

# **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 February 2021

### Sharing with providers

We will share the Insight reports with NHS providers during April 2021 and will work towards sharing an updated version with them again in June 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

Following a temporary suspension, the indicators and featured data source page based on the Community Mental Health Survey have been reintroduced and refreshed with the results of the 2020 survey. Please note that as a result of the impact of the Covid-19 pandemic, results of the 2020 survey are not directly comparable to previous survey results. For this reason, all elements indicating direction of change have been suspended. Additionally, as no organisation-level outlier status is available for the 2020 survey, we have also suspended this element of the featured data source page.

### NHS Staff Survey

The NHS staff survey data has been refreshed on 11<sup>th</sup> March 2021 with the results of the 2020 survey. It has used the same methodology and timings as in previous years but a key focus of the survey this year has been on understanding the experience of staff during the Covid-19 pandemic period. Results of the 2020 NHS staff survey should be seen within this context.

### Intelligence analysis - refreshed data sources:

- Care Quality Commission (CQC) - Community Mental Health Survey
- 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 & NHS Improvement - KH03 bed occupancy
- NHS England & NHS Improvement - National Reporting and Learning System (NRLS)
- NHS England & NHS Improvement - Single Oversight Framework (SOF)
- NHS Digital - Data Quality Maturity Index (DQMI)
- NHS Digital - Out of Area Placements
- Picker - NHS Staff Survey

Please see our guidance documents for a full list of indicators that are currently suspended from Insight.

### Featured data sources - refreshed pages:

#### 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

#### Patient Surveys - Community Mental Health Survey

#### Staff Surveys - NHS Staff Survey

#### WRES - WRES Indicators from the NHS staff survey

#### Data Quality - MHSDS Monthly Statistics - Provider level data quality measures

### Facts, figures and ratings - refreshed content:

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

## 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>			

TRUST

INPATIENT  
SERVICES

COMMUNITY-BASED  
SERVICES

RATINGS

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### Trust level rating:

Date of last inspection: 30/07/2019

Date of publication: 09/10/2019

Safe

**RI**

09/10/2019

Effective

**G**

09/10/2019

Caring

**O**

09/10/2019

Responsive

**G**

09/10/2019

Well led

**G**

09/10/2019

Overall

**G**

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 31/01/2021	Adult mental health services	Learning disability and autism services	Children and young people's services
People in contact with services	28890	710	110
All contacts	38730	-	-
Attended contacts	33915	-	1435
Open referrals	36930	3035	115
Open ward stays	395	40	30
People discharged from the service	7350	-	200
People assigned to a Mental Health Care Cluster	18200	-	-
People in contact with mental health services aged 0 to 18	-	-	450

People in contact with adult mental health services	At the end of 31/07/2020	At the end of 31/01/2021
At the end of the reporting period	28800	28890
On CPA at the end of the reporting period	4730	4125
On CPA for 12 months at the end of the reporting period	3120	2720
On CPA for 12 months with review at the end of the reporting period	2700	2350
People with a crisis plan in place at the end of the reporting period	11780	11385

People in contact with mental health services on CPA aged 18-69 at the end of the reporting period	At the end of 31/07/2020		At the end of 31/01/2021	
	Provider	England	Provider	England
On Care Programme Approach (CPA) aged 18-69 at the end of the reporting period	3900	129464	3475	126148
Aged 18-69 on CPA at the end of the reporting period in settled accommodation	1285	74065	885	72583
Proportion of aged 18-69 on CPA at the end of the reporting period in settled accommodation	33.0%	57.2%	25.0%	57.5%
Aged 18-69 on CPA at the end of the reporting period in employment	965	11336	510	11241
Proportion aged 18-69 on CPA at the end of the reporting period in employment	25.0%	8.8%	15.0%	8.9%

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS	
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### Trust level rating:

Date of last inspection: 30/07/2019

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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

Resources			
<b>FTE Staff; Feb 21</b>			
Admin & Support		1,321.7	
AHP/STT Support		277.8	
Allied Health Professional/ Scientific, Therapeutic and Technical		594.6	
Healthcare Assistant		803.4	
Medical and Dental		203.2	
Not Specified		0.0	
Nursing & Midwifery		1,397.0	
Nursing Associates & Trainees		3.0	
<b>All</b>		<b>4,600.7</b>	
<b>Staff turnover (FTE); Mar 20 - Feb 21</b>		<b>Average FTE</b>	<b>Total Leavers</b>
Admin & Support	1,284.5	107.6	8.4%
AHP/STT Support	264.3	46.0	17.4%
Allied Health Professional/ Scientific, Therapeutic and Technical	561.1	66.8	11.9%
Healthcare Assistant	841.3	73.8	8.8%
Medical and Dental	202.4	49.5	24.5%
Nursing & Midwifery	1,361.7	88.6	6.5%
Nursing Associates & Trainees	2.3	0.0	0.0%
<b>All</b>	<b>4,517.5</b>	<b>432.4</b>	<b>9.6%</b>
<b>Staff sickness; Mar 20 - Feb 21</b>		<b>Staff Days</b>	<b>Sick Days</b>
Admin & Support	467,829	22,401	4.8%
AHP/STT Support	96,169	3,743	3.9%
Allied Health Professional/ Scientific, Therapeutic and Technical	203,975	6,052	3.0%
Healthcare Assistant	305,612	22,525	7.4%
Medical and Dental	73,818	2,911	3.9%
Nursing & Midwifery	495,883	24,898	5.0%
Nursing Associates & Trainees	167	1	0.6%
<b>All</b>	<b>1,643,453</b>	<b>82,530</b>	<b>5.0%</b>

Source: ESR

TRUST

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09/10/2019

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09/10/2019

G

09/10/2019

G

09/10/2019

Provider type: Mental Health - FT

Finance and governance	Previous	Latest	Change	National comparison
Projected surplus [£000s] (deficit)		Data not available		
Turnover [£000s]	318,734	325,388	(2%)	
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	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
Admissions to hospital	250	250	255	230	205	175
Discharges from hospital	230	245	250	255	255	170
Bed days	14555	14885	15590	14215	13660	13580
Days of delayed discharge	210	190	210	145	140	95
Under 16 bed days on adult wards	*	*	*	*	*	*
Age 16 bed days on adult wards	*	*	*	*	*	*
Age 17 bed days on adult wards	*	*	*	5	*	*

### Open ward stays

Inpatient service	At the end of 31/07/2020	At the end of 31/01/2021
Adult mental health services	450	395
Adult acute mental health care	220	185
Specialised adult mental health services	115	105

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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

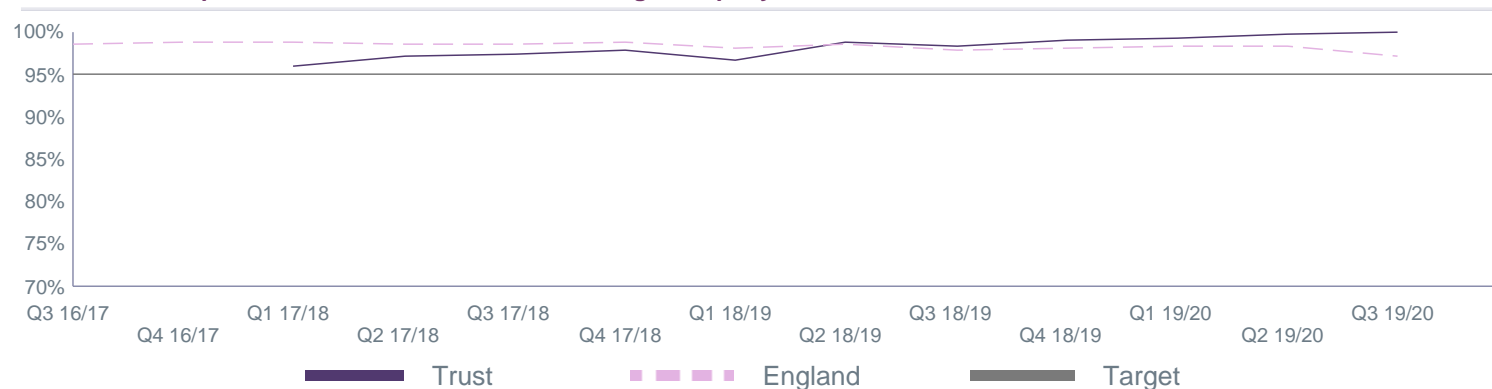
Age profile	Open hospital spells at the end of 31/01/2021
0 – 18	30
19 – 64	310
65 and over	100

Age profile	Subject to detention at end of 31/01/2021
0 – 17	15
18 – 64	225
65 and over	45



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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 gate kept by the crisis resolution home treatment team



Contact with specialist community teams:

Contacts at 31/01/2021	All Contacts	Attended contacts
Crisis resolution service or home treatment team	2930	2790
Memory services team	2540	2250
Perinatal mental health team	2250	2030

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		27 April 2021			
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 improving</li><li>• Responsive, Well led performance is improving</li><li>• Safe performance is stable</li><li>• Trust wide indicators, Inpatient services performance is improving</li></ul>	<b>Inpatient services</b>	Overall	Safe ➡	Effective NA	Caring NA	Responsive ⬆	Well led ⬆	Overall ⬆	⬆
		Acute wards for adults of working age and psychiatric intensive care units	RI	G	G	RI	RI	RI	
		Long stay/rehabilitation mental health wards for working age adults	G	RI	G	G	G	G	
		Forensic inpatient/secure wards	RI	G	G	G	G	G	
		Child and adolescent mental health wards	G	O	O	O	O	O	
		Wards for older people with mental health problems	RI	G	G	RI	G	RI	
		Wards for people with learning disabilities or autism	G	G	G	G	G	G	
		Community-based mental health services for adults of working age	G	G	G	G	G	G	
		Mental health crisis services and health-based places of safety	RI	G	G	G	G	G	
		Specialist community mental health services for children and young people	NA	NA	NA	NA	NA	NA	
	Community-based services	RI	G	G	G	G	G		
	Community mental health services for people with learning disabilities or autism	G	G	O	G	G	G		

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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 improving
- Responsive, Well led performance is improving
- Safe performance is stable
- Trust wide indicators, Inpatient services performance is improving

### Community health services

	Safe	Effective	Caring	Responsive	Well led	Overall
	→	NA	NA	↑	↑	↑
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

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS AND APPENDICES
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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 improving
- Responsive, Well led performance is improving
- Safe performance is stable
- Trust wide indicators, Inpatient services performance is improving

### Additional core services

Substance misuse services

Safe	Effective	Caring	Responsive	Well led	Overall
→	NA	NA	↑	↑	↑
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 31 Trust wide indicators, 1 (3%) are categorised as much better, 2 (6%) as better, 2 (6%) as worse and 0 (0%) as much worse. 28 indicator(s) have been compared to data from 12 months previous, of which 9 (32%) have shown an improvement and 0 (0%) have shown a decline. Well led performance is improving. No key questions are declining.

##### Much better compared nationally

- Proportion of days sick in the last 12 months for Nursing Associates and Trainees

##### Much worse compared nationally

##### Improved

- Proportion of Health Care Workers with direct patient care that have been vaccinated against seasonal influenza (%)
- Morale
- Health & wellbeing
- Safety Culture
- Quality of care
- Safe Environment - Violence
- Proportion staff believe they have adequate material resourcing (%)
- Staff Engagement
- Proportion of days sick in the last 12 months for Nursing Associates and Trainees

##### Better compared nationally

- Quality of care
- Proportion staff believe they have adequate material resourcing (%)

##### Worse compared nationally

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

##### Declined

#### Inpatient services indicators

Of the 35 Inpatient indicators, 0 (0%) are categorised as much better, 0 (0%) as better, 0 (0%) as worse and 0 (0%) as much worse. 4 indicator(s) have been compared to data from 12 months previous, of which 1 (25%) 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

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

##### Better compared nationally

##### Worse compared nationally

##### Declined

### Trust level rating:

Date of last inspection: 30/07/2019

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#### Safe

RI

#### Effective

G

#### Caring

O

#### Responsive

G

#### Well led

G

#### Overall

G

### Intelligence key messages

#### Community-based services indicators

Of the 10 Community indicators, 0 (0%) are categorised as much better, 0 (0%) as better, 0 (0%) as worse and 0 (0%) as much worse. No key questions are improving or declining.

Much better compared nationally

Much worse compared nationally

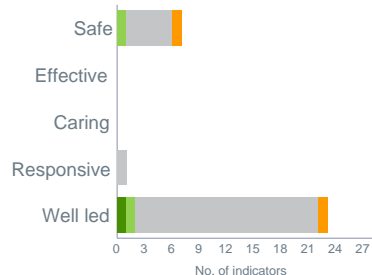
Improved

Better compared nationally

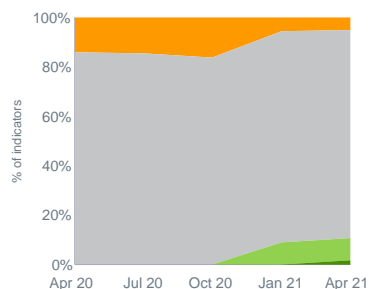
Worse compared nationally

Declined

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



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



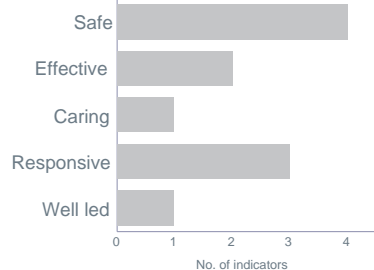
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	<b>Proportion staff believe they have adequate material resourcing (%)</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	65.28%	61.82% Sep 19 - Dec 19	69.09% Sep 20 - Dec 20	↑	B
	S2	<b>Proportion of Staff Doing Paid Overtime (%)</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	24.16%	29.78% Sep 19 - Dec 19	27.80% Sep 20 - Dec 20	→	W
	S2	<b>Proportion of Staff Doing Unpaid Overtime (%)</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	60.61%	62.01% Sep 19 - Dec 19	61.69% Sep 20 - Dec 20	→	S
	S5	<b>Proportion of patient safety incidents reported as resulting in harm (%)</b> NHS Improvement - OBIEE NRLS STEIS (26 Apr 2021)	41.2%	27.3% Mar 19 - Feb 20	31.0% Mar 20 - Feb 21	→	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 Mar 2021)		NA	May 18 - Feb 21	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 Mar 19 - Feb 20	0 alerts still open Mar 20 - Feb 21	→	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 - Feb 19	0 alerts still open May 18 - Feb 20	→	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 Mar 19 - Feb 20	<25% of alerts closed late Mar 20 - Feb 21	→	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>Risk of under-reporting patient safety incidents to the National Reporting and Learning System (NRLS)</b> NHS Improvement - OBIEE NRLS STEIS (26 Apr 2021)	0.2	0.4 Mar 19 - Feb 20	0.3 Mar 20 - Feb 21	→	S
Responsive	R3	<b>The average number of days per out of area placement</b> NHS Digital - NHS Digital- Out of area placements (12 Apr 2021)	15.5	12.0 Feb 19 - Jan 20	14.9 Feb 20 - Jan 21	→	S
Well led	W1	<b>Proportion staff who know who senior managers are (%)</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	86.49%	86.94% Sep 19 - Dec 19	87.76% Sep 20 - Dec 20	→	S

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	W3	<b>Equality, diversity &amp; inclusion</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	9.1	8.9 Sep 19 - Dec 19	9.0 Sep 20 - Dec 20	➡	S
	W3	<b>General Medical Council (GMC) – enhanced monitoring</b> General Medical Council - GMC Enhanced Monitoring (10 Apr 2021)		No concerns Apr 20	No concerns Apr 21	➡	S
	W3	<b>Health &amp; wellbeing</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	6.4	6.1 Sep 19 - Dec 19	6.4 Sep 20 - Dec 20	⬆	S
	W3	<b>Immediate managers</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	7.3	7.2 Sep 19 - Dec 19	7.3 Sep 20 - Dec 20	➡	S
	W3	<b>Morale</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	6.4	6.2 Sep 19 - Dec 19	6.4 Sep 20 - Dec 20	⬆	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 (22 Apr 2021)	3.0%	3.1% Mar 19 - Feb 20	3.0% Mar 20 - Feb 21	➡	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 (22 Apr 2021)	4.1%	4.3% Mar 19 - Feb 20	3.9% Mar 20 - Feb 21	➡	S
	W3	<b>Proportion of days sick in the last 12 months for Healthcare Assistants</b> Electronic Staff Record - CH MH Sickness (22 Apr 2021)	7.6%	6.3% Mar 19 - Feb 20	7.4% Mar 20 - Feb 21	➡	S
	W3	<b>Proportion of days sick in the last 12 months for Medical and Dental staff (%)</b> Electronic Staff Record - CH MH Sickness (22 Apr 2021)	2.2%	2.1% Mar 19 - Feb 20	3.9% Mar 20 - Feb 21	➡	W
	W3	<b>Proportion of days sick in the last 12 months for non-clinical staff (%)</b> Electronic Staff Record - CH MH Sickness (22 Apr 2021)	4.0%	4.9% Mar 19 - Feb 20	4.8% Mar 20 - Feb 21	➡	S
	W3	<b>Proportion of days sick in the last 12 months for Nursing and Midwifery staff (%)</b> Electronic Staff Record - CH MH Sickness (22 Apr 2021)	5.3%	4.4% Mar 19 - Feb 20	5.0% Mar 20 - Feb 21	➡	S
	W3	<b>Proportion of days sick in the last 12 months for Nursing Associates and Trainees</b> Electronic Staff Record - CH MH Sickness (22 Apr 2021)	5.4%	40.2% Mar 19 - Feb 20	0.6% Mar 20 - Feb 21	⬆	MB
	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



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	W3	<b>Quality of care</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	7.5	7.5 Sep 19 - Dec 19	7.6 Sep 20 - Dec 20	↑	B
	W3	<b>Safe Environment - Bullying &amp; Harassment</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	8.2	7.9 Sep 19 - Dec 19	8.0 Sep 20 - Dec 20	→	S
	W3	<b>Safe Environment - Violence</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	9.4	9.4 Sep 19 - Dec 19	9.5 Sep 20 - Dec 20	↑	S
	W3	<b>Safety Culture</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	6.9	6.7 Sep 19 - Dec 19	6.9 Sep 20 - Dec 20	↑	S
	W3	<b>Staff Engagement</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	7.2	7.0 Sep 19 - Dec 19	7.2 Sep 20 - Dec 20	↑	S
	W3	<b>Team Working</b> PICKER - NHS staff survey themes and questions (11 Mar 2021)	7.0	6.9 Sep 19 - Dec 19	6.9 Sep 20 - Dec 20	→	S
	W3	<b>Whistleblowing alerts received by the CQC that have been open for at least 10 weeks.</b> Care Quality Commission - OBIIE Notifications/Whistle Blowing/Complaints (26 Apr 2021)		-	Zero Apr 21	NA	S
	W4	<b>Identified level of support needs by provider segmentation</b> NHS Improvement - SOF (12 Apr 2021)		Providers offered targeted support Apr 20	Providers offered targeted support Apr 21	→	S
	W6	<b>Overall Data Quality Maturity Index Score-monthly (%)</b> Monthly Data Quality Maturity Index (06 Apr 2021)	83.5%	93.8% Dec 19	93.9% Dec 20	NA	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) (13 Feb 2021)	-	20.8 Apr 18 - Mar 19	116.7 Nov 19 - Oct 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) (13 Feb 2021)	-	0.8 Apr 18 - Mar 19	1.7 Nov 19 - Oct 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) (13 Feb 2021)	-	14.8 Apr 18 - Mar 19	35.3 Nov 19 - Oct 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) (13 Feb 2021)	-	370.8 Apr 18 - Mar 19	541.7 Nov 19 - Oct 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) (13 Feb 2021)	-	21.4 Apr 18 - Mar 19	84.6 Nov 19 - Oct 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) (13 Feb 2021)	-	7.7 Apr 18 - Mar 19	18.8 Nov 19 - Oct 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) (13 Feb 2021)	-	37.3 Apr 18 - Mar 19	77.7 Nov 19 - Oct 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) (13 Feb 2021)	-	95.8 Apr 18 - Mar 19	41.7 Nov 19 - Oct 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) (13 Feb 2021)	-	21.4 Apr 18 - Mar 19	7.7 Nov 19 - Oct 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) (13 Feb 2021)	-	4.9 Apr 18 - Mar 19	3.2 Nov 19 - Oct 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) (13 Feb 2021)	-	6.8 Apr 18 - Mar 19	4.7 Nov 19 - Oct 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) (13 Feb 2021)	-	466.7 Apr 18 - Mar 19	650.0 Nov 19 - Oct 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) (13 Feb 2021)	-	42.9 Apr 18 - Mar 19	100.0 Nov 19 - Oct 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) (13 Feb 2021)	-	12.7 Apr 18 - Mar 19	29.3 Nov 19 - Oct 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) (13 Feb 2021)	-	44.1 Apr 18 - Mar 19	88.8 Nov 19 - Oct 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) (13 Feb 2021)	-	-	7.7 Nov 19 - Oct 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) (13 Feb 2021)	-	1.1 Apr 18 - Mar 19	6.4 Nov 19 - Oct 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) (13 Feb 2021)	-	26.2 Apr 18 - Mar 19	114.4 Nov 19 - Oct 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) (13 Feb 2021)	-	58.3 Apr 18 - Mar 19	108.3 Nov 19 - Oct 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) (13 Feb 2021)	-	-	76.9 Nov 19 - Oct 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) (13 Feb 2021)	-	10.4 Apr 18 - Mar 19	37.6 Nov 19 - Oct 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) (13 Feb 2021)	-	40.7 Apr 18 - Mar 19	94.9 Nov 19 - Oct 20	NA	

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	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) (13 Feb 2021)	-	3.3 Apr 18 - Mar 19	3.1 Nov 19 - Oct 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) (13 Feb 2021)	-	3.0 Apr 18 - Mar 19	1.4 Nov 19 - Oct 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 (25 Feb 2021)		0.95 Jan 19 - Dec 19	0.77 Jan 20 - Dec 20	⬆	S
	R3	<b>Bed occupancy: Occupancy ratio, looking at the number of detained patients allocated to visited wards, compared with the number of available beds</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
	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

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Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
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) (13 Feb 2021)		NA	Oct 19 - Sep 20	NA	S
		Data quality: The proportion of provider closed hospital inpatient episodes out of total closed patient episodes over a 12 month period (%)	95.0%	96.6% Mar 18 - Feb 19	96.8% Oct 19 - Sep 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 (%)	82.8%	53.9% Mar 18 - Feb 19	96.8% Oct 19 - Sep 20	↑	S

OVERVIEW

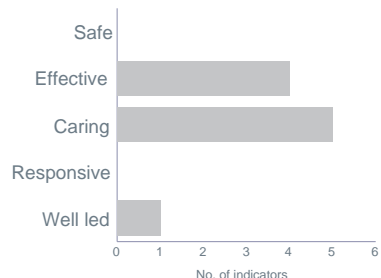
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### What's the current performance?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Effective	E1	Have you been told who is in charge of organising your care and services? PICKER - Community Mental Health Survey 2020 (16 Mar 2021)	-	7.8 Sep 18 - Nov 18	7.3 Sep 19 - Nov 19	NA	S
	E1	Would you know who to contact out of office hours within the NHS if you have a crisis? PICKER - Community Mental Health Survey 2020 (16 Mar 2021)	-	-	6.9 Sep 19 - Nov 19	NA	S
	E2	In the last 12 months, have you had a specific meeting with NHS mental health services to discuss how your care is working? PICKER - Community Mental Health Survey 2020 (16 Mar 2021)	-	-	7.5 Sep 19 - Nov 19	NA	S
	E5	In the last 12 months, did NHS mental health services support you with your physical health needs? PICKER - Community Mental Health Survey 2020 (16 Mar 2021)	-	-	5.1 Sep 19 - Nov 19	NA	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 2020 (16 Mar 2021)	-	7.7 Sep 18 - Nov 18	7.5 Sep 19 - Nov 19	NA	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 2020 (16 Mar 2021)	-	6.3 Sep 18 - Nov 18	6.9 Sep 19 - Nov 19	NA	S
	C2	Were you involved as much as you wanted to be in agreeing what care you will receive? PICKER - Community Mental Health Survey 2020 (16 Mar 2021)	-	6.9 Sep 18 - Nov 18	7.0 Sep 19 - Nov 19	NA	S
	C2	Were you involved as much as you wanted to be in decisions about which medicines you receive? PICKER - Community Mental Health Survey 2020 (16 Mar 2021)	-	7.0 Sep 18 - Nov 18	7.1 Sep 19 - Nov 19	NA	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 2020 (16 Mar 2021)	-	8.2 Sep 18 - Nov 18	8.5 Sep 19 - Nov 19	NA	S




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Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Well led	W6	<b>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</b> PICKER - Community Mental Health Survey - Errors and Non Submissions (18 Mar 2021)		NA	Sep 18 - Nov 19	NA	
		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 18 - Nov 18	Submission, no errors Sep 19 - Nov 19	➡	
		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	Submission, no errors Sep 18 - Nov 18	➡	



### 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 (Oct 19 - Mar 20)	Sections starting in most recent 6 months (Apr 20 - Sep 20)	Snapshot of number of detained patients (30 Sep 20)
Detentions under Part ii of the Mental Health Act	Section 2	607	649	79
	Section 3	299	289	315
Detentions under Part iii of the Mental Health Act	Section 35	*	0	0
	Section 36	*	*	*
	Section 37 with Section 41 restrictions	10	*	51
	Section 37	9	7	39
	Section 45A	0	0	0
	Section 47 with Section 49 restrictions	*	*	13
	Section 47	0	0	0
	Section 48 with Section 49 restrictions	8	9	13
	Section 48	0	0	0
	Section 46	0	0	0
	Section 38	*	*	*
	Section 44	0	0	0
Place of safety orders	Section 135	6	7	0
	Section 136	35	42	0
Uses of Section 4	Section 4	0	0	0
Uses of Section 5	Section 5(2)	159	134	*
	Section 5(4)	29	11	0

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

Data source: NHS Digital Mental Health Services Data Set

### Complaints and Notifications

#### Mental Health Act Complaints

CQC received 36 Mental Health Act complaints for this provider from 01/04/2020 to 31/03/2021.

Location	Total number of complaints
Basildon Mental Health Unit (R1L40)	7
Brockfield House (R1LK9)	6
Broomfield Hospital Mental Health Wards (R1LZ1)	6
Chelmer & Stort Mental Health Wards (R1LPA)	3
Rochford Hospital (R1L10)	3
Robin Pinto Unit (R1L31)	3
Thurrock Hospital (R1L50)	2
Colchester Hospital Mental Health Wards (R1LK3)	2
Trust Head Office (R1LZ8)	2
St Margaret's Community Hospital (R1LT1)	1
The St Aubyn Centre (R1L22)	1

<b>MENTAL HEALTH ACT</b>	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>
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### Complaints and Notifications

#### Deaths of Detained Patients

CQC received 13 notification(s) of death(s) that occurred at this provider for the period 01/04/2020 to 31/03/2021. Summary details of deaths are listed in the table below

Reference number	Date of death	Location	Ward	Cause of death	Additional information
DTH1-10439207481	29/12/2020	Thurrock Hospital	Meadowview		
DTH1-9976501941	29/11/2020	Chelmer & Stort Mental Health Wards	Stort		Death during escorted leave.
DTH1-10284573331	26/01/2021	Broomfield Hospital Mental Health Wards			
DTH1-9785301231	23/10/2020	Broomfield Hospital Mental Health Wards	Finchingfield	9 - Awaiting Information	Death whilst AWOL.
DTH1-10438927251	22/12/2020	Thurrock Hospital	Meadowview		
DTH1-8946589351	21/05/2020	Broomfield Hospital Mental Health Wards		1D - Self Poisoning By Drug Overdose	
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		
DTH1-9785408841	09/10/2020	Colchester Hospital Mental Health Wards			
DTH1-9268419751	03/04/2020	Thurrock Hospital	Meadowview		
DTH1-10437244271	03/01/2021	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.

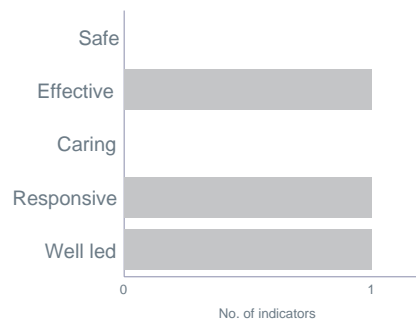
Total Number of SOAD Visits	Proportion of visits where problems were reported <sup>1</sup>	Proportion of relevant SOAD visit requests received late <sup>2</sup>
240	2%	23%

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

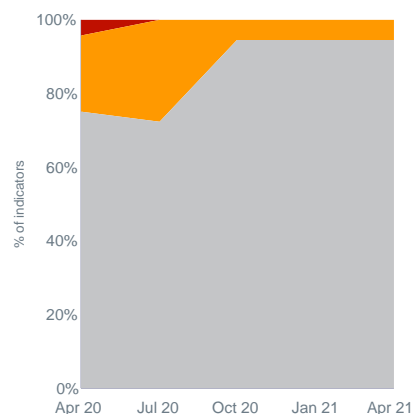
Please note: includes problems reported during SOAD visits for CTO patients, where non-attendance of patients may not be the direct fault of the provider that requested the visit.

<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 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) (13 Feb 2021)		NA	Oct 19 - Sep 20	NA	S
		Data quality: The proportion of provider closed hospital inpatient episodes out of total closed patient episodes over a 12 month period (%)	95.0%	96.6% Mar 18 - Feb 19	96.8% Oct 19 - Sep 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 (%)	82.8%	53.9% Mar 18 - Feb 19	96.8% Oct 19 - Sep 20	↑	S

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES				27 April 2021
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>

### 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 Feb 19 - Jan 20	Latest Feb 20 - Jan 21
National Reporting and Learning System (NRLS)	74	76

### Notifications and whistleblowing to CQC

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
12-3 Statement of Purpose	0	0	0	0	1	0	0	0	0	1	3	1
17-1 MHA Death in Detention	0	1	1	1	0	5	0	1	2	1	1	1
18-2c DoL Apply Supervis Body	0	0	3	0	18	71	14	22	9	15	5	13
18-2c DoL Outcome Supervis Bdy	0	0	0	0	0	0	0	1	0	0	0	0
18-2g Events that Stop Service	0	0	0	0	0	0	1	0	0	0	0	0
18-2h Adm Child to Adult Psych	0	0	0	0	0	2	0	0	0	0	0	0
Whistleblower	0	0	0	0	2	0	1	1	0	0	0	2

### Safeguarding alerts to CQC

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
Safeguarding Alert	0	1	2	3	10	5	4	6	5	2	3	3

### Never Events

Never events reported between 01/02/2020 and 31/01/2021 : 0



### Serious incidents reported to Strategic Executive Information System (from 01/02/2020 and 31/01/2021)

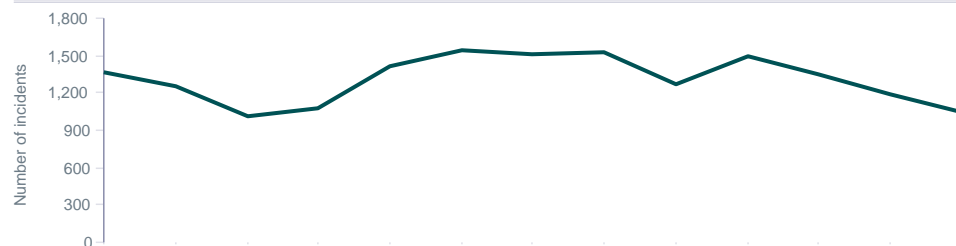
Type of Incident	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Total
Apparent/actual/suspected self-inflicted harm meeting SI criteria	5	5	9	6	6	5	7	6	8	8	7	7	79
Pressure ulcer meeting SI criteria	1	3	1	0	0	1	0	2	1	0	0	0	9
Slips/trips/falls meeting SI criteria	0	0	0	1	0	0	0	0	1	2	0	1	5
Apparent/actual/suspected homicide meeting SI criteria	0	1	0	0	0	1	1	0	0	0	1	0	4
Disruptive/ aggressive/ violent behaviour meeting SI criteria	0	0	0	1	0	0	0	0	1	0	0	0	2
Unauthorised absence meeting SI criteria	0	0	0	0	1	0	0	0	1	0	0	0	2
Environmental incident meeting SI criteria	0	0	0	0	0	0	1	0	0	0	0	0	1
Abuse/alleged abuse of adult patient by third party	0	0	0	0	0	0	0	0	1	0	0	0	1
Abuse/alleged abuse of adult patient by staff	0	0	0	0	0	1	0	0	0	0	0	0	1
Grand Total	6	9	10	8	7	8	9	8	13	10	8	8	104

### Key messages

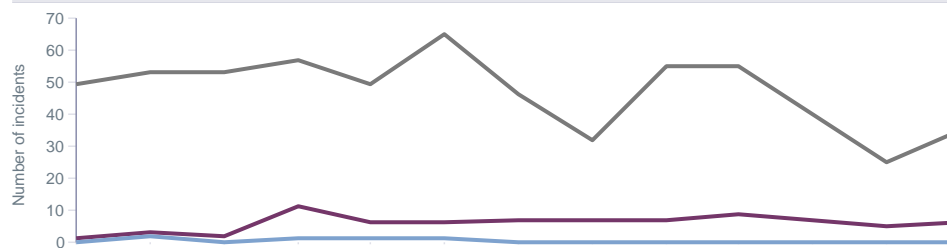
- The median time taken to report incidents was 15 days for this organisation compared to 20 for all trusts between Oct 19 and Mar 20



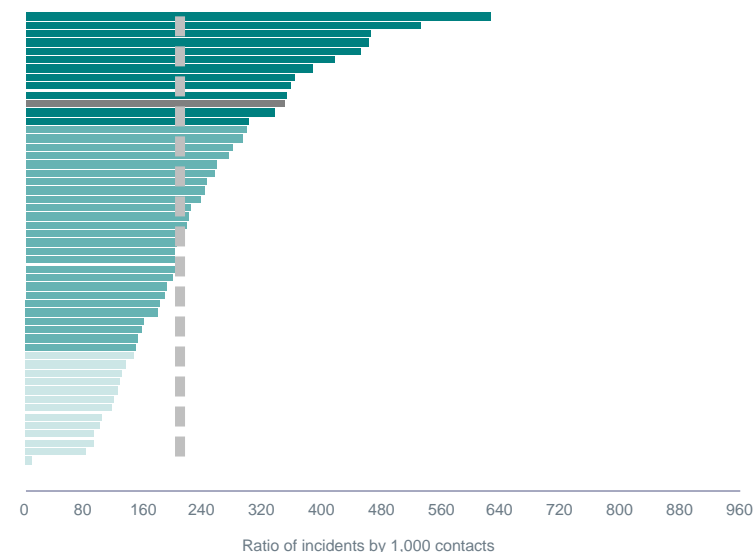
All reported incidents



Reported incidents that resulted in moderate, severe harm or death



Comparative reporting rate for incidents in mental health trusts



Year-month	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
1. Death	1	3	2	11	6	6	7	7	7	9	7	5	6
2. Severe	0	2	0	1	1	1	0	0	0	0	0	0	0
3. Moderate	49	53	53	57	49	65	46	32	55	55	40	25	35
4. Low	363	330	317	257	403	432	416	402	360	364	339	294	281
5. No Harm	958	865	633	751	946	1,042	1,043	1,082	847	1,069	956	864	719
6. Total	1,371	1,253	1,005	1,077	1,405	1,546	1,512	1,523	1,269	1,497	1,342	1,188	1,041

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

**Please note:** CQC receives data about incidents reported to NRLS by NHS trusts only. Any incidents reported to NRLS by independent Community Interest Companies will not be displayed on this page.

### National Reporting and Learning System (NRLS) incidents by type and severity between Feb 20 and Jan 21

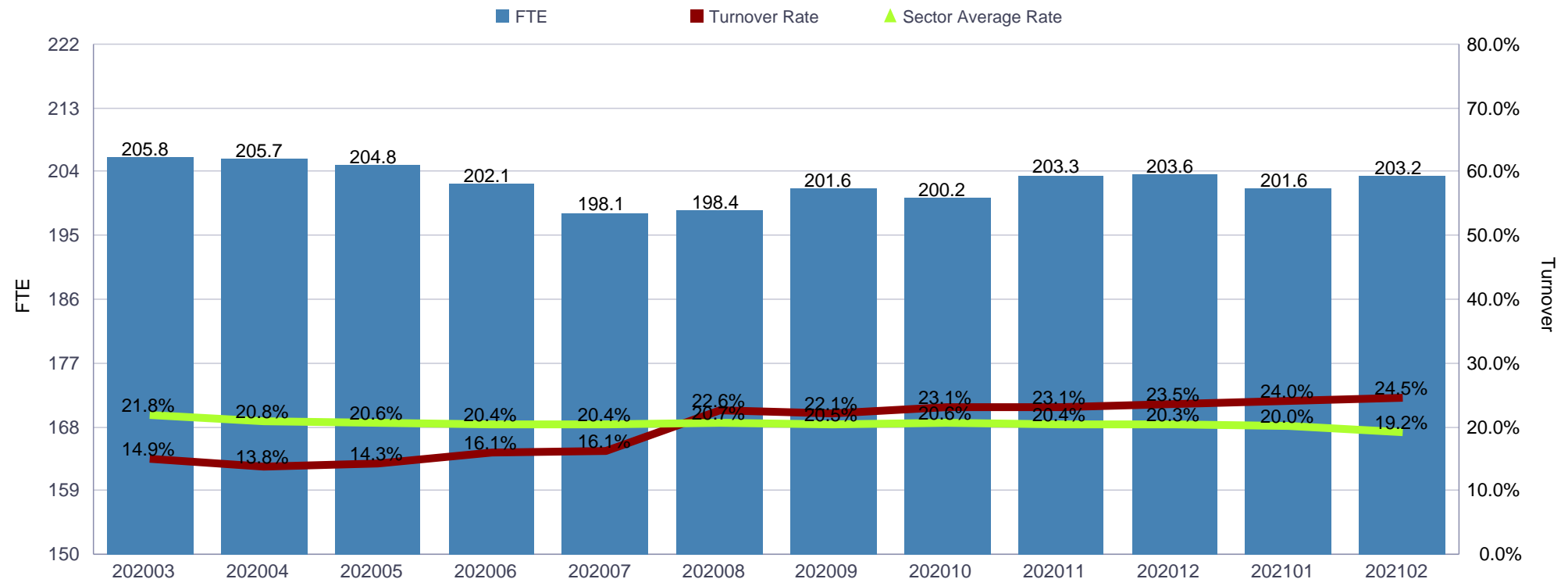
Type of Incident	No Harm	Low	Moderate	Severe	Death	Total
Self-harming behaviour	2345	1204	32	3	33	3617
Disruptive, aggressive behaviour (includes patient-to-patient)	2160	662	47	1	1	2871
Treatment, procedure	2516	83	3			2602
Implementation of care and ongoing monitoring / review	165	1615	416			2196
Patient accident	1015	360	27	1	1	1404
Access, admission, transfer, discharge (including missing patient)	992	85	12		2	1091
Medication	729	47	7			783
Consent, communication, confidentiality	284	15			1	300
Infrastructure (including staffing, facilities, environment)	222	18	3			243
Other	47	55	4		37	143
Documentation (including electronic & paper records, identification and drug charts)	134	5				139
Infection Control Incident	81	9	1			91
Patient abuse (by staff / third party)	43	25	8		1	77
Medical device / equipment	45	11	2			58
Clinical assessment (including diagnosis, scans, tests, assessments)	39	1	3			43
<b>Total</b>	<b>10817</b>	<b>4195</b>	<b>565</b>	<b>5</b>	<b>76</b>	<b>15658</b>

Specialty	No Harm	Low	Moderate	Severe	Death	Total
Mental health	9192	2206	111	5	72	11586
Primary care / Community	593	1587	412		2	2594
Medical specialties	357	227	29			613
Learning disabilities	395	121	7		1	524
Other specialties	239	53	6			298
Not applicable	33					33
Unknown	4				1	5
Surgical specialties	2	1				3
Other	1					1
Anaesthesia Pain Management and Critical Care	1					1
<b>Total</b>	<b>10817</b>	<b>4195</b>	<b>565</b>	<b>5</b>	<b>76</b>	<b>15658</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

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### Medical & Dental Staff FTE and Turnover Rate

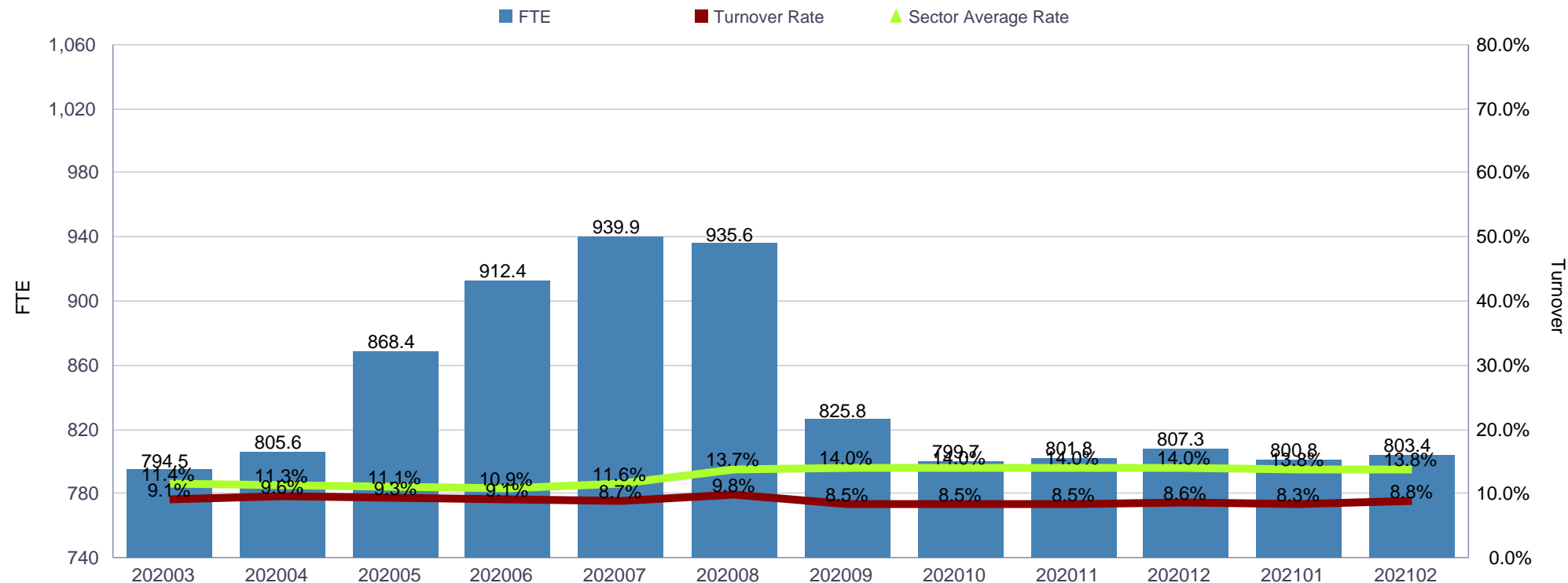


	202003	202004	202005	202006	202007	202008	202009	202010	202011	202012	202101	202102
Staffing	205.8	205.7	204.8	202.1	198.1	198.4	201.6	200.2	203.4	203.6	201.6	203.2
R12 Average Staffing	198.7	199.7	200.6	201.1	201.6	201.8	202.2	202.3	202.4	202.5	202.4	202.4
R12 Leavers	29.6	27.6	28.6	32.3	32.5	45.7	44.7	46.7	46.7	47.5	48.5	49.5
Turnover %	14.9%	13.8%	14.3%	16.1%	16.1%	22.6%	22.1%	23.1%	23.1%	23.5%	24.0%	24.5%
Sector Turnover %	21.8%	20.8%	20.6%	20.4%	20.4%	20.7%	20.5%	20.6%	20.4%	20.3%	20.0%	19.2%

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

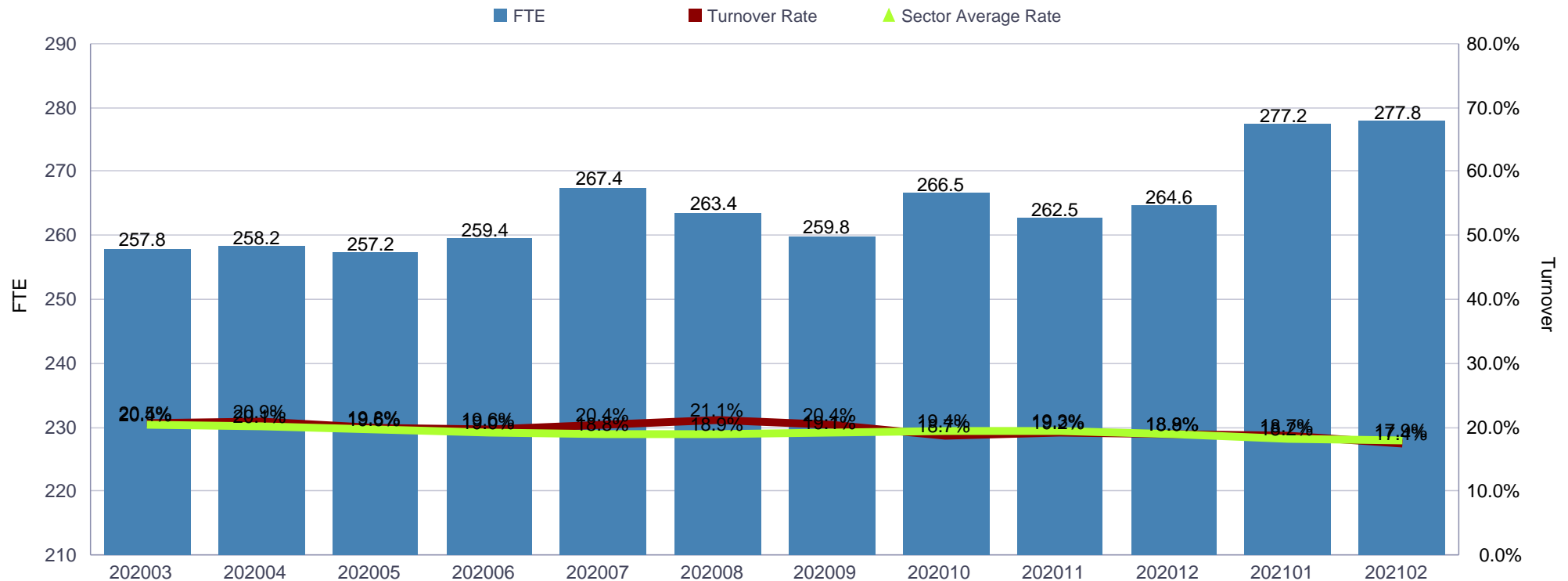
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### Healthcare Assistants Staff FTE and Turnover Rate



	202003	202004	202005	202006	202007	202008	202009	202010	202011	202012	202101	202102
Staffing	794.5	805.6	868.4	912.4	939.9	935.6	825.8	799.7	801.8	807.3	800.8	803.4
R12 Average Staffing	780.4	782.5	789.5	800.0	813.4	827.2	829.8	832.2	834.8	837.6	839.5	841.3
R12 Leavers	71.1	75.3	73.8	73.0	71.1	80.7	70.2	70.5	70.7	72.0	69.3	73.8
Turnover %	9.1%	9.6%	9.3%	9.1%	8.7%	9.8%	8.5%	8.5%	8.5%	8.6%	8.3%	8.8%
Sector Turnover %	11.4%	11.3%	11.1%	10.9%	11.6%	13.7%	14.0%	14.0%	14.0%	14.0%	13.8%	13.8%

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

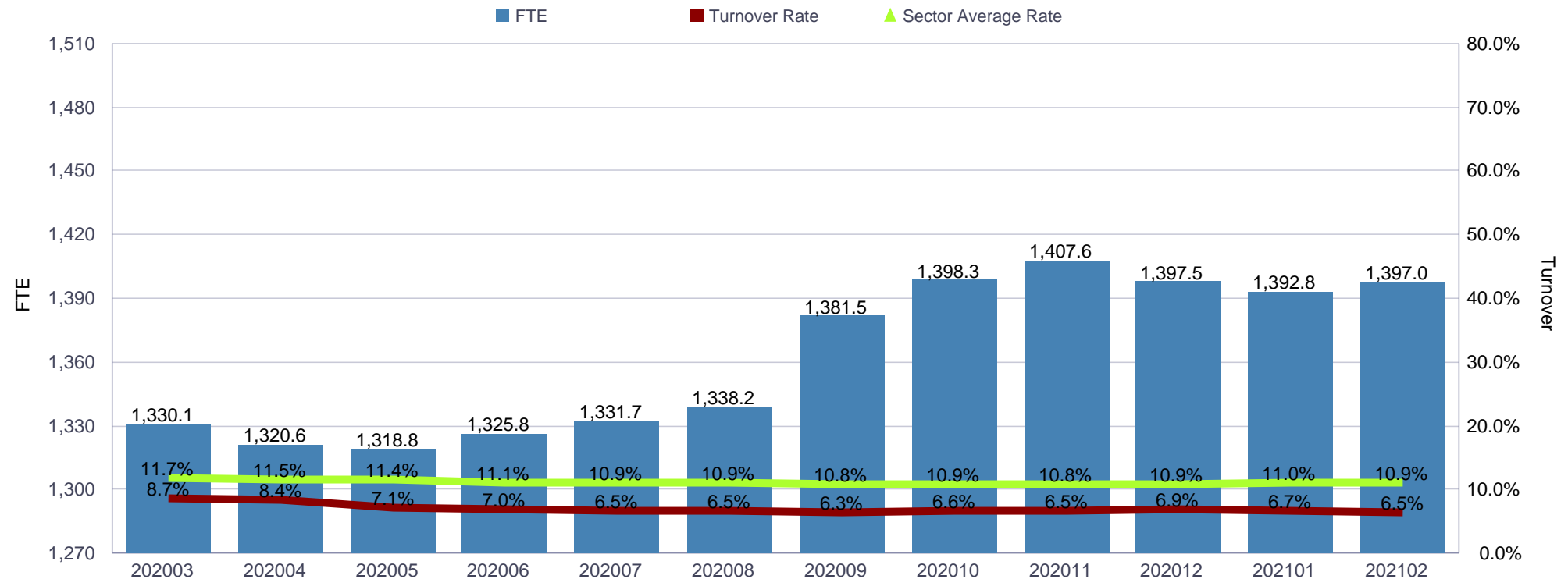


	202003	202004	202005	202006	202007	202008	202009	202010	202011	202012	202101	202102
Staffing	257.8	258.2	257.2	259.4	267.4	263.4	259.8	266.5	262.5	264.6	277.2	277.8
R12 Average Staffing	242.7	244.6	246.4	248.3	250.6	252.3	253.4	255.7	257.5	259.3	261.6	264.3
R12 Leavers	49.8	51.1	48.9	48.6	51.2	53.2	51.6	47.8	49.5	48.8	49.0	46.0
Turnover %	20.5%	20.9%	19.8%	19.6%	20.4%	21.1%	20.4%	18.7%	19.2%	18.8%	18.7%	17.4%
Sector Turnover %	20.4%	20.1%	19.6%	19.0%	18.8%	18.9%	19.1%	19.4%	19.3%	19.0%	18.2%	17.9%

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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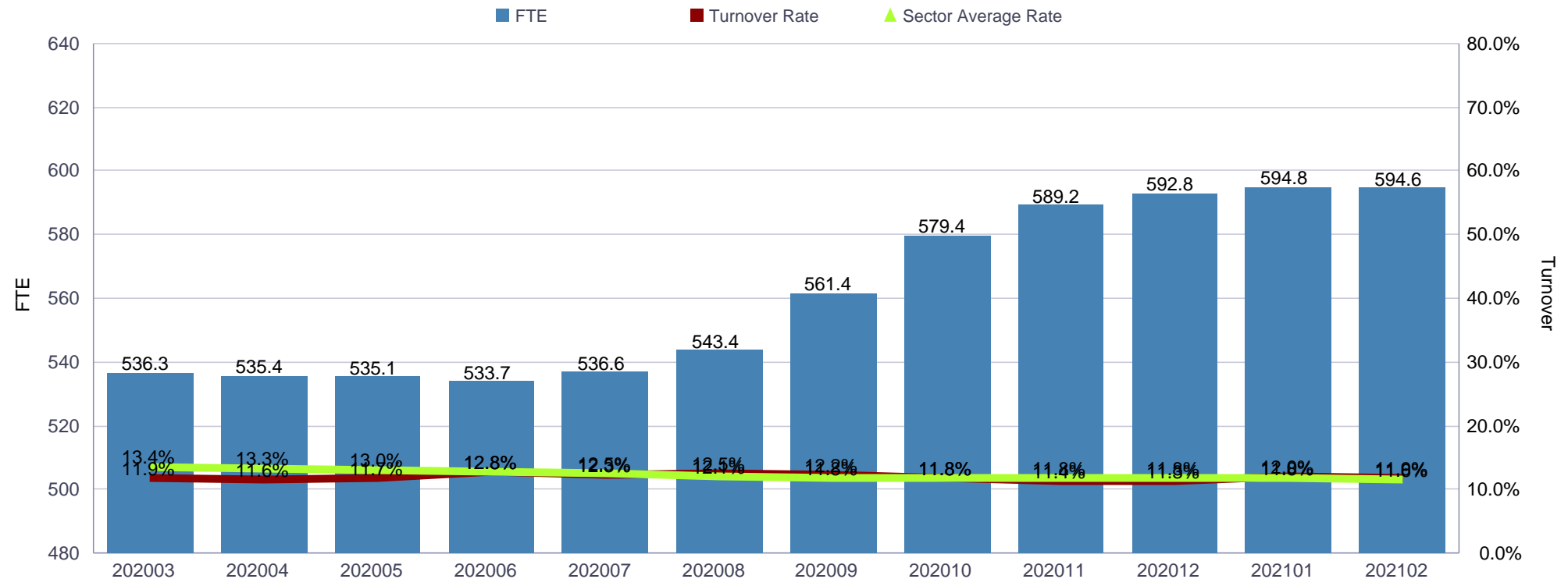
### Nursing & Midwifery Staff FTE and Turnover Rate



	202003	202004	202005	202006	202007	202008	202009	202010	202011	202012	202101	202102
Staffing	1330.1	1320.6	1318.8	1325.8	1331.7	1338.2	1381.5	1398.3	1407.6	1397.5	1392.8	1397.0
R12 Average Staffing	1301.9	1302.6	1304.4	1308.2	1312.8	1318.8	1327.5	1334.6	1342.6	1349.5	1355.2	1361.7
R12 Leavers	113.3	110.1	93.2	91.1	85.8	86.1	84.0	87.5	87.7	93.0	91.0	88.6
Turnover %	8.7%	8.4%	7.1%	7.0%	6.5%	6.5%	6.3%	6.6%	6.5%	6.9%	6.7%	6.5%
Sector Turnover %	11.7%	11.5%	11.4%	11.1%	10.9%	10.9%	10.8%	10.9%	10.8%	10.9%	11.0%	10.9%

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES				27 April 2021
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### Allied Health & Scientific, Therapeutic, Technical Staff FTE and Turnover Rate



	20203	20204	20205	20206	20207	20208	20209	20210	20211	20212	202101	202102
Staffing	536.3	535.4	535.1	533.7	536.6	543.4	561.4	579.4	589.2	592.8	594.8	594.6
R12 Average Staffing	523.5	525.0	526.7	528.0	529.7	532.0	535.4	539.8	544.9	550.2	555.6	561.1
R12 Leavers	62.2	61.0	61.6	67.5	65.0	66.6	65.3	63.9	61.9	62.4	66.5	66.8
Turnover %	11.9%	11.6%	11.7%	12.8%	12.3%	12.5%	12.2%	11.8%	11.4%	11.3%	12.0%	11.9%
Sector Turnover %	13.4%	13.3%	13.0%	12.8%	12.5%	12.1%	11.8%	11.8%	11.8%	11.8%	11.8%	11.6%



FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES			27 April 2021
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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
CHRISTOPHER UNIT (LINDEN)	Mental Health Only	98.53%	78.79%	90.52%	95.16%		61.36%
BYRON COURT - 5 HEATH CLOSE	Learning Disabilities Only	100.00%	84.44%	85.25%	98.04%		76.61%
KING'S WOOD CENTRE - COLCHESTER	Mental Health Only	100.00%	81.67%	90.95%	98.39%	90.38%	76.61%
THE ST. AUBYN'S CENTRE, COLCHESTER	Mental Health Only	100.00%	86.21%	88.48%	98.44%		76.85%
COLCHESTER - THE LAKES	Mental Health Only	99.21%	86.44%	90.95%	97.58%		77.68%
ROBIN PINTO UNIT	Mental Health Only	98.67%	76.60%	90.95%	98.08%		77.70%
MOUNTNESSING COURT, BILLERICAY	Mental Health Only	100.00%	76.60%	91.04%	95.28%		77.98%
THE BRAMBLES - COLCHESTER	Mental Health Only	100.00%	82.93%		97.30%		78.57%
BROCKFIELD HOUSE	Mental Health Only	99.39%	92.09%	90.53%	97.85%		79.44%
WOOD LEA CLINIC, BEDFORD	Mental Health Only	100.00%	86.67%	90.23%	97.12%		80.26%
BROOMFIELD HOSPITAL	Mental Health Only	99.09%	90.08%	98.04%	98.21%	98.70%	84.51%
CHELMER & STORT	Mental Health Only	100.00%	86.15%	91.06%	98.75%		84.76%
BASILDON MENTAL HEALTH UNIT, BASILDON	Mixed Service	98.69%	82.73%	86.35%	95.52%		86.11%
THURROCK COMMUNITY HOSPITAL	Mental Health Only	100.00%	81.25%	90.39%	98.72%	94.41%	87.32%
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%
CLIFTON LODGE	Mental Health Only	98.23%	76.60%	93.04%	90.38%	95.15%	90.45%
RAWRETH COURT	Mental Health Only	100.00%	78.72%	91.57%	94.23%	96.64%	90.45%
ROCHFORD COMMUNITY HOSPITAL	Mental Health Only	99.56%	85.29%	89.71%	98.50%	93.03%	90.53%
ST MARGARET'S HOSPITAL	Mental Health Only	100.00%	90.76%	90.95%	99.07%	97.05%	92.16%
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

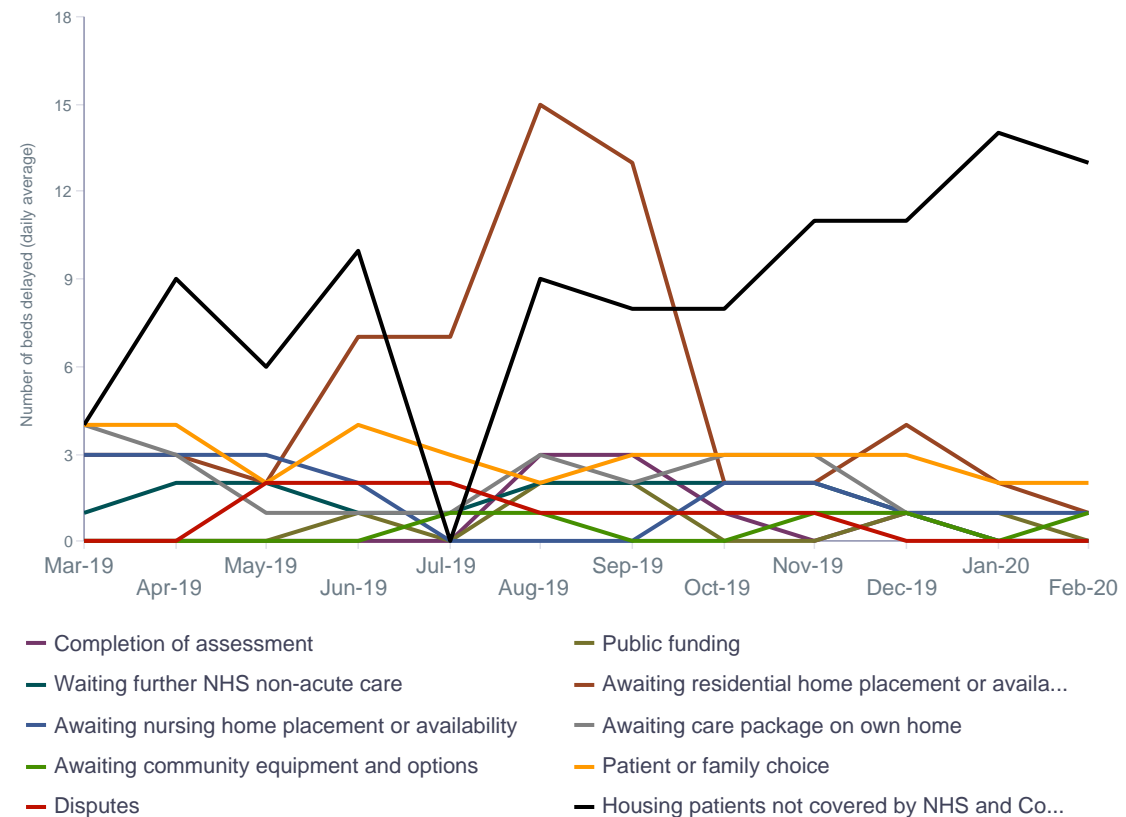
#### Daily average beds delayed by responsibility

	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



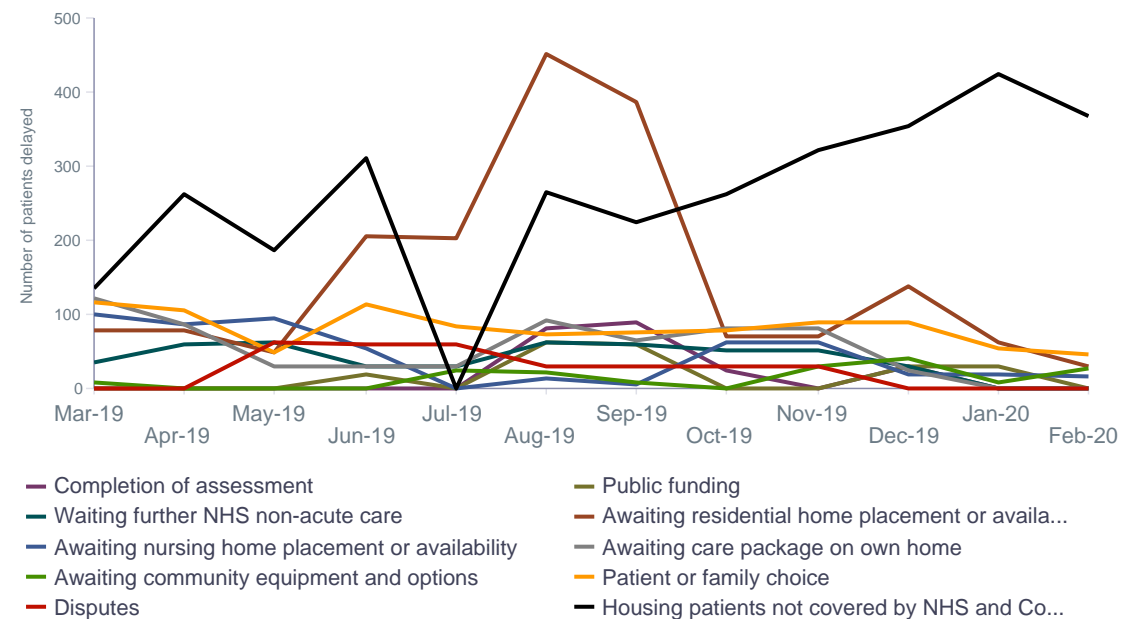
### Delayed transfers of care between Mar 19 - Feb 20

#### 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

27 April 2021

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS AND APPENDICES	
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			PATIENT SURVEYS	STAFF SURVEYS
			WRES	DATA QUALITY
				CQUIN

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Key:	0246810	→	No significant change						
	As expected		↓	2020 score is <b>significantly lower</b> than 2019 score					
	Worse		↑	2020 score is <b>significantly higher</b> than 2019 score					
	Better								

Question	2017	2018	2019	2020		Trend	
	Score out of 10			Threshold between 'As expected' and			
				Worse	Better		
In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	-	5.8	6.3	6.1	5.5	6.9	NA
Were you given enough time to discuss your needs and treatment?	-	7.3	7.7	7.5	7.0	8.0	NA
Did the person or people you saw understand how your mental health needs affect other areas of your life?	-	6.8	6.9	7.1	6.6	7.7	NA
Did the person or people you saw appear to be aware of your treatment history?	-	-	-	7.0	6.6	7.6	NA
Have you been told who is in charge of organising your care and services?	-	7.3	7.8	7.3	6.4	8.3	NA
Do you know how to contact this person if you have a concern about your care?	-	9.8	9.8	9.7	9.4	9.9	NA
How well does this person organise the care and services you need?	-	8.2	8.4	8.2	7.8	8.8	NA
Have you agreed with someone from NHS mental health services what care you will receive?	-	5.8	6.2	6.0	5.4	6.6	NA
Were you involved as much as you wanted to be in agreeing what care you will receive?	-	7.4	6.9	7.0	6.9	7.8	NA
Does this agreement on what care you will receive take your needs in other areas of your life into account?	-	-	-	6.9	6.2	7.4	NA
In the last 12 months have you had a specific meeting with NHS mental health services to discuss how your care is working?	-	-	-	7.5	6.9	8.1	NA
Did you feel that decisions were made together by you and the person you saw during this discussion?	-	7.2	7.4	7.8	7.2	8.1	NA
Would you know who to contact out of office hours within the NHS if you had a crisis?	-	-	-	6.9	5.9	8.1	NA
In the last 12 months, did you get the help you needed when you tried contacting this person or team?	-	-	-	7.3	6.4	7.5	NA
Were you involved as much as you wanted to be in decisions about which medicines you receive?	-	6.8	7.0	7.1	6.6	7.5	NA
Has the purpose of your medicines ever been discussed with you?	-	-	7.6	7.7	7.1	8.0	NA
Have the possible side-effects of your medicines ever been discussed with you?	-	-	5.8	5.6	5.2	6.5	NA
In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	-	7.7	7.7	8.6	7.3	8.6	NA
Were any NHS therapies you received explained to you in a way you could understand?	-	8.1	8.4	8.4	7.7	8.6	NA
Were you involved as much as you wanted to be in deciding what NHS therapies to use?	-	7.5	7.4	7.1	6.5	7.7	NA
In the last 12 months, did NHS mental health services support you with your physical health needs?	-	-	-	5.1	4.1	5.9	NA
In the last 12 months, did NHS mental health services provide help or advice with finding support for financial advice or benefits?	-	4.6	4.5	4.5	3.5	5.4	NA
In the last 12 months, did NHS mental health services provide help or advice with finding support for finding or keeping work (paid/voluntary...?	-	-	-	4.8	3.3	5.2	NA
In the last 12 months, has someone from NHS mental health services supported you in joining a group or taking part in an activity?	-	5.2	5.0	4.7	3.9	5.7	NA
Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	-	6.1	6.3	6.9	6.3	7.4	NA
Overall experience	-	6.7	7.1	7.1	6.6	7.5	NA
Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	-	8.2	8.2	8.5	8.1	8.9	NA
In the last 12 months, have you been asked by NHS mental health services to give your views on the quality of your care?	-	-	2.2	1.9	1.5	3.1	NA

Score out of 10	
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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

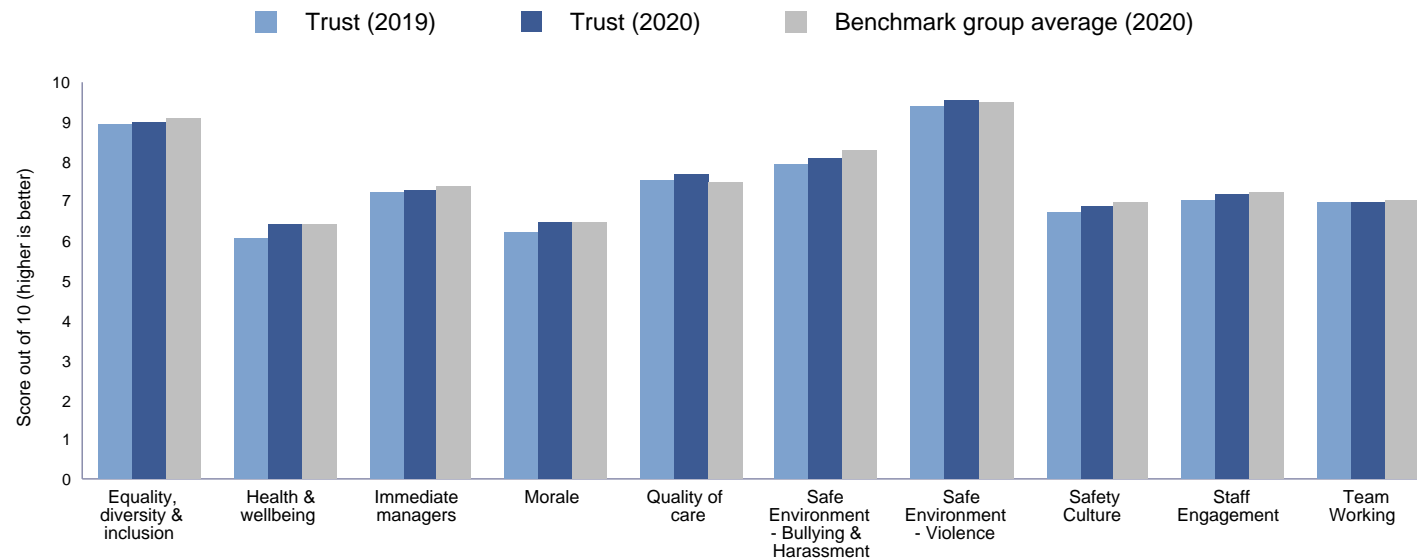
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### Key messages

- The 2020 NHS staff survey has used the same methodology and timings as in previous years but a key focus of the survey this year has been on understanding the experience of staff during the Covid-19 pandemic period. Results of the 2020 NHS staff survey should be seen within this context.
- The provider's staff survey results are being compared to a group of 53 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 Quality of care and significantly below average for no themes.

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

Sampling approach
Census
Response rate
47%
Average response rate for similar trusts
49%
Completed Questionnaires
2305



Score	9.0	6.4	7.3	6.4	7.6	8.0	9.5	6.9	7.2	6.9
Trend	→	↑	→	↑	↑	→	↑	↑	↑	→
Rank* (out of 53, 1 is best)	37	26	37	23	11	40	24	36	24	28
National comparison	S	S	S	S	B	S	S	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 53 Mental Health

# Essex Partnership University NHS Foundation Trust (R1L)

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

27 April 2021

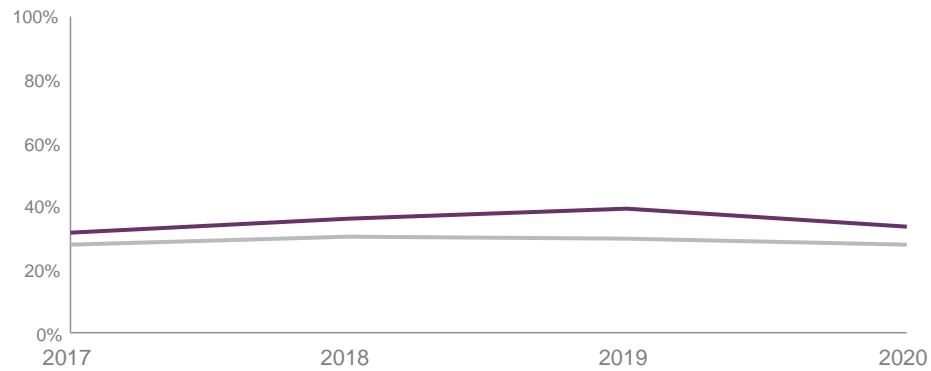
FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES			
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN

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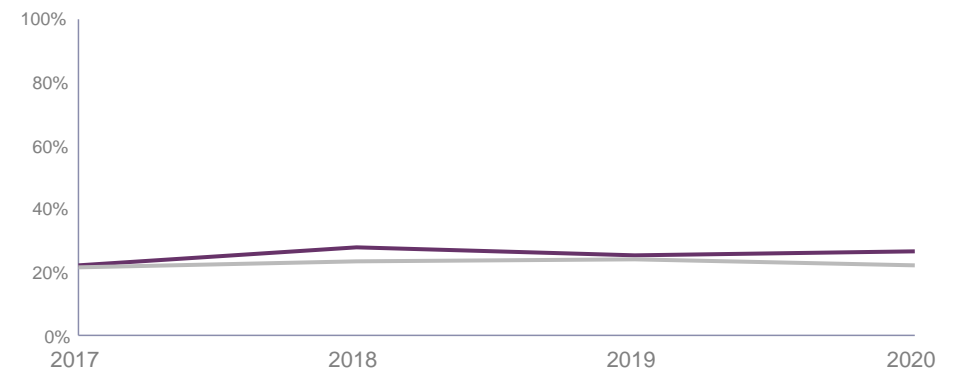
### Key messages

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

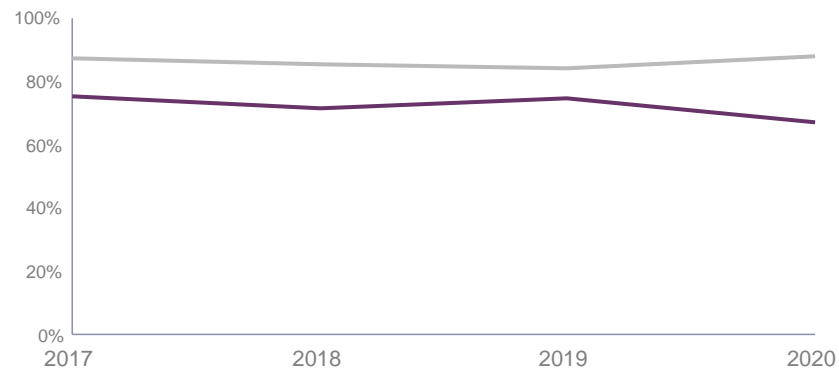
Staff who experienced harassment, bullying or abuse from patients, relatives or the public



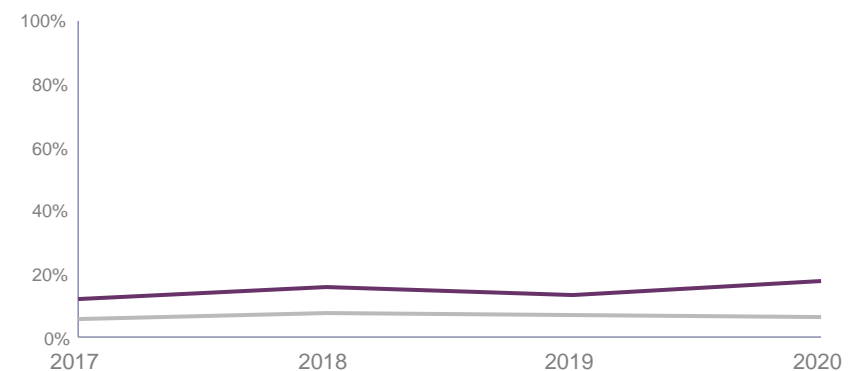
Staff who experienced harassment, bullying or abuse from staff



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



Staff experiencing discrimination from their manager and/or colleagues

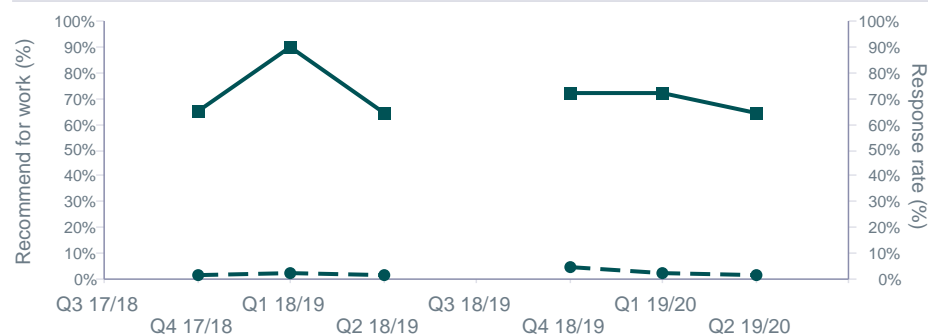


— BME Staff — White Staff

### Key messages

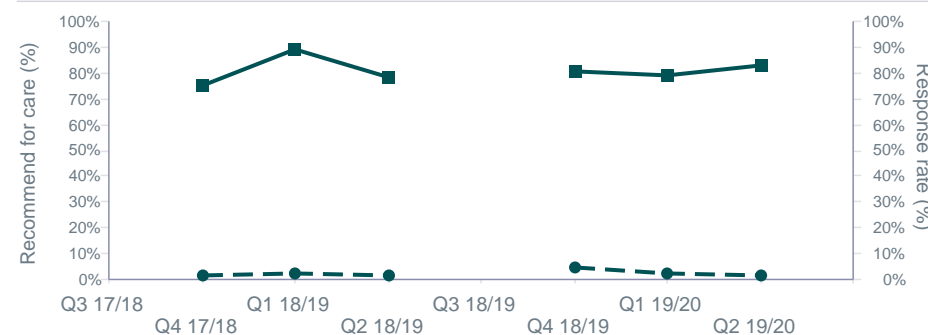
- The percentage of staff that would recommend this trust as a place to work in Q2 19/20 stayed about the same when compared to the same time last year.
- The percentage of staff that would recommend this trust as a place to receive care in Q2 19/20 stayed about the same when compared to the same time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

# Essex Partnership University NHS Foundation Trust (R1L)

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

### 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, Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, for the four staff survey indicators, this trust had 0 positive findings and 3 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

27 April 2021

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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WRES Indicators from ESR (HR data) <sup>(*)</sup>		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 <sup>(**)</sup>		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	33.5%	28.2%	29.4%	●	●	-5.8%	➡
	Peer group	32.7%	25.5%	27.3%				
6. Staff experiencing harassment, bullying or abuse from staff in the last 12 months	Trust	26.7%	22.2%	23.1%	●	●	1.2%	➡
	Peer group	25.1%	19.4%	20.9%				
7. Staff believing that the trust provides equal opportunities for career progression or promotion	Trust	67.4%	88.0%	84.7%	●	●	-7.0%	➡
	Peer group	71.1%	89.0%	84.8%				
8. Staff experiencing discrimination at work from a manager / team leader or other colleague?	Trust	17.7%	6.6%	8.6%	●	●	4.4%	➡
	Peer group	15.2%	5.7%	7.5%				
Trust staffing numbers <sup>(*)</sup>		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

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

<sup>(\*\*)</sup> SOURCES: NHS Staff Survey (2020)

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES		
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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 (**)		2020	2019
Sampling method	Trust	Census	Census
Total number of recipients (ineligible staff removed)	Trust	4,935	4,724
Response rate from total recipients (rec. min. 50%)	Trust	46.7%	48.3%
	Peer group	49.4%	50.3%

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 (2020)

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES			DEFINITIONS AND APPENDICES			27 April 2021
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN	<a href="#">Table of Contents</a>

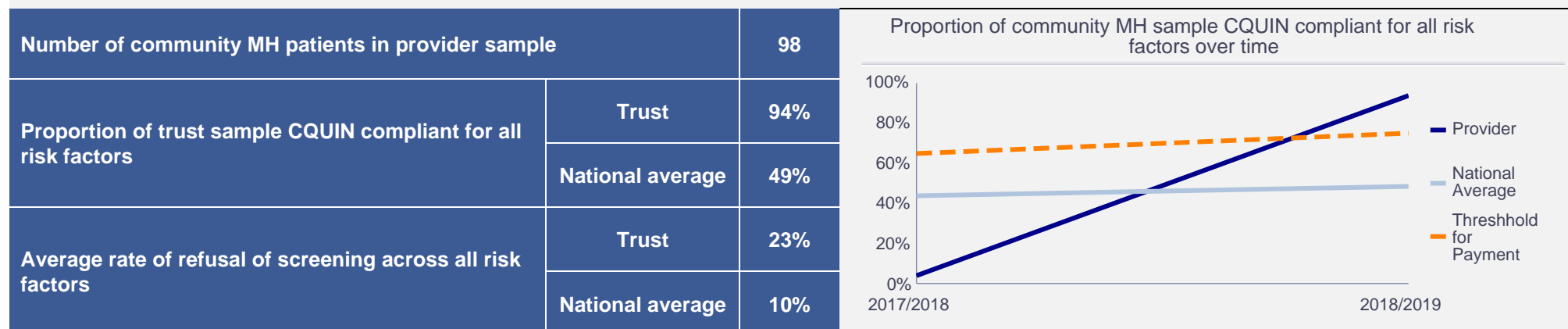
### Mental Health Services Data Set Monthly Statistics - Provider level data quality measures

Results shown as a percentage of denominator	Provider		National Average	
	Jun 20	Jan 21	Jun 20	Jan 21
<b>Data quality measures - Percentage (MHS-DQM01 - MHS-DQM11, MHS-DQM18 - MHS-DQM20, MHS-DQM31 - MHS-DQM33)</b>				
MHS-DQM01 NHS Number	100%	100%	97%	97%
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%	98%	99%
MHS-DQM05 Ethnic Category Code	94%	94%	81%	80%
MHS-DQM06 General Medical Practice Code (Patient Registration)	98%	98%	97%	96%
MHS-DQM07 Mental Health Act Legal Status Classification Code	63%	63%	92%	93%
MHS-DQM08 Treatment Function Code (Mental Health)	94%	98%	96%	97%
MHS-DQM09 Organisation Site Identifier (Of Treatment)	100%	100%	98%	96%
MHS-DQM10 Primary Reason for Referral (Mental Health)	87%	91%	57%	60%
MHS-DQM11 Care Professional Service or Team Type Association (Mental Health)	95%	96%	90%	88%
MHS-DQM18 Service Or Team Type Referred To (Mental Health)	89%	90%	86%	89%
MHS-DQM20 Clinical Response Priority Type	96%	96%	98%	98%
<b>Data quality commissioner - Percentage (MHS-DQM12 - MHS-DQM16)</b>				
MHS-DQM12 Organisation Identifier (Of Commissioner) - Referral	100%	99%	99%	92%
MHS-DQM13 Organisation Identifier (Of Commissioner) - Contact	99%	99%	98%	95%
MHS-DQM14 Organisation Identifier (Of Commissioner) - Indirect Activity	not available	not available	96%	90%
<b>Data Integrity Measures - Count / Percent (MHS-DIM01 - MHS-DIM03)</b>				
MHS-DIM01 Referrals to CYP-MH services starting in RP	14%	11%	61%	68%
MHS-DIM02 Referrals to Eating Disorder services starting in RP	not available	7%	2%	3%
MHS-DIM03 Coded Procedure (SNOMED Stop Clock for ED)	not available	not available	14%	14%
MHS-DIM04 Care contact time (Hour)	44%	44%	40%	40%
MHS-DIM05 Care contact time (Midnight)	0%	0%	1%	1%
MHS-DIM06 Onward referral time (Hour)	3%	3%	10%	11%
MHS-DIM07 Onward referral time (Midnight)	not available	not available	1%	5%
MHS-DIM08 Indirect activity time (Hour)	not available	not available	31%	30%
MHS-DIM09 Indirect activity time (Midnight)	not available	not available	2%	1%
MHS-DIM10 Discharge plan creation time (Hour)	not available	not available	12%	12%
MHS-DIM11 Discharge plan creation time (Midnight)	not available	not available	0%	0%
MHS-DIM12 Referral request received time (Hour)	4%	4%	27%	24%
MHS-DIM13 Referral request received time (Midnight)	0%	0%	11%	9%
MHS-DIM14 Service discharge time (Hour)	32%	25%	15%	15%
MHS-DIM15 Service discharge time (Midnight)	2%	4%	3%	4%
MHS-DQM15 Organisation Identifier (Of Commissioner) - Group Session	not available	not available	99%	36%

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS AND APPENDICES		27 April 2021	
MENTAL HEALTH ACT	INCIDENTS	ESR	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	WRES	DATA QUALITY	CQUIN
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MHS-DQM16 Organisation Identifier (Of Commissioner) - Hospital Provider Spell Commissioner							100%	100%	98%
MHS-DQM31 Hospital Bed Type (Mental Health)							100%	100%	97%
MHS-DQM32 Referred out of area reason (adult acute mental health)							not available	not available	89%
MHS-DQM33 Ex-British armed forces indicator							24%	24%	52%
MHS-DQM34 Source of Referral							100%	100%	95%
MHS-DQM35 Consultation medium used							97%	99%	92%
MHS-DQM37 Activity location type code							73%	70%	64%
MHS-DQM38 Delayed discharge reason							100%	not available	97%
MHS-DQM39 Delayed discharge attributable to							100%	100%	95%
MHS-DQM42 Care plan type							100%	100%	100%
MHS-DQM45 Provisional Diagnosis date							100%	100%	92%
MHS-DQM46 Primary Diagnosis date							99%	99%	95%
MHS-DQM47 Secondary Diagnosis date							94%	98%	92%
MHS-DQM48 Attended or did not attend							100%	100%	98%
MHS-DQM51 Referral closure reason							100%	100%	94%
MHS-DQM52 Estimated discharge date							40%	41%	55%
MHS-DQM53 Specialised mental health service code - Referral							not available	not available	49%
MHS-DQM54 Specialised mental health service code - Contact							not available	not available	88%
MHS-DQM55 Specialised mental health service code - Ward Stay							100%	100%	97%
MHS-DQM56 Delayed discharge; Local Authority of responsibility							64%	not available	46%








### 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 meets 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).



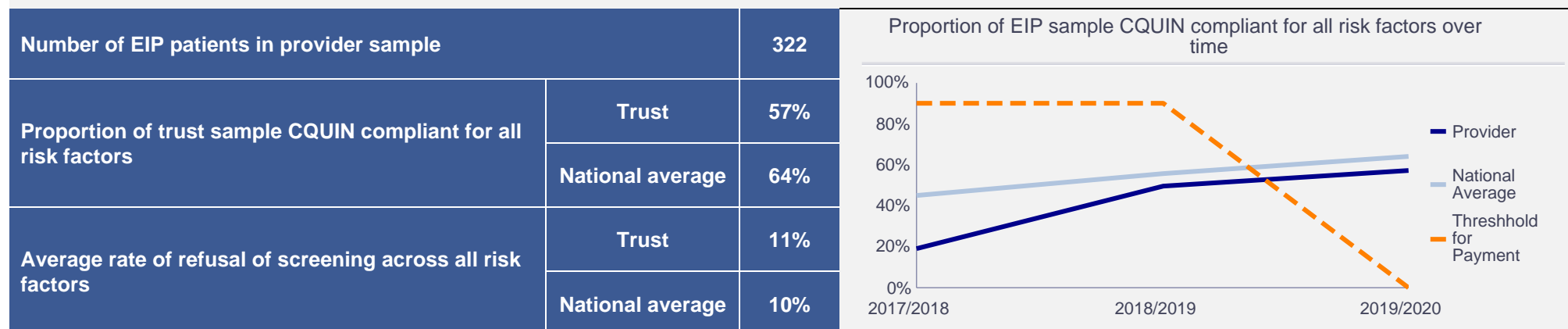
CQUIN compliance is determined by whether each patient has been offered screening, and if required, intervention for each risk factor. A patient is CQUIN compliant for a risk factor if there is documented evidence of screening being carried out or refused; **and** where screening is carried out and intervention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


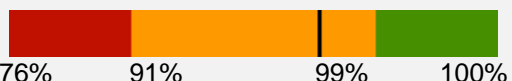





### CQUIN - Early Intervention in Psychosis (EIP) services

- 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 meets 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
- NA** 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 Essex	Rehabilitation services	Mental Health
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Rehabilitation services	People detained under the Mental Health Act
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Younger Adults
439 Ipswich Road - R1LX7	01/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act

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Basildon Mental Health Unit - R1L40	11/04/2019	Essex	MH & CHS Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Learning disabilities or autistic spectrum disorder
Brockfield House - R1LK9	03/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Brockfield House - R1LK9	03/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Broomfield Hospital Mental Health Wards - R1LZ1	30/07/2019	Essex	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Chelmer & Stort Mental Health Wards - R1LPA	30/07/2019	Essex	MH & CHS Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health

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Chelmer & Stort Mental Health Wards - R1LPA	30/07/2019	Essex	MH & CHS Essex	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	Older People
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	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Colchester Hospital Mental Health Wards - R1LK3	30/07/2019	Essex	MH & CHS Essex	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 Essex	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 Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People

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Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Learning disabilities or autistic spectrum disorder
Heath Close - R1LA4	10/05/2018	Essex	MH & CHS Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
Landermere Centre Mental Health Wards - R1LG7	03/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	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 Essex	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 Essex	Rehabilitation services	Younger Adults
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Older People
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Dementia
Mountnessing Court - R1L65	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Mental Health

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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	Younger Adults
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	Older People
Rawreth Court - R1LJ2	22/11/2018	Essex	ASC Central East of England Hub 1	Care home service with nursing	Mental Health
Robin Pinto Unit - R1L31	15/05/2018	Luton	MH & CHS Essex	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 Essex	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 Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Children 13-18 years
Rochford Hospital - R1L10	03/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Children 4-12 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 Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Older People
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Physical Disability
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Dementia
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Older People
Saffron Walden Community Hospital - R1LTH	02/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Younger Adults
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	Rehabilitation services	People detained under the Mental Health Act
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	Community healthcare service	People detained under the Mental Health Act
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	Community healthcare service	Younger Adults
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Community healthcare 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 Essex	Rehabilitation services	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	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 Essex	Residential substance misuse treatment and/or rehabilitation service	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	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 Essex	Rehabilitation services	Mental Health
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	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 Essex	Community healthcare service	Older People
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	Residential substance misuse treatment and/or rehabilitation service	Mental Health
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	Rehabilitation services	Younger Adults
St Margaret's Community Hospital - R1LT1	03/05/2018	Essex	MH & CHS Essex	Residential substance misuse treatment and/or rehabilitation service	Younger Adults
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors treatment service	People who misuse drugs and alcohol
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors consultation service	Older People
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors treatment service	Younger Adults

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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 Essex	Doctors consultation service	People who misuse drugs and alcohol
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors consultation service	Physical Disability
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors treatment service	Older People
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors consultation service	Younger Adults
St. Helen's Street - R1LXD		Suffolk	MH & CHS Essex	Doctors treatment service	Physical Disability
The St Aubyn Centre - R1L22	02/05/2018	Essex	MH & CHS Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	People detained under the Mental Health Act
The St Aubyn Centre - R1L22	02/05/2018	Essex	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Dementia
Thurrock Hospital - R1L50	03/05/2018	Thurrock	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and	Older People

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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Essex	Community based services for people who misuse substances	Whole Population
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Essex	Community based services for people with a learning disability	Whole Population
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Essex	Community based services for people with mental health needs	Whole Population
Trust Head Office - R1LZ8	10/05/2018	Essex	MH & CHS Essex	Community healthcare service	Whole Population
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Mental Health
Wood Lea Clinic - R1LL8	16/05/2018	Bedford	MH & CHS Essex	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 Essex	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 Essex	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse	Younger Adults

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