survey (2019)

# Essex Partnership University NHS Foundation Trust (R1L)

## Featured data sources > Workforce race equality standard > Contextual data

FACTS, FIGURES & RATINGS			INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES		16 December 2020	
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>

Trust staffing numbers (*)	2019	2018
BME staff	1,477	1,597
White staff	4,535	5,414
BME Voting Board Members	1	2
White Voting Board Members	12	11

NHS Staff Survey Details (**)		2019	2018
Sampling method	Trust	Census	Census
Total number of recipients (ineligible staff removed)	Trust	4,724	4,905
Response rate from total recipients (rec. min. 50%)	Trust	48.3%	43.0%
	Peer group	49.2%	47.9%

Trusts are encouraged to perform a census rather than a basic or extended sample in order to best understand experiences of different staff groups and to get more of their staff to participate in the survey so the trust can better understand issues affecting their staff. CQC inspection staff should follow up on what the trust is doing to understand the potential underlying causes and improve the experience of staff.

(\*) SOURCES: NHS England (31/03/2019)

(\*\*) SOURCES: NHS Staff Survey (2019)

MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN
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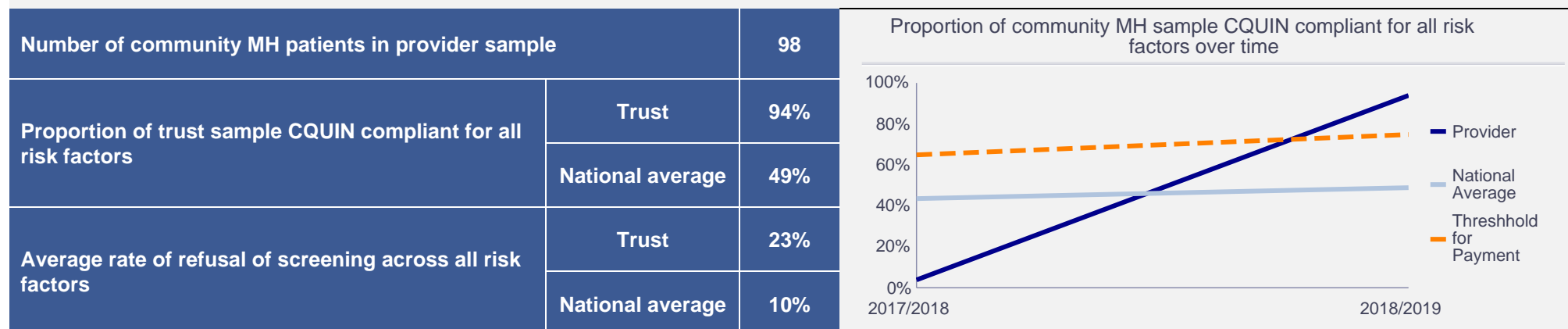
### Mental Health Services Data Set Monthly Statistics - Provider level data quality measures

	Provider		National Average	
Results shown as a percentage of denominator	Dec 19	Aug 20	Dec 19	Aug 20
Data quality measures - Percentage (MHS-DQM01 - MHS-DQM11, MHS-DQM18 - MHS-DQM20, MHS-DQM31 - MHS-DQM33)				
MHS-DQM01 NHS Number	100%	100%	97%	98%
MHS-DQM02 Postcode Of Usual Address	99%	99%	98%	98%
MHS-DQM03 Person Birth Date	100%	100%	100%	100%
MHS-DQM04 Person Stated Gender Code	100%	100%	99%	98%
MHS-DQM05 Ethnic Category Code	94%	93%	81%	80%
MHS-DQM06 General Medical Practice Code (Patient Registration)	100%	97%	97%	97%
MHS-DQM07 Mental Health Act Legal Status Classification Code	62%	64%	94%	93%
MHS-DQM08 Treatment Function Code (Mental Health)	99%	91%	96%	96%
MHS-DQM09 Organisation Site Identifier (Of Treatment)	100%	100%	95%	96%
MHS-DQM10 Primary Reason for Referral (Mental Health)	83%	88%	52%	58%
MHS-DQM11 Care Professional Service or Team Type Association (Mental Health)	96%	96%	91%	92%
MHS-DQM18 Service Or Team Type Referred To (Mental Health)	95%	90%	87%	89%
MHS-DQM20 Clinical Response Priority Type	93%	95%	95%	99%
Data quality commissioner - Percentage (MHS-DQM12 - MHS-DQM16)				
MHS-DQM12 Organisation Identifier (Of Commissioner) - Referral	100%	100%	99%	99%
MHS-DQM13 Organisation Identifier (Of Commissioner) - Contact	100%	99%	98%	98%
MHS-DQM14 Organisation Identifier (Of Commissioner) - Indirect Activity	not available	not available	96%	95%
Data Integrity Measures - Count / Percent (MHS-DIM01 - MHS-DIM03)				
MHS-DIM01 Referrals to CYP-MH services starting in RP	5%	11%	48%	60%
MHS-DIM02 Referrals to Eating Disorder services starting in RP	5%	7%	2%	3%
MHS-DIM03 Coded Procedure (SNOMED Stop Clock for ED)	not available	not available	13%	14%
MHS-DIM04 Care contact time (Hour)	47%	45%	41%	40%
MHS-DIM05 Care contact time (Midnight)	0%	0%	1%	0%
MHS-DIM06 Onward referral time (Hour)	4%	3%	8%	10%
MHS-DIM07 Onward referral time (Midnight)	not available	not available	1%	2%
MHS-DIM08 Indirect activity time (Hour)	not available	not available	29%	30%
MHS-DIM09 Indirect activity time (Midnight)	not available	not available	2%	2%
MHS-DIM10 Discharge plan creation time (Hour)	not available	not available	13%	11%
MHS-DIM11 Discharge plan creation time (Midnight)	not available	not available	1%	0%
MHS-DIM12 Referral request received time (Hour)	4%	4%	27%	26%
MHS-DIM13 Referral request received time (Midnight)	0%	0%	12%	10%
MHS-DIM14 Service discharge time (Hour)	34%	32%	17%	15%
MHS-DIM15 Service discharge time (Midnight)	3%	2%	5%	4%
MHS-DQM15 Organisation Identifier (Of Commissioner) - Group Session	not available	not available	99%	100%

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN
									<a href="#">Table of Contents</a>
MHS-DQM16 Organisation Identifier (Of Commissioner) - Hospital Provider Spell Commissioner							100%	100%	98%
MHS-DQM31 Hospital Bed Type (Mental Health)							100%	100%	96%
MHS-DQM32 Referred out of area reason (adult acute mental health)							not available	not available	91%
MHS-DQM33 Ex-British armed forces indicator							23%	24%	48%
MHS-DQM34 Source of Referral							99%	100%	95%
MHS-DQM35 Consultation medium used							97%	96%	92%
MHS-DQM37 Activity location type code							98%	77%	71%
MHS-DQM38 Delayed discharge reason							100%	100%	97%
MHS-DQM39 Delayed discharge attributable to							94%	92%	95%
MHS-DQM42 Care plan type							100%	100%	100%
MHS-DQM45 Provisional Diagnosis date							100%	100%	93%
MHS-DQM46 Primary Diagnosis date							99%	99%	95%
MHS-DQM47 Secondary Diagnosis date							97%	95%	90%
MHS-DQM48 Attended or did not attend							100%	100%	98%
MHS-DQM51 Referral closure reason							100%	100%	93%
MHS-DQM52 Estimated discharge date							54%	48%	51%
MHS-DQM53 Specialised mental health service code - Referral							not available	not available	37%
MHS-DQM54 Specialised mental health service code - Contact							not available	not available	70%
MHS-DQM55 Specialised mental health service code - Ward Stay							100%	100%	98%
MHS-DQM56 Delayed discharge; Local Authority of responsibility							not available	67%	not available








### CQUIN - Community Mental Health Services

- CQUIN is a system introduced in 2009 to make a proportion of healthcare providers' income conditional on demonstrating improvements in quality and innovation in specified areas of care.
- People with severe mental illness are at increased risk of poor physical health and their life expectancy is reduced by an average of 15–20 years, most commonly due to preventable physical illness. This CQUIN feature page aims to encourage improvement in physical healthcare provision for people with severe mental illness by monitoring screening and intervention for seven key cardiometabolic risk factors.
- The percentage of patients in the provider's community MH services sample who were CQUIN compliant for all seven risk factors was 94%. This does not meet the threshold for payment of 75%.
- The average rate of screening refusal across the seven risk factors was 23%. High rates of refusal of screening could indicate that patients are not being given enough information regarding screening and risk for physical health conditions.
- The provider is in the top 25% of providers nationally for screening for seven CQUIN measure(s), the middle 50% for zero CQUIN measure(s), and the bottom 25% for zero CQUIN measure(s).



CQUIN compliance is determined by whether each patient has been offered screening, and if required, intervention for each risk factor. A patient is CQUIN compliant for a risk factor if there is documented evidence of screening being carried out or refused; **and** where screening is carried out and intervention is found to be required, there is documented evidence of intervention being carried out or refused.

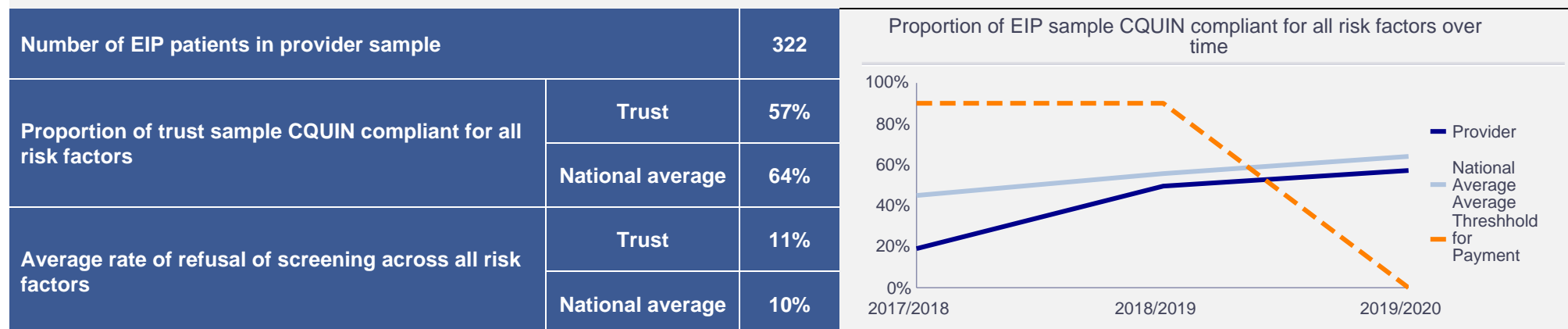
### CQUIN - Community Mental Health Services

Measure	2017/2018	2018/2019	National Average	Comparison to other providers
Smoking status	70%	100%	85%	
Alcohol intake	79%	99%	84%	
Substance misuse	76%	100%	83%	
Body Mass Index (BMI)	51%	98%	75%	
Blood pressure	47%	98%	76%	
Glucose regulation	33%	100%	70%	
Blood lipids	18%	100%	68%	



### CQUIN - Early Intervention in Psychosis (EIP) services

- CQUIN is a system introduced in 2009 to make a proportion of healthcare providers' income conditional on demonstrating improvements in quality and innovation in specified areas of care. The CQUIN indicator is no longer being produced, however this page has been refreshed with data collected as part of the National Clinical Audit of Psychosis.
- People with severe mental illness are at increased risk of poor physical health and their life expectancy is reduced by an average of 15–20 years, most commonly due to preventable physical illness. This CQUIN feature page aims to encourage improvement in physical healthcare provision for people with severe mental illness by monitoring screening and intervention for seven key cardiometabolic risk factors.
- The percentage of patients in the provider's EIP services sample who were CQUIN compliant for all seven risk factors was 57%. This does not meet the threshold for payment of 0%.
- The average rate of screening refusal across the seven risk factors was 11%. High rates of refusal of screening could indicate that patients are not being given enough information regarding screening and risk for physical health conditions.
- The provider is in the top 25% of providers nationally for screening for zero CQUIN measure(s), the middle 50% for seven CQUIN measure(s), and the bottom 25% for zero CQUIN measure(s).



CQUIN compliance is determined by whether each patient has been offered screening, and if required, intervention for each risk factor. A patient is CQUIN compliant for a risk factor if there is documented evidence of screening being carried out or refused; **and** where screening is carried out and intervention is found to be required, there is documented evidence of intervention being carried out or refused.

### CQUIN - Early Intervention in Psychosis (EIP) services

Measure	2018/2019	2019/2020	National Average	Comparison to other providers
Smoking status	98%	96%	94%	
Alcohol intake	NA	98%	94%	
Substance misuse	98%	95%	95%	
Body Mass Index (BMI)	94%	92%	87%	
Blood pressure	95%	96%	89%	
Glucose regulation	77%	88%	84%	
Blood lipids	74%	80%	82%	








KEY

DATA




APPENDIX 1

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### Performance level

-  Much better
-  Better
-  About the same
-  Worse
-  Much worse
-  Non-submission
-  No data

### Performance change

-  Improving
-  About the same
-  Declining

### Ratings

-  Outstanding
-  Good
-  Requires improvement
-  Inadequate
-  Inspected but not formally rated
-  Not rated

### Understanding data



The boxes represent all Mental Health NHS trusts from smallest to largest in five groups, or quintiles. The purple highlighted box shows you where this trust lies relative to the other trusts. If the smallest box is highlighted this trust is in the group of the smallest trust or lowest activity level, and if the second largest box is highlighted the trust is in the second largest group, or quintile, for higher activity levels.

### What do N/A, \*, and - mean when they are used for data values?

- n/a** Value is not applicable
- Data is not available for trust or time period.
- \*** Suppressed values between 1 and 5. We apply a strict statistical disclosure control in accordance with the HES protocol to all published data. This requires that small numbers are suppressed to prevent individuals being identified and to ensure that patient confidentiality is maintained.

### Definitions and guidance documents:

- [Statistical Methods of Analysis Guidance](#)
- [Indicator Guidance](#)

Inspectors can click the link below to access a data sheet which gives further details about the indicators in the Intelligence section of the tool. Trusts can view their individual data sheets on the online website.

Please note that the data sheet is a static snapshot that represents the indicators at the point the tool was last shared with providers, which generally occurs once every two months. For CQC staff, the data in this PDF report is live and some indicators may have been updated since the reports were last shared. However, this refreshed data won't be reflected in the data sheet until the next time Insight is shared with providers.

[Data Sheet](#)

### Registered Locations

Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	People detained under the Mental Health Act
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Mental Health
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Younger Adults
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Learning disabilities or autistic spectrum disorder
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia

Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Brockfield House - R1LK9	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Brockfield House - R1LK9	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Brockfield House - R1LK9	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Brockfield House - R1LK9	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Broomfield Hospital Mental Health Wards - R1LZ1	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Broomfield Hospital Mental Health Wards - R1LZ1	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Broomfield Hospital Mental Health Wards - R1LZ1	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Broomfield Hospital Mental Health Wards - R1LZ1	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Broomfield Hospital Mental Health Wards - R1LZ1	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Chelmer & Stort Mental Health Wards - R1LPA	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Chelmer & Stort Mental Health Wards - R1LPA	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health

KEY	DATA	APPENDIX 1	<a href="#">Table of Contents</a>		
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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
Chelmer & Stort Mental Health Wards - R1LPA	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Clifton Lodge - R1LJ3	09/01/2019	Southend-on-Sea	ASC Central East of England Hub 1	Care home service with nursing	Dementia
Clifton Lodge - R1LJ3	09/01/2019	Southend-on-Sea	ASC Central East of England Hub 1	Care home service with nursing	Older People
Clifton Lodge - R1LJ3	09/01/2019	Southend-on-Sea	ASC Central East of England Hub 1	Care home service with nursing	Mental Health
Clifton Lodge - R1LJ3	09/01/2019	Southend-on-Sea	ASC Central East of England Hub 1	Care home service with nursing	Younger Adults
Colchester Hospital Mental Health Wards - R1LK3	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Colchester Hospital Mental Health Wards - R1LK3	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Colchester Hospital Mental Health Wards - R1LK3	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Colchester Hospital Mental Health Wards - R1LK3	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Colchester Hospital Mental Health Wards - R1LK3	30/07/2019	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People

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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Learning disabilities or autistic spectrum disorder
Landermere Centre Mental Health Wards - R1LG7	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Landermere Centre Mental Health Wards - R1LG7	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Landermere Centre Mental Health Wards - R1LG7	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Landermere Centre Mental Health Wards - R1LG7	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Older People
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Mental Health
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Younger Adults
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Dementia



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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
Rawreth Court - R1LJ2	22/11/2018	Essex	ASC Central East of England Hub 1	Care home service with nursing	Older People
Rawreth Court - R1LJ2	22/11/2018	Essex	ASC Central East of England Hub 1	Care home service with nursing	Dementia
Rawreth Court - R1LJ2	22/11/2018	Essex	ASC Central East of England Hub 1	Care home service with nursing	Mental Health
Rawreth Court - R1LJ2	22/11/2018	Essex	ASC Central East of England Hub 1	Care home service with nursing	Younger Adults
Robin Pinto Unit - R1L31	15/05/2018	Luton	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Robin Pinto Unit - R1L31	15/05/2018	Luton	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Robin Pinto Unit - R1L31	15/05/2018	Luton	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Robin Pinto Unit - R1L31	15/05/2018	Luton	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Children 4-12 years
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Children 13-18 years

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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Older People
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Younger Adults
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Dementia
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Physical Disability
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community healthcare service	People detained under the Mental Health Act
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community healthcare service	Younger Adults
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Residential substance misuse treatment and/or rehabilitation service	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community healthcare service	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Residential substance misuse treatment and/or rehabilitation service	People detained under the Mental Health Act
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Residential substance misuse treatment and/or rehabilitation service	Mental Health

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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Younger Adults
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	Mental Health
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Rehabilitation services	People detained under the Mental Health Act
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community healthcare service	Mental Health
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Residential substance misuse treatment and/or rehabilitation service	Younger Adults
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors treatment service	Younger Adults
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors treatment service	People who misuse drugs and alcohol
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors treatment service	Older People

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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors consultation service	People who misuse drugs and alcohol
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors consultation service	Older People
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors treatment service	Physical Disability
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors consultation service	Younger Adults
St. Helen's Street - R1LXD		Suffolk	MH & CHS Lincolnshire & Leicestershire	Doctors consultation service	Physical Disability
The St Aubyn Centre - R1L22	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Children 13-18 years
The St Aubyn Centre - R1L22	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
The St Aubyn Centre - R1L22	02/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Learning disabilities or autistic spectrum disorder
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and	Younger Adults

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Location Name & ID	Last Site Visit	Local Authority	Location Team	Location Service Type Description	Service User Bands
				problems with substance misuse	
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community based services for people with a learning disability	Whole Population
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community based services for people with mental health needs	Whole Population
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community healthcare service	Whole Population
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Lincolnshire & Leicestershire	Community based services for people who misuse substances	Whole Population
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Learning disabilities or autistic spectrum disorder
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Lincolnshire & Leicestershire	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS AND APPENDICES	16 December 2020
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