

Facts, figures and ratings

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
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"> Links to externally published assessments of CCG commissioning of mental health services Activity levels at provider, inpatient and community-based services level Staffing capacity, turnover and sickness; financial information 				<ul style="list-style-type: none"> Ratings data at provider and core service level; changes over time in the ratings An indication of the changes in intelligence A snapshot of 'Musts and Shoulds' 			

Intelligence analysis

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

Featured data sources

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY
<ul style="list-style-type: none"> Mental Health Act Incidents (mortality, notifications, incidents reported to StEIS and NRLS) PLACE scores 				<ul style="list-style-type: none"> Community mental health survey NHS staff survey and Staff Friends and Family Test Provider level data quality measures for MHSDS 			

Definitions

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
KEY	DATA						
<ul style="list-style-type: none"> Key of symbols and colours 				<ul style="list-style-type: none"> Data definitions and download 			

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

Trust level rating:

Date of last inspection: Not available
Date of publication: 19/11/2015

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

Provider type: Mental Health - FT

Organisational context	People in contact with services at the end of 31/10/2016	Adult mental health services	Learning disability and autism services	Children and young people's services	
The main local authorities served by the provider are: Essex; Southend-on-Sea and Thurrock	People in contact with services	13520	655	*	
	All contacts	21850	-	-	
	Attended contacts	18540	-	540	
	Open referrals	20025	1370	*	
	Open ward stays	250	70	*	
	People discharged from the service	2365	-	80	
	People assigned to a Mental Health Care Cluster	6800	-	-	
	People in contact with mental health services aged 0 to 18	5	-	170	
	People in contact with adult mental health services	At the end of 31/10/2016	At the end of 30/04/2016		
	At the end of the reporting period	13520	12885		
	On CPA at the end of the reporting period	2625	2590		
	On CPA for 12 months at the end of the reporting period	2070	2070		
	On CPA for 12 months with review at the end of the reporting period	1060	1075		
	People with a crisis plan in place at the end of the reporting period	*	*		
	People in contact with mental health services on CPA aged 18-69 at the end of the reporting period	At the end of 31/10/2016	At the end of 30/04/2016		
		Provider	England	Provider	England
	On Care Programme Approach (CPA) aged 18-69 at the end of the reporting period	2010	136163	1965	131344
	Aged 18-69 on CPA at the end of the reporting period in settled accommodation	1235	77508	1205	60220
	Proportion of aged 18-69 on CPA at the end of the reporting period in settled accommodation	62%	56.9%	61.4%	45.8%
	Aged 18-69 on CPA at the end of the reporting period in employment	150	10385	150	8039
	Proportion aged 18-69 on CPA at the end of the reporting period in employment	8%	7.6%	7.6%	6.1%

Registered locations

Population estimate: 2,500,000

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

Trust level rating:



Date of last inspection: Not available
Date of publication: 19/11/2015

Provider type: Mental Health - FT

Capacity	Previous	Latest	Change	National comparison
Capacity				
Number of staff (contracted WTE)				
Medical and Dental		94	NA	
Nursing and Midwifery		1,263	NA	
Other clinical staff		1,334	NA	
All other staff		1,068 Apr 16	NA	
Staff turnover (Headcount)				
Medical and Dental		26.4%	NA	
Nursing and Midwifery		14.4%	NA	
Other clinical staff		13.7%	NA	
All other staff		13.8% May 15 - Apr 16	NA	
Staff sickness				
Medical and Dental		2.0%	NA	
Nursing and Midwifery		5.0%	NA	
Other clinical staff		5.2%	NA	
All other staff		3.9% May 15 - Apr 16	NA	
Finance and governance				
Projected surplus [£000s] (deficit)		3,870	NA	
Turnover [£000s]		258,374	NA	
NHSI Single Oversight Framework segmentation	NA	Providers offered targeted support	NA	

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

Ratings for inpatient core services:

	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units (19/11/2015)	G	G	G	G	G	G
Long stay/rehabilitation mental health wards for working age adults	NA	NA	NA	NA	NA	NA
Forensic inpatient/secure wards (19/11/2015)	RI	G	G	G	G	G
Child and adolescent mental health wards (19/11/2015)	RI	G	G	G	G	G
Wards for older people with mental health problems (19/11/2015)	G	G	G	G	G	G
Wards for people with learning disabilities or autism (19/11/2015)	RI	G	G	G	G	G

Admissions, discharges and bed days

Activity	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Admissions to hospital	150	175	245	155	140	160
Discharges from hospital	175	180	260	175	135	180
Bed days	9485	8985	9280	8070	8190	8455
Days of delayed discharge	*	*	*	*	*	415
Under 16 bed days on adult wards	*	*	*	*	*	*
Age 16 bed days on adult wards	*	*	*	*	*	*
Age 17 bed days on adult wards	30	*	*	*	*	*

Open ward stays

Inpatient service	At the end of 30/04/2016	At the end of 31/10/2016
Adult mental health services	290	250
Adult acute mental health care	120	145
Specialised adult mental health services	80	65

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

Ratings for inpatient core services:

	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units (19/11/2015)	G	G	G	G	G	G
Long stay/rehabilitation mental health wards for working age adults	NA	NA	NA	NA	NA	NA
Forensic inpatient/secure wards (19/11/2015)	RI	G	G	G	G	G
Child and adolescent mental health wards (19/11/2015)	RI	G	G	G	G	G
Wards for older people with mental health problems (19/11/2015)	G	G	G	G	G	G
Wards for people with learning disabilities or autism (19/11/2015)	RI	G	G	G	G	G

Age profiles

Age profile	Open hospital spells at the end of 31/10/2016)
0 – 18	5
19 – 64	155
65 and over	95

Age profile	Subject to detention at end of 31/10/2016
0 – 17	*
18 – 64	*
65 and over	*

Out of area treatment (OAT)

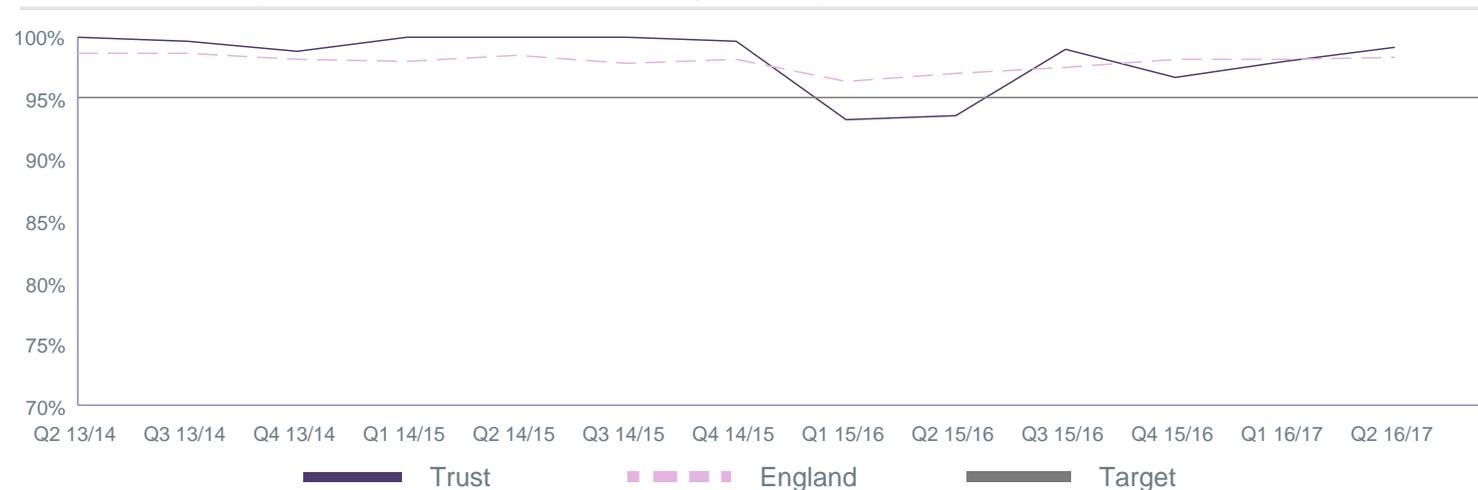
Distance to treatment	Open ward stays – adult acute care at end of 31/10/2016	OAT Open ward stays – adult acute care at end of 31/10/2016
0-19 kilometres	115	*
20-49 kilometres	10	*
50-99 kilometres	*	*
100 kilometres and over	*	*

Average length of stay

Under development

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS					
Ratings for community-based core services:			Safe	Effective	Caring	Responsive	Well led	Overall
Community-based mental health services for adults of working age (19/11/2015)			G	G	G	G	G	G
Mental health crisis services and health-based places of safety (19/11/2015)			G	G	G	G	G	G
Specialist community mental health services for children and young people (19/11/2015)			G	G	G	G	G	G
Community-based mental health services for older people			NA	NA	NA	NA	NA	NA
Community mental health services for people with learning disabilities or autism (19/11/2015)			G	G	G	RI	G	G

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



Contact with specialist community teams:

Contacts at 31/10/2016	All Contacts	Attended contacts
Crisis resolution service or home treatment team	8630	7240
Memory services team	*	*
Perinatal mental health team	*	*

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

	Trust	England Average
2015/16 Q4	100%	97.2%
2016/17 Q1	98.5%	96.2%
2016/17 Q2	98.6%	96.8%
2016/17 Q3	98.2%	96.7%
2016/17 Q4	96.1%	96.7%

FACTS, FIGURES & RATINGS INTELLIGENCE FEATURED DATA SOURCES DEFINITIONS

TRUST INPATIENT SERVICES COMMUNITY-BASED SERVICES RATINGS

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.

Key messages

Intelligence indicates that:

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

		Safe	Effective	Caring	Responsive	Well led	Overall	
		↓	→	→	↑	→	→	
Inpatient services	Overall	RI	G	G	G	G	G	
	Acute wards for adults of working age and psychiatric intensive care units	G	G	G	G	G	G	
	Long stay/rehabilitation mental health wards for working age adults	NA	NA	NA	NA	NA	NA	
	Forensic inpatient/secure wards	RI	G	G	G	G	G	→
	Child and adolescent mental health wards	RI	G	G	G	G	G	
	Wards for older people with mental health problems	G	G	G	G	G	G	
	Wards for people with learning disabilities or autism	RI	G	G	G	G	G	
Community-based services	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	G	G	G	G	G	G	
	Specialist community mental health services for children and young people	G	G	G	G	G	G	→
	Community-based mental health services for older people	NA	NA	NA	NA	NA	NA	
	Community mental health services for people with learning disabilities or autism	G	G	G	RI	G	G	

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS		
--------------------------	--	--------------	-----------------------	-------------	--	--

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

This page displays changes to the core service, key questions and overall ratings.

Key messages

Intelligence indicates that:

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

		Safe	Effective	Caring	Responsive	Well led	Overall
	Overall	November 2015					
Inpatient services	Acute wards for adults of working age and psychiatric intensive care units	November 2015					
	Long stay/rehabilitation mental health wards for working age adults	NA -	NA -	NA -	NA -	NA -	NA -
	Forensic inpatient/secure wards	November 2015					
	Child and adolescent mental health wards	November 2015					
	Wards for older people with mental health problems	November 2015					
	Wards for people with learning disabilities or autism	November 2015					
	Community-based mental health services for adults of working age	November 2015					
Community-based services	Mental health crisis services and health-based places of safety	November 2015					
	Specialist community mental health services for children and young people	November 2015					
	Community-based mental health services for older people	NA -	NA -	NA -	NA -	NA -	NA -
	Community mental health services for people with learning disabilities or autism	November 2015					

FACTS, FIGURES & RATINGS INTELLIGENCE FEATURED DATA SOURCES DEFINITIONS

TRUST INPATIENT SERVICES COMMUNITY-BASED SERVICES RATINGS

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

Key messages

Intelligence indicates that:

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

Community health services

	Safe	Effective	Caring	Responsive	Well led	Overall
Overall	RI	G	G	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	G	G	G	G
Community health inpatient services	G	G	G	G	G	G
Community end of life care	NA	NA	NA	NA	NA	NA
Urgent care services	NA	NA	NA	NA	NA	NA
Community dental services	G	G	G	G	G	G
HIV and sexual health services	NA	NA	NA	NA	NA	NA

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS	
--------------------------	--	--------------	-----------------------	-------------	--

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

This page displays changes to the core service, key questions and overall ratings.

Key messages

Intelligence indicates that:

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

Community health services

	Safe	Effective	Caring	Responsive	Well led	Overall
Overall	November 2015					
Community health services for adults	November 2015					
Community health services for children, young people and families	November 2015					
Community health inpatient services	November 2015					
Community end of life care	NA	NA	NA	NA	NA	NA
Urgent care services	NA	NA	NA	NA	NA	NA
Community dental services	November 2015					
HIV and sexual health services	NA	NA	NA	NA	NA	NA

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS		
--------------------------	--	--------------	-----------------------	-------------	--	--

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS		
-------	--------------------	--------------------------	---------	--	--

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

Key messages

Intelligence indicates that:

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

	Safe	Effective	Caring	Responsive	Well led	Overall
Overall	↓ RI	→ G	→ G	↑ G	→ G	→ G
Additional core services End of life care	G	G	G	G	G	G

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS	
--------------------------	--	--------------	-----------------------	-------------	--

TRUST	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	RATINGS
-------	--------------------	--------------------------	---------

This page displays changes to the core service, key questions and overall ratings.

Key messages

Intelligence indicates that:

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

Additional core services End of life care

	Safe	Effective	Caring	Responsive	Well led	Overall
Overall	↓ November 2015	→ November 2015	→ November 2015	↑ November 2015	→ November 2015	→ November 2015
Additional core services	November 2015					

TRUST

INPATIENT
SERVICES

COMMUNITY-BASED
SERVICES

RATINGS

Current enforcement and regulatory action

Under development

Service Area	Core Service	Publication date	Type	Summary (correct as at January 2017)
Additional services	Trust wide	19/11/2015	Must	The trust must ensure that practices amounting to seclusion or segregation are recognised and managed within the requirements of the Mental Health Act Code of Practice.
Additional services	Trust wide	19/11/2015	Must	The trust must review arrangements for food provision at acute mental health and forensic inpatient services to ensure that patients have sufficient choice and receive food of good quality.
Additional services	Trust wide	19/11/2015	Must	The trust must take action to reduce restrictive interventions particularly on Fuji ward where the numbers of prone restraints were high.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure robust clinical risk assessment and that this is updated in line with peoples' changing needs.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure that all potential ligature points are managed and the risk from these mitigated.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure that all relevant patients have easy access to psychological therapies.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure that arrangements for single sex accommodation are always adhered to ensure the safety and privacy of patients.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure that locally resolved complaints are recorded and monitored with outcomes identified.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure that the environment allocated to the place of safety suites is safe and fit for purpose and meets guidance.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure the electronic care records systems and processes are sufficient to ensure that peoples' care is managed safely.
Additional services	Trust wide	19/11/2015	Should	The trust should ensure there are sufficient, experienced, staff on duty at all times to provide care to meet patients' needs.
Additional services	Trust wide	19/11/2015	Should	The trust should involve people in the care planning process to ensure that the goals in care plans reflect the wishes of the people who use the service.
Additional services	Trust wide	19/11/2015	Should	The trust should review their process within the crisis teams for safe transport of medication, safe storage of medication and safe dispensing of medication.

Trust level rating:

Date of last inspection: Not available
Date of publication: 19/11/2015

Safe

RI

Effective

G

Caring

G

Responsive

G

Well led

G

Overall

G

Intelligence key messages

Trust-wide, inpatient and community-based indicators

Trust Wide indicators

- A total of 2 (7%) indicators have improved.
- No key questions are improving
- Percentage of staff agreeing that their role makes a difference to patients / service users (%) are among the best in the country.
- A total of 1 (3%) indicators have declined.
- No key questions are declining
- Proportion of days sick in the last 12 months for Medical and Dental staff (%) are among the worst in the country.

Inpatient services

- A total of 1 (10%) indicators have improved.
- No key questions are improving
- A total of 2 (20%) indicators have declined.
- No key questions are declining
- Proportion of care spells where patients are discharged without a recorded crisis plan (%); Rate of recorded incidences of assault (on a patient by another patient) per 100 MH inpatients in higher security (level 1-3) wards; Rate of recorded incidences of self-harm per 100 LD inpatients in general security (level 0) wards; Rate of recorded incidences of self-harm per 100 LD inpatients in higher security (level 1-3) wards; Rate of recorded incidences of self-harm per 100 MH inpatients in higher security (level 1-3) wards; Rate of recorded incidences of restraint per 100 LD inpatients in general security (level 0) wards; Rate of recorded incidences of restraint per 100 MH inpatients in general security (level 0) wards; Rate of recorded incidences of restraint per 100 MH inpatients in higher security (level 1-3) wards; Ratio of occupied beds to all nursing staff; Bed occupancy: Composite indicator; Data quality: Composite indicator on provider closed Mental Health Act (MHA) and hospital inpatient episodes (%) are among the worst in the country.

Community based services

- A total of 2 (18%) indicators have improved.
- No key questions are improving

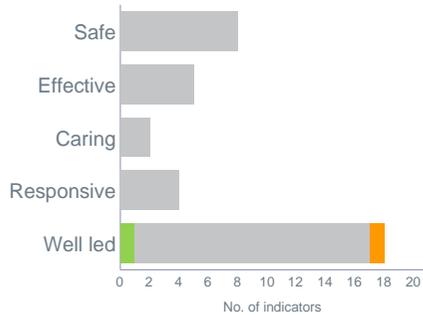
Intelligence key messages

Trust-wide, inpatient and community-based indicators

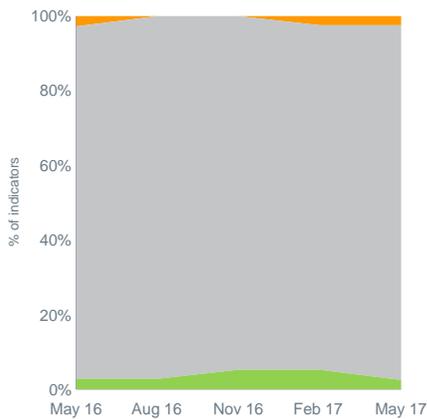
- A total of 3 (27%) indicators have declined.
- No key questions are declining

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	

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	Consistency of reporting to the National Reporting and Learning System (NRLS) National Reporting Learning System (NRLS) - National Reporting Learning System (NRLS) (13 Feb 2017)		6 months of reporting Oct 14 - Mar 15	6 months of reporting Oct 15 - Mar 16	➔	●	
	S1	Fairness and effectiveness of procedures for reporting errors, near misses and incidents (%) NHS England - NHS Staff Survey (31 Mar 2017)	68.4%	70.3% Oct 15 - Dec 15	70.5% Oct 16 - Dec 16	➔	●	
	S1	Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month (%) NHS England - NHS Staff Survey (31 Mar 2017)	24.3%	18.8% Oct 15 - Dec 15	22.7% Oct 16 - Dec 16	➔	●	
	S1	Potential under-reporting of patient safety incidents - count of reported incidents as a ratio to MHMDS and HES spells (no harm, low harm, moderate harm, severe harm, death) National Reporting and Learning System / Health and Social Care Information Centre - NRLS / MHLDDS-HES Bridged (25 May 2017)	0.1	NA	0.1 Mar 16 - Feb 17	Under dev	●	
	S1	Proportion of reported patient safety incidents that are harmful - proportion of all incidents reported to the NRLS that are categorised as low harm, moderate, severe or death (%) National Reporting and Learning System - NRLS (25 May 2017)	35.4%	36.3% Nov 14 - Oct 15	46.3% Mar 16 - Feb 17	⬇	●	
	S2	Central Alerting System (CAS): Composite indicator on dealing with (CAS) safety alerts indicators in a timely way Medicines and Healthcare products Regulatory Agency (MHRA) - Central Alerting System (27 Apr 2017)			Apr 15 - Mar 17	NA	●	
			Central Alerting System (CAS): The number of alerts which CAS stipulated should have been closed by trusts during the preceding 12 months, but which were still open on the date CQC extracted data		0 alerts still open Nov 14 - Oct 15	0 alerts still open Apr 16 - Mar 17	➔	●
			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 Mar 09 - Oct 14	0 alerts still open Apr 15 - Apr 16	➔	●
			Central Alerting System (CAS): The percentage of CAS alerts with closing dates during the preceding 12 months which the trust has closed late		< 25% of alerts closed late Nov 14 - Oct 15	<25% of alerts closed late Apr 16 - Mar 17	➔	●
	S3	CQCs National Customer Service Centre (NCSC) safeguarding concerns Care Quality Commission - Internal data (17 Feb 2017)	-	2.1 Nov 14 - Oct 15	0.3 Nov 15 - Oct 16	➔	●	

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES
----------	------------	--------------------	--------------------------

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	S4	Percentage of staff working extra hours (%) NHS England - NHS Staff Survey (31 Mar 2017)	71.4%	72.5% Oct 15 - Dec 15	71.0% Oct 16 - Dec 16	➡	●
	E3	Percentage of staff appraised in last 12 months (%) NHS England - NHS Staff Survey (31 Mar 2017)	89.8%	93.3% Oct 15 - Dec 15	93.4% Oct 16 - Dec 16	➡	●
	E3	Support from immediate managers (%) NHS England - NHS Staff Survey (31 Mar 2017)	72.0%	73.7% Oct 15 - Dec 15	73.9% Oct 16 - Dec 16	➡	●
Effective	E4	Proportion of hospital spells under detention (ages 18-64) that finished in the period where patients were readmitted under detention (sections 2 and 3 of the MHA) within 30 days (%) HSCIC - MHLDDS (05 Sep 2016)	9.2%	NA	6.5% Aug 14 - Jul 15	NA	●
	E4	Proportion of informal hospital spells (ages 18-64) that finished in the period where patients were readmitted under detention (sections 2 and 3 of the MHA) within 30 days (%) HSCIC - MHLDDS (05 Sep 2016)	2.2%	NA	2.7% Aug 14 - Jul 15	NA	●
	E7	Ratio of the number of uses of section 4 to the number of uses of section 2 of the MHA HSCIC - MHLDDS (20 Feb 2017)	0.0	NA	0.0 Oct 14 - Sep 15	Under dev	●
Caring	C1	Negative comments received to Patient Opinion sources Patient Opinion - Patient Comments (17 Feb 2017)	-	0.8 Aug 14 - Jul 15	0.8 Sep 15 - Aug 16	➡	●
	C1	Share Your Experience Care Quality Commission - Share Your Experience (17 Feb 2017)	-	0.4 Apr 14 - Mar 15	0.8 Sep 15 - Aug 16	➡	●
Responsive	R4	CQC concerns and complaints excluding high secure wards Care Quality Commission - Care Quality Commission (17 Feb 2017)	-	1.6 Nov 14 - Oct 15	0.8 Nov 15 - Oct 16	➡	●
	R4	Provider complaints Health and Social Care Information Centre - NHS data on written complaints (17 Feb 2017)	-	1.4 Apr 14 - Mar 15	0.5 Apr 15 - Mar 16	➡	●
	R4	Ratio of Mental Health Act complaints received by CQC per 1,000 detentions and CTOs MHAdb / HSCIC (KP90) - Complaints / Detentions under MHA (20 Feb 2017)	23.2	NA	32.0 Aug 15 - Jul 16	Under dev	●

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES
----------	------------	--------------------	--------------------------

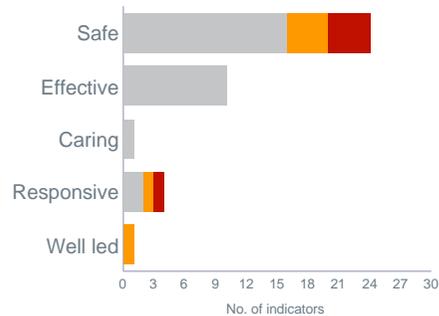
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	R4	The number of fully and partially upheld complaints Parliamentary Health Service Ombudsman - PHSO complaints (17 Feb 2017)	-	3.1 Apr 14 - Mar 15	0.3 Apr 15 - Mar 16		
Well led	W2	Identified level of potential support needs by the provider shadow segmentation NHS Improvement - Single Oversight Framework (SOF) (08 May 2017)		NA	Providers offered targeted support Apr 17	NA	
	W3	General Medical Council (GMC) – enhanced monitoring General Medical Council - Enhanced Monitoring (24 Mar 2017)		No concerns Jun 15	No concerns Feb 17		
	W3	General Medical Council (GMC) national training survey - trainees overall satisfaction General Medical Council - National Training Surveys (17 Feb 2017)		Within middle quartile (Q2/IQR) Mar 15 - May 15	Within middle quartile (Q2/IQR) Mar 16 - May 16		
	W3	Percentage of staff able to contribute towards improvements at work (%) NHS England - NHS Staff Survey (31 Mar 2017)	73.3%	78.6% Oct 15 - Dec 15	74.9% Oct 16 - Dec 16		
	W3	Percentage of staff agreeing that their role makes a difference to patients / service users (%) NHS England - NHS Staff Survey (31 Mar 2017)	89.1%	91.4% Oct 15 - Dec 15	92.5% Oct 16 - Dec 16		
	W3	Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves (%) NHS England - NHS Staff Survey (31 Mar 2017)	55.4%	61.5% Oct 15 - Dec 15	62.6% Oct 16 - Dec 16		
	W3	Percentage of staff experiencing discrimination at work in the last 12 months (%) NHS England - NHS Staff Survey (31 Mar 2017)	12.5%	7.6% Oct 15 - Dec 15	11.8% Oct 16 - Dec 16		
	W3	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months (%) NHS England - NHS Staff Survey (31 Mar 2017)	29.8%	31.8% Oct 15 - Dec 15	30.3% Oct 16 - Dec 16		
	W3	Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months (%) NHS England - NHS Staff Survey (31 Mar 2017)	18.0%	15.9% Oct 15 - Dec 15	16.9% Oct 16 - Dec 16		
	W3	Percentage of staff feeling unwell due to work related stress in the last 12 months (%) NHS England - NHS Staff Survey (31 Mar 2017)	38.7%	35.1% Oct 15 - Dec 15	33.3% Oct 16 - Dec 16		

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES
----------	------------	--------------------	--------------------------

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	W3	Percentage of staff reporting good communication between senior management and staff (%) NHS England - NHS Staff Survey (31 Mar 2017)	35.0%	37.2% Oct 15 - Dec 15	39.4% Oct 16 - Dec 16	➔	●
	W3	Proportion of days sick in the last 12 months for Medical and Dental staff (%) Electronic Staff Record - ESR Data Warehouse (13 Apr 2017)	2.1%	2.3% Oct 14 - Sep 15	3.7% Feb 16 - Jan 17	➔	●
	W3	Proportion of days sick in the last 12 months for non-clinical staff (%) Electronic Staff Record - ESR Data Warehouse (13 Apr 2017)	4.3%	4.3% Oct 14 - Sep 15	3.6% Feb 16 - Jan 17	➔	●
	W3	Proportion of days sick in the last 12 months for Nursing and Midwifery staff (%) Electronic Staff Record - ESR Data Warehouse (13 Apr 2017)	5.2%	5.6% Oct 14 - Sep 15	4.7% Feb 16 - Jan 17	➔	●
	W3	Proportion of days sick in the last 12 months for other clinical staff (%) Electronic Staff Record - ESR Data Warehouse (13 Apr 2017)	5.2%	5.4% Oct 14 - Sep 15	5.6% Feb 16 - Jan 17	➔	●
	W3	Proportion of Health Care Workers with direct patient care that have been vaccinated against seasonal influenza (%) Department of Health - HCW Seasonal Influenza Vaccination Programme (15 Dec 2016)	38.9%	30.7% Sep 14 - Feb 15	30.3% Sep 15 - Feb 16	➔	●
	W3	Staff recommendation of the organisation as a place to work or receive treatment (%) NHS England - NHS Staff Survey (04 Apr 2017)	66.7%	69.5% Oct 15 - Dec 15	69.9% Oct 16 - Dec 16	➔	●
	W4	Snapshot of whistleblowing alerts received by CQC Care Quality Commission - Internal data (13 Feb 2017)		1 or more Nov 15	0 Nov 16 - Jan 17	⬆	●

What's the current performance?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	Detained patient deaths: Composite indicator Care Quality Commission / Health and Social Care Information Centre - Mental Health Act database / MHLDDS / KP90 (24 Feb 2017)			Nov 14 - Oct 15	NA	●
		Detained patient deaths: Trusts flagging for risk in relation to the number of deaths due to natural causes of patients detained under the Mental Health Act (people aged under 75) MHLDDS/MHAdb	-		0.0 Nov 14 - Oct 15	NA	●
		Detained patient deaths: Trusts flagging for risk in the number of suicides of patients detained under the Mental Health Act (all ages)- MHLDDS/MHAdb	1.0		0.0 Nov 14 - Oct 15	NA	●
	S1	Patients that die following injury or self-harm within 3 days of being admitted to acute hospital beds Health and Social Care Information Centre - MHLDDS - HES Bridged (24 Feb 2017)	1.0	0.0 Oct 13 - Sep 14	0.0 Mar 15 - Feb 16	➔	●
	S1	Proportion of mortality among mental health inpatients aged 0 - 74 (death recorded in ONS) (%) HSCIC - MHLDDS (10 Jan 2017)	1.4%	NA	0.9% Nov 14 - Oct 15	Under dev	●
	S1	Rate of recorded incidences of assault (on a patient by another patient) per 100 LD inpatients in general security (level 0) wards NHS Digital - MHLDDS (09 Feb 2017)	19.0	NA	4.7 Nov 14 - Oct 15	Under dev	●
	S1	Rate of recorded incidences of assault (on a patient by another patient) per 100 LD inpatients in higher security (level 1-3) wards NHS Digital - MHLDDS (09 Feb 2017)	24.9	NA	18.2 Nov 14 - Oct 15	Under dev	●
	S1	Rate of recorded incidences of assault (on a patient by another patient) per 100 MH inpatients in general security (level 0) wards HSCIC - MHLDDS (09 Feb 2017)	10.1	NA	8.6 Nov 14 - Oct 15	Under dev	●
	S1	Rate of recorded incidences of assault (on a patient by another patient) per 100 MH inpatients in higher security (level 1-3) wards HSCIC - MHLDDS (09 Feb 2017)	13.9	NA	44.7 Nov 14 - Oct 15	Under dev	●
	S1	Rate of recorded incidences of self-harm per 100 LD inpatients in general security (level 0) wards NHS Digital - MHLDDS (09 Feb 2017)	75.6	NA	74.1 Nov 14 - Oct 15	Under dev	●
S1	Rate of recorded incidences of self-harm per 100 LD inpatients in higher security (level 1-3) wards NHS Digital - MHLDDS (09 Feb 2017)	52.9	NA	109.1 Nov 14 - Oct 15	Under dev	●	

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	S1	Rate of recorded incidences of self-harm per 100 MH inpatients in general security (level 0) wards HSCIC - MHLDDS (09 Feb 2017)	72.3	NA	6.5 Nov 14 - Oct 15	Under dev	
	S1	Rate of recorded incidences of self-harm per 100 MH inpatients in higher security (level 1-3) wards HSCIC - MHLDDS (09 Feb 2017)	89.1	NA	101.7 Nov 14 - Oct 15	Under dev	
	S1	Suicides within 3 days of discharge from hospital Health and Social Care Information Centre - MHLDDS - HES Bridged (10 Jan 2017)	1.0	0.0 Apr 13 - Mar 14	0.3 Nov 14 - Oct 15		
	S3	PLACE score for cleanliness of environment (%) Information Centre for Health & Social Care (IC) - PLACE (24 Jan 2017)	98.3%	NA	99.7% Feb 16 - Jun 16	NA	
	S4	Proportion of registered nursing staff (%) Electronic Staff Record - ESR Data Warehouse (13 Apr 2017)	52.3%	44.7% Sep 15	45.5% Jan 17		
	S4	Rate of recorded incidences of Absence without Leave (AWOL) per 100 MH detained patients, in general security (level 0) wards HSCIC - MHLDDS (09 Feb 2017)	3.8	NA	1.7 Nov 14 - Oct 15	Under dev	
	S4	Rate of recorded incidences of Absence without Leave (AWOL) per 100 MH detained patients, in higher security (level 1,2 or 3) wards HSCIC - MHLDDS (09 Feb 2017)	3.4	NA	1.1 Nov 14 - Oct 15	Under dev	
	S4	Rate of recorded incidences of formal seclusion (within an inpatient setting) per 100 MH inpatients in general security (level 0) wards HSCIC - MHLDDS (09 Feb 2017)	5.4	NA	1.0 Nov 14 - Oct 15	Under dev	
	S4	Rate of recorded incidences of formal seclusions (within an inpatient setting) per 100 LD inpatients in general security (level 0) wards NHS Digital - MHLDDS (09 Feb 2017)	17.4	NA	1.2 Nov 14 - Oct 15	Under dev	
	S4	Rate of recorded incidences of formal seclusions (within an inpatient setting) per 100 MH inpatients in higher security (level 1,2 or 3) wards HSCIC - MHLDDS (09 Feb 2017)	27.7	NA	14.0 Nov 14 - Oct 15	Under dev	

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES
----------	------------	--------------------	--------------------------

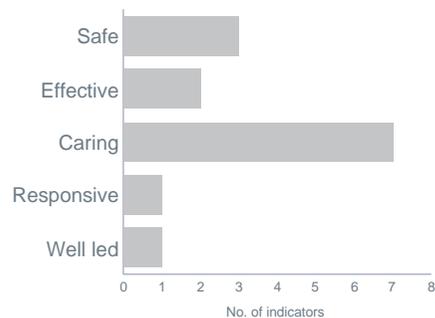
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
S4		Rate of recorded incidences of restraint per 100 LD inpatients in general security (level 0) wards NHS Digital - MHLDDS (09 Feb 2017)	1.2	NA	1.0 Nov 14 - Oct 15	Under dev	
		Rate of recorded incidences of restraint per 100 LD inpatients in higher security (level 1-3) wards NHS Digital - MHLDDS (09 Feb 2017)	198.3	NA	36.4 Nov 14 - Oct 15	Under dev	
		Rate of recorded incidences of restraint per 100 MH inpatients in general security (level 0) wards HSCIC - MHLDDS (09 Feb 2017)	22.3	NA	22.8 Nov 14 - Oct 15	Under dev	
		Rate of recorded incidences of restraint per 100 MH inpatients in higher security (level 1-3) wards HSCIC - MHLDDS (09 Feb 2017)	44.7	NA	187.7 Nov 14 - Oct 15	Under dev	
		Ratio of occupied beds to all nursing staff Electronic Staff Record - ESR Data Warehouse (13 Apr 2017)	4.6	NA	10.0 Jan 17	Under dev	
Effective	E1	Emergency admissions of mental health inpatients for ambulatory care sensitive (ACS) conditions HSCIC - MHLDDS (17 Jan 2017)	-	NA	0.0 Nov 14 - Oct 15	NA	
	E1	PLACE score for food (%) Information Centre for Health & Social Care (IC) - PLACE (24 Jan 2017)	90.8%	NA	91.7% Feb 16 - Jun 16	NA	
	E1	Proportion of detained mental health inpatients who attend Accident and Emergency departments (%) HSCIC - MHLDDS (10 Jan 2017)	21.1%	NA	25.5% Nov 14 - Oct 15	NA	
	E1	Proportion of patient records checked that show evidence of a physical health check on admission where the patient has been in hospital less than a year (%) Care Quality Commission - Mental Health Act database (07 Apr 2017)	95.8%	94.2% Sep 14 - Aug 15	66.7% Jan 16 - Dec 16		
	E1	Proportion of patient records checked where care plans showed evidence of discharge planning (%) Care Quality Commission - Mental Health Act database (07 Apr 2017)	74.3%	43.3% Sep 14 - Aug 15	33.3% Jan 16 - Dec 16		

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	E1	Proportion of wards visited where there were difficulties in arranging GP services for detained patients (%) Care Quality Commission - Mental Health Act database (05 Apr 2017)	7.1%	0.0% Sep 14 - Aug 15	0.0% Jan 16 - Dec 16	→	●
	E6	Proportion of patient records checked where the Responsible Clinician has recorded their assessment of a patients capacity to consent at first treatment (%) Care Quality Commission - Mental Health Act database (07 Apr 2017)	74.7%	54.8% Sep 14 - Aug 15	88.2% Jan 16 - Dec 16	↑	●
	E7	Proportion of patient records checked that show evidence of discussions about rights on detention (%) Care Quality Commission - Mental Health Act database (07 Apr 2017)	89.6%	93.8% Sep 14 - Aug 15	94.4% Jan 16 - Dec 16	→	●
	E7	Proportion of patient records checked where there was an approved mental health practitioner (AMHP) report available (%) Care Quality Commission - Mental Health Act database (07 Apr 2017)	79.4%	80.0% Sep 14 - Aug 15	83.3% Jan 16 - Dec 16	→	●
	E7	Proportion of wards visited where there is an Independent Mental Health Advocacy (IMHA) service available (%) Care Quality Commission - Mental Health Act database (06 Apr 2017)	99.5%	100.0% Sep 14 - Aug 15	100.0% Jan 16 - Dec 16	→	●
Caring	C1	PLACE score for privacy, dignity and well-being (%) Information Centre for Health & Social Care (IC) - PLACE (24 Jan 2017)	88.9%	NA	93.8% Feb 16 - Jun 16	NA	●
Responsive	R1	Bed occupancy: Composite indicator Care Quality Commission / Department of Health - Mental Health Act database / KH03 (08 May 2017)			Jan 16 - Dec 16	NA	●
		Bed occupancy: Occupancy ratio, looking at the average daily number of available and occupied consultant-led beds open overnight - NHS England	0.9		0.9 Jan 16 - Dec 16	Under dev	●
		Bed occupancy: Occupancy ratio, looking at the number of patients allocated to visited wards, compared with the number of available beds - MHA Database	0.9		0.9 Jan 16 - Dec 16	Under dev	●
	R1	PLACE score for condition, appearance and maintenance (%) Information Centre for Health & Social Care (IC) - PLACE (24 Jan 2017)	94.6%	NA	98.6% Feb 16 - Jun 16	NA	●

OVERVIEW		TRUST WIDE		INPATIENT SERVICES		COMMUNITY-BASED SERVICES	
Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	R2	Delayed transfers of care: Composite indicator NHS England - KH03/NcBD/Delayed Transfers of Care (04 May 2017)			Oct 16 - Dec 16	NA	
		Delayed transfers of care: Ratio of number of patients whose care is delayed to average daily number of occupied beds open overnight in quarter, delay is attributable to NHS and NHS / social care	0.0		0.0 Oct 16 - Dec 16	Under dev	
		Delayed transfers of care: The number of trusts where there is evidence of delayed transfers of care but no bed data available		No Jul 15 - Sep 15	No Oct 16 - Dec 16	➔	
	R3	Proportion of care spells where patients are discharged without a recorded crisis plan (%) HSCIC - MHLDDS (10 Jan 2017)	84.5%	NA	100.0% Nov 14 - Oct 15	NA	
Well led	W2	Data quality: Composite indicator on provider closed Mental Health Act (MHA) and hospital inpatient episodes (%) MHADB / HSCIC KP90 - Well-led (10 Jan 2017)			Nov 14 - Oct 15	NA	
		Data quality: The proportion of provider closed hospital inpatient episodes out of total closed patient episodes over a 12 month period (%)	93.1%		73.2% Nov 14 - Oct 15	NA	
		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 (%)	93.1%		89.4% Nov 14 - Oct 15	NA	

What's the current performance?



Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
Safe	S1	Proportion of mortality among people in contact with community mental health services aged 0-74 (death recorded in ONS) (%) HSCIC - MHLDDS (10 Jan 2017)	0.7%	NA	0.7% Nov 14 - Oct 15	Under dev	●
	S1	Proportion of mortality among people in contact with community mental health services aged 0-74 (self-harm or undetermined ONS death) (%) HSCIC - MHLDDS (10 Jan 2017)	0.0%	NA	0.0% Nov 14 - Oct 15	Under dev	●
	S3	Proportion of discharges from hospital followed up within 7 days (%) Health and Social Care Information Centre - MHLDDS (10 Jan 2017)	69.4%	79.7% Apr 13 - Mar 14	63.7% Nov 14 - Oct 15	↓	●
Effective	E1	Q33. In the last 12 months, did NHS mental health services give you any help/advice with finding support for physical health needs (this might be an injury, disability, or condition such as diabetes)? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	5.2 Sep 14 - Nov 14	4.7 Sep 15 - Nov 15	↓	●
	E1	Q7. Have you been told who is in charge of organising your care and services? (This person can be anyone providing your care, and may be called a care coordinator or lead professional.) Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	7.1 Sep 14 - Nov 14	7.8 Sep 15 - Nov 15	↑	●
Caring	C1	Q41. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	8.4 Sep 14 - Nov 14	8.4 Sep 15 - Nov 15	→	●
	C1	Q5. Thinking about the most recent time you saw someone from NHS mental health services for your mental health needs, were you given enough time to discuss your needs and treatment? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	7.4 Sep 14 - Nov 14	7.5 Sep 15 - Nov 15	→	●

South Essex Partnership University NHS Foundation Trust (RWN)

Intelligence > Community-based services

FOR INTERNAL
USE ONLY



26 May 2017

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
OVERVIEW	TRUST WIDE	INPATIENT SERVICES	COMMUNITY-BASED SERVICES	

Key question	KLOE	Indicator	National average	Performance			National comparison
				Previous	Latest	Change	
	C2	Q12. Were you involved as much as you wanted to be in agreeing what care you will receive? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	7.4 Sep 14 - Nov 14	7.6 Sep 15 - Nov 15	➔	●
	C2	Q15. Were you involved as much as you wanted to be in discussing how your care is working? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	7.5 Sep 14 - Nov 14	7.8 Sep 15 - Nov 15	➔	●
	C2	Q25. Were you involved as much as you wanted to be in decisions about which medicines you receive? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	7.1 Sep 14 - Nov 14	6.9 Sep 15 - Nov 15	➔	●
	C2	Q37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	7.1 Sep 14 - Nov 14	6.3 Sep 15 - Nov 15	⬇	●
	C3	Q39. Do the people you see through NHS mental health services help you with what is important to you? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	6.0 Sep 14 - Nov 14	6.6 Sep 15 - Nov 15	⬆	●
Responsive	R3	Q21. Do you know who to contact out of office hours if you have a crisis? Care Quality Commission - Community Mental Health Survey (23 Dec 2016)	-	6.9 Sep 14 - Nov 14	7.3 Sep 15 - Nov 15	➔	●
Well led	W4	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 Care Quality Commission - Community Mental Health Survey (23 Dec 2016)			Sep 14 - Nov 15	NA	●
		Survey errors: Occurrence of sampling errors or non-submission of data relating to the current iteration of the Community Mental Health Survey		Submission, no errors Sep 14 - Nov 14	Submission, no errors Sep 15 - Nov 15	➔	●
		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 13 - Nov 13	Submission, no errors Sep 14 - Nov 14	➔	●

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Summary Information

Relevant Registered Locations:	<ul style="list-style-type: none"> Basildon Mental Health Unit (RWN40) Brockfield House (RWNK9) Clifton Lodge (RWNJ3) Heath Close (RWNB2) Mountnessing Court (RWN65) Rawreth Court (RWNJ2) Robin Pinto Unit (RWN31) Rochford Hospital (RWN10) St Margarets Hospital (RWNZ1) Thurrock Hospital (RWN50) Wood Lea Clinic (RWNL7)
---------------------------------------	--

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Use of Mental Health Act

Detention Type	Section	Sections starting in most recent 6 months (Apr 15 - Sep 15)	Sections starting in most recent 6 months (Oct 14 - Mar 15)	Sections starting in most recent 6 months (Sep 15)
Detentions under Part ii of the Mental Health Act	Section 2	187	345	91
	Section 3	107	237	189
Detentions under Part iii of the Mental Health Act	Section 35	0	0	*
	Section 36	*	0	*
	Section 37 (with S41 restrictions)	*	*	41
	Section 37 (without S41 restrictions)	*	9	23
	Section 45A	*	0	*
	Section 47 (with S49 restrictions)	*	10	17
	Section 47 (without S49 restrictions)	0	0	0
	Section 48 (with S49 restrictions)	9	11	12
	Section 48 (without S49 restrictions)	0	0	0
	Other sections - 38, 44 and 46	*	*	0
Place of safety orders	Section 135	0	0	0
	Section 136	22	52	0
Uses of Section 4	Section 4	*	0	0
Uses of Section 5	Section 5 (2)	38	117	8
	Section 5 (4)	*	9	0

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

Data source: Mental health & learning disabilities data set, HSCIC

FACTS, FIGURES & RATINGS

INTELLIGENCE

FEATURED DATA SOURCES

DEFINITIONS

26 May 2017

MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY
--------------------------	-----------	--------------------	-------	-------------------	-----------------	---------------	--------------

Health based places of safety

Name of Place of Safety	Local Authorities Served	Type of Place of Safety	Opening Hours	Capacity	Ages Accepted
Basildon Mental Health Unit, Basildon Hospital	Essex, Thurrock	Mental health service (mental health hospital site)	24 hours a day, 365 days a year	1	All ages
Jade Ward, Luton & Central Bedfordshire Mental Health Unit	Luton, Central Bedfordshire	Mental health service (mental health hospital site)	24 hours a day, 365 days a year	1	All ages
Rochford Hospital	Essex, Southend-on-Sea	Mental health service (mental health hospital site)	24 hours a day, 365 days a year	1	All ages
Weller Wing, Bedford Hospital	Bedford, Central Bedfordshire	Mental health service (mental health hospital site)	24 hours a day, 365 days a year	1	All ages

Data source: CQC survey of health based places of safety, last refreshed 15 Oct 2015

FACTS, FIGURES & RATINGS
INTELLIGENCE
FEATURED DATA SOURCES
DEFINITIONS

MENTAL HEALTH ACT
INCIDENTS
SAFETY THERMOMETER
PLACE
DELAYED TRANSFERS
PATIENT SURVEYS
STAFF SURVEYS
DATA QUALITY

Complaints and Notifications

Mental Health Act Complaints

CQC received 38 Mental Health Act complaints for this provider from 01/03/2016 to 28/02/2017.

Location	Total number of complaints
Basildon Mental Health Unit (RWN40)	19
Brockfield House (RWNK9)	10
Rochford Hospital (RWN10)	4
Wood Lea Clinic (RWNL7)	3
Heath Close (RWNB2)	2

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Complaints and Notifications

Deaths of Detained Patients

CQC received 8 notification(s) of death(s) that occurred at this provider for the period 01/03/2016 to 28/02/2017. Summary details of deaths are listed in the table below

Reference number	Date of death	Location	Ward	Cause of death	Additional information	Notification received within 3 days
4290	01/01/2017	Basildon Mental Health Unit	CTO (No Detained Patient)			No
4281	23/12/2016	Brockfield House	ALPINE WARD		Death within 7 days of seclusion or time out. Death during or within 7 days of a violent incident.	No
4280	18/12/2016	Basildon Mental Health Unit	Thorpe		Death within 7 days of the use of restraint. Death within 30 days of surgery.	Yes
4271	24/10/2016	Rochford Hospital	CEDAR WARD			Yes
4255	29/09/2016	Rochford Hospital	MAPLE WARD	Natural Causes	Cumulative anti-psychotic dose not within BNF limits.	Yes
4254	08/09/2016	Thurrock Hospital	MEADOWVIEW		Death during S17 leave. Cumulative anti-psychotic dose not within BNF limits.	No
4191	17/07/2016	Rochford Hospital	CTO (NO DETAINED PATIENTS)	Natural Causes		No
4251	13/07/2016	Basildon Mental Health Unit	CTO (NO DETAINED PATIENTS)	Not Known		No

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Complaints and Notifications

Absence Without Leave (AWOL)

CQC received COUNTOF AWOLS notification(s) of unauthorised absence that occurred at this provider for the period 01/03/2016 to 28/02/2017.

The notification(s) referred to 11 service user(s).

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

AWOL Incident Description	Count
Failed to return from authorised leave	9
Absented him or herself from hospital	1
Absented him or herself during escorted leave	1
Not known	0

FACTS, FIGURES & RATINGS

INTELLIGENCE

FEATURED DATA SOURCES

DEFINITIONS

26 May 2017

MENTAL HEALTH
ACT

INCIDENTS

SAFETY
THERMOMETER

PLACE

DELAYED
TRANSFERS

PATIENT SURVEYS

STAFF SURVEYS

DATA QUALITY

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 01/02/2016 to 31/01/2017.

Total Number of SOAD Visits	Proportion of visits where problems were reported ¹	Proportion of relevant SOAD visit requests received late ²
117	15%	30%

¹ 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.

² 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).

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Risk Monitoring Indicators

Key Question	Indicator Name	Indicator Description	Observed Value	Numerator	Denominator	National Comparison
Safe	Detained patient suicides (01/11/2014 - 31/10/2015)	Trusts flagging for risk in the number of suicides of patients detained under the Mental Health Act (all ages) - MHA Database/MHLDDS	0.00	n/a	n/a	
Safe	Detained patient deaths dues to natural causes (01/11/2014 - 31/10/2015)	Trusts flagging for risk in relation to the number of deaths due to natural causes of patients detained under the Mental Health Act (people aged under 75) - MHA Database/KP90	*	n/a	n/a	

1. An asterisk (*) in the observed column indicates a suppressed value between 1 and 5. .
2. Not applicable: "n/a" is used to mean that this value is not relevant to this indicator, this may be because the indicator is rules based or does not have an observed value.

KEY: - About the Same - Worse - Much Worse

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Risk Monitoring Indicators

Key Question	Indicator Name	Indicator Description	Observed Value	Numerator	Denominator	National Comparison
Effective	GP services for patients (01/01/2016 - 31/12/2016)	Proportion of wards visited where there were difficulties in arranging GP services for detained patients - MHA Database	0%	0	2	
Effective	Explanation of rights (01/01/2016 - 31/12/2016)	Proportion of patient records checked that show evidence of discussions about rights on detention - MHA Database	94%	17	18	
Effective	Recording of capacity assessments (01/01/2016 - 31/12/2016)	Proportion of patient records checked where the Responsible Clinician has recorded their assessment of a patient's capacity to consent at first treatment - MHA Database	88%	15	17	
Effective	Use of Section 4 (01/10/2014 - 30/09/2015)	Ratio of the number of uses of section 4 to the number of uses of section 2 of the MHA - MHLDDS	*	*	*	
Effective	AMHP reports (01/01/2016 - 31/12/2016)	Proportion of patient records checked where there was an approved mental health practitioner (AMHP) report available - MHA Database	83%	10	12	
Effective	Physical health checks (01/01/2016 - 31/12/2016)	Proportion of patient records checked that show evidence of a physical health check on admission where the patient has been in hospital less than a year - MHA Database	67%	2	3	

1. An asterisk (*) in the observed column indicates a suppressed value between 1 and 5. .
2. Not applicable: "n/a" is used to mean that this value is not relevant to this indicator, this may be because the indicator is rules based or does not have an observed value.

KEY: - About the Same - Worse - Much Worse

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Risk Monitoring Indicators

Key Question	Indicator Name	Indicator Description	Observed Value	Numerator	Denominator	National Comparison
Effective	Readmission under the MHA of previously informal inpatients (01/08/2014 - 31/07/2015)	Proportion of informal hospital spells (ages 18-64) that finished in the period where patients were readmitted under detention (sections 2 and 3 of the MHA) within 30 days - MHLDDS	3%	55	2049	
Effective	Readmission under the MHA of detained patients (01/08/2014 - 31/07/2015)	Proportion of hospital spells under detention (ages 18-64) that finished in the period where patients were readmitted under detention (sections 2 and 3 of the MHA) within 30 days - MHLDDS	6%	39	601	
Effective	Discharge planning (01/01/2016 - 31/12/2016)	Proportion of patient records checked where care plans showed evidence of discharge planning - MHA Database	33%	3	9	

1. An asterisk (*) in the observed column indicates a suppressed value between 1 and 5. .
2. Not applicable: "n/a" is used to mean that this value is not relevant to this indicator, this may be because the indicator is rules based or does not have an observed value.

KEY: - About the Same - Worse - Much Worse

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		
MENTAL HEALTH ACT		INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Risk Monitoring Indicators

Key Question	Indicator Name	Indicator Description	Observed Value	Numerator	Denominator	National Comparison
Responsive	Bed occupancy (01/01/2016 - 31/12/2016)	Occupancy ratio, looking at the number of patients allocated to visited wards, compared with the number of available beds - MHA Database	91%	207	227	
Responsive	MHA complaints (01/08/2015 - 31/07/2016)	Ratio of Mental Health Act complaints received by CQC per 1,000 detentions and CTOs - MHA Database/KP90	32.04	33	1.03	

1. An asterisk (*) in the observed column indicates a suppressed value between 1 and 5. .
2. Not applicable: "n/a" is used to mean that this value is not relevant to this indicator, this may be because the indicator is rules based or does not have an observed value.

KEY: - About the Same - Worse - Much Worse

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Mortality

Deaths recorded in ONS mortality statistics

Deaths of people aged 0-74 in contact with mental health services	Previous	Latest Nov 14 - Oct 15
People in contact with community mental health services	NA	212
People in contact with community mental health services due to self-harm or undetermined injury	NA	9
Mental health inpatients	NA	33

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

Reported deaths

Reporting System	Previous Mar 15 - Feb 16	Latest Mar 16 - Feb 17
National Reporting and Learning System (NRLS)	32	24

Notifications and whistleblowing to CQC

	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017
12-3 Statement of Purpose	0	0	0	0	0	0	2	1	0	0	0	0
16-1 Unexpected Death	0	3	1	0	0	0	0	0	1	0	4	0
17-1 MHA Death in Detention	0	0	0	1	0	2	1	0	2	1	0	1
18-2c DoL Apply Supervis Body	1	2	4	6	9	4	0	18	12	7	1	9
18-2e Abuse or Allegation	0	0	0	0	0	0	1	0	0	0	0	0
Whistleblower	0	1	0	0	0	0	0	0	0	0	0	1

Safeguarding alerts to CQC

	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017
Safeguarding alert	3	3	3	4	3	5	6	4	1	1	3

Never Events

Never events reported between 01/04/2016 and 31/03/2017 : 0

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

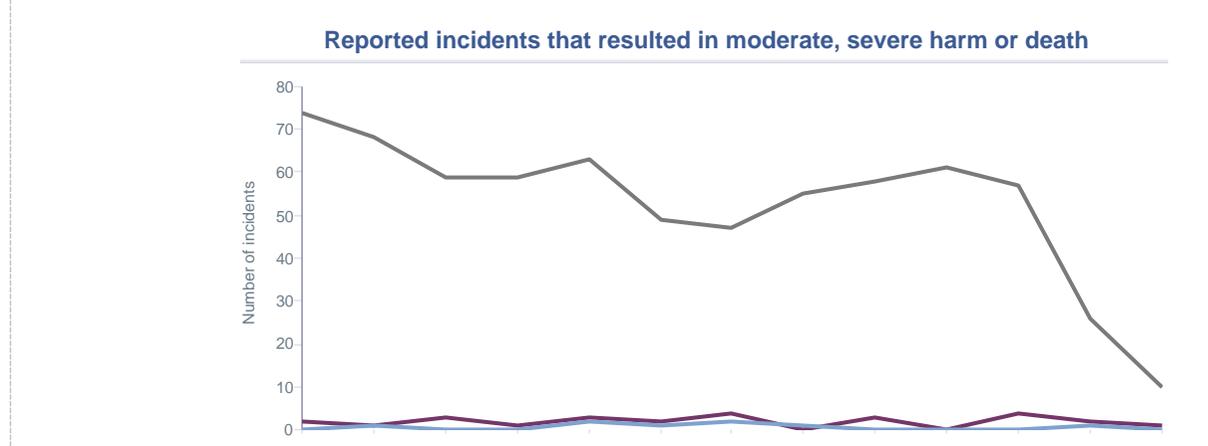
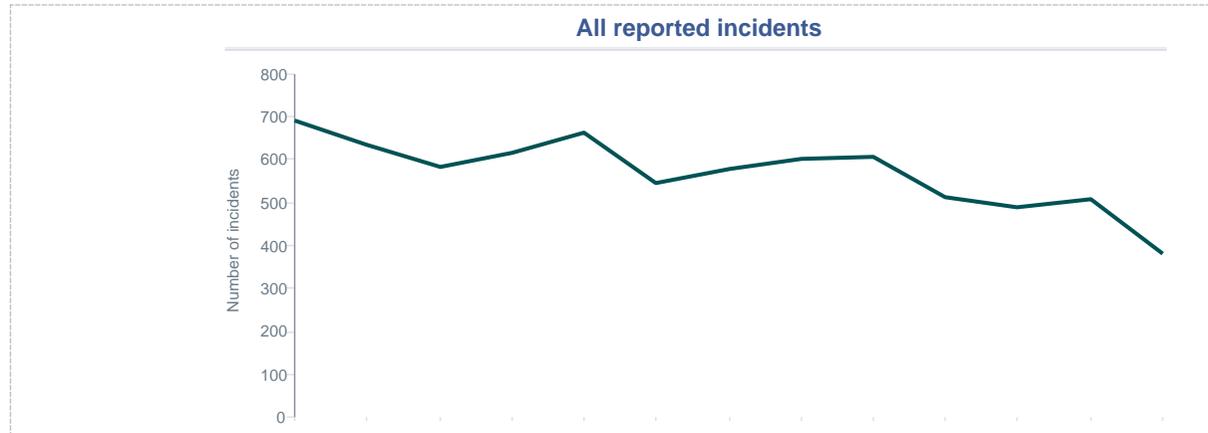
Serious incidents reported to Strategic Executive Information System (from and)

Type of Incident	Total
Grand Total	0

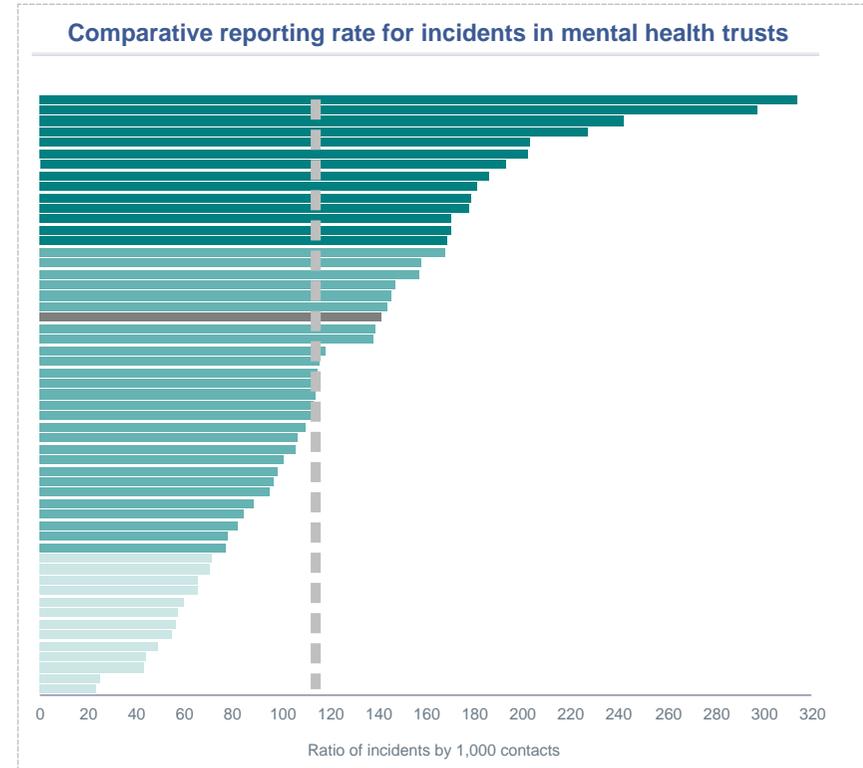
FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Key messages

- The median time taken to report incidents was 22 days for this organisation compared to 26 for all trusts between Apr 16 and Sep 16



Year-month	2016-02	2016-03	2016-04	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
1. Death	2	1	3	1	3	2	4	0	3	0	4	2	1
2. Severe	0	1	0	0	2	1	2	1	0	0	0	1	0
3. Moderate	74	68	59	59	63	49	47	55	58	61	57	26	10
4. Low	218	224	235	220	246	196	185	199	177	199	186	221	179
5. No Harm	396	339	284	336	347	297	342	345	369	252	244	260	190
6. Total	690	633	581	616	661	545	580	600	607	512	491	510	380



Indicator	Trend	Performance
NRLS – Proportion of reported incidents that are harmful	↓	●
NRLS - Potential under-reporting of patient safety incidents	Under dev	●
NRLS – Consistency of reporting	→	●

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

National Reporting and Learning System (NRLS) incidents by type and severity between Mar 16 and Feb 17

Type of Incident	No Harm	Low	Moderate	Severe	Death	Total
Implementation of care and ongoing monitoring / review	47	1387	571	3		2008
Patient accident	979	373	21	3		1376
Self-harming behaviour	674	376	7	1	17	1075
Disruptive, aggressive behaviour (includes patient-to-patient)	688	114	1			803
Medication	367	32	2			401
Access, admission, transfer, discharge (including missing patient)	328	39				367
Treatment, procedure	173	48	1			222
Consent, communication, confidentiality	128	8				136
Other	33	60	8		7	108
Infrastructure (including staffing, facilities, environment)	69	7				76
Documentation (including electronic & paper records, identification and drug charts)	57	1				58
Patient abuse (by staff / third party)	27	11				38
Medical device / equipment	18	4				22
Infection Control Incident	9	5		1		15
Clinical assessment (including diagnosis, scans, tests, assessments)	8	2	1			11
Total	3605	2467	612	8	24	6716

Speciality	No Harm	Low	Moderate	Severe	Death	Total
Mental health	2548	807	24	5	17	3401
Primary care / Community	360	1427	567	3		2357
Medical specialities	350	130	17			497
Learning disabilities	138	62	1			201
Other specialities	158	32	2		7	199
Not applicable	34	5	1			40
Other	8	3				11
Surgical specialities	7					7
Unknown	2	1				3
Total	3605	2467	612	8	24	6716

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Mental Health Safety Thermometer

Under development

FACTS, FIGURES & RATINGS		INTELLIGENCE	FEATURED DATA SOURCES			DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Physical Safety Thermometer

Under development

South Essex Partnership University NHS Foundation Trust (RWN)

Featured data sources > Patient led assessments of the care environment (PLACE)

FOR INTERNAL
USE ONLY



26 May 2017

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

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 2016 PLACE scores for South 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
ROCHFORD HOSPITAL	Mixed Service	99.5%	99.07%	95.15%	100%	95.08%	98.96%
ARCHER UNIT	Community	98.77%	71.77%	87.29%	94.07%		72.95%
ST MARGARETS HOSPITAL	Community	100%	91.84%	93.72%	97.62%	97.99%	97.15%
SAFFRON WALDEN COMMUNITY HOSPITAL	Community	100%	90.24%	91.64%	97.12%	97.71%	90.44%
CUMBERLEDGE UNIT	Other inpatient	100%	96.43%	93.66%	95%	97.38%	91.71%
BYRON COURT	Learning Disabilities Only	100%	96.67%	91.76%	97.62%		88.07%
BASILDON HOSPITAL M.H.U.	Mental Health Only	100%	94.44%	91.85%	98.8%	95.99%	98.07%
THURROCK HOSPITAL	Mental Health Only	100%	97.56%	94.55%	100%	95.4%	98.49%
MOUNTNESSING COURT	Mental Health Only	100%	83.33%	94.82%	99.62%	85.28%	90.32%
RAWRETH COURT	Mental Health Only	100%	92.95%	94.68%	98.88%	93.73%	98.12%
CLIFTON LODGE	Mental Health Only	100%	90.38%	88.99%	99.63%	92.83%	96.29%
BROCKFIELD HOUSE	Mental Health Only	99.05%	97.81%	85.98%	99.17%		98.6%
ROBIN PINTO UNIT	Mental Health Only	98.77%	91.67%	88.71%	95.9%		83.37%
WOODLEA CLINIC	Both mental health and learning disabilities provided from the same site by the same provider	98.51%	85.28%	91.48%	95.04%		78.91%
This trust		99.66%	93.84%	91.72%	98.55%	95.21%	95.48%
England average (MH and LD trusts)		98.22%	88.71%	90.36%	94.32%	84.67%	84.58%
England average (All MH trusts)		98.29%	88.82%	90.6%	94.5%	84.73%	84.45%
England average (ALL CHS trusts)		98%	85.1%	87.9%	92.1%	80.3%	84.6%

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Concern status:

2016

- No concern
- Moderate concern
- High concern

Click [here](#) to contact the Surveys Team to discuss survey data

Concerns live	Escalated to inspector	Action taken	Closed
Under development			

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

Feedback from adults (aged 18 or over) who received care or treatment for a mental health condition during September - November 2015

Where has patient experience improved from 2015 to 2016?

1 area has improved
↑ Discussed care at a formal meeting in last 12 months

Where has patient experience declined from 2015 to 2016?

There were no areas that have declined

Where has patient experience continued to be better?

There were no areas better than expected

Where has patient experience continued to be worse?

There were no areas worse than expected

FACTS, FIGURES & RATINGS	INTELLIGENCE	FEATURED DATA SOURCES	DEFINITIONS
--------------------------	--------------	-----------------------	-------------

MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY
-------------------	-----------	--------------------	-------	-------------------	-----------------	---------------	--------------

Key:

→ Remained: 'better' / 'as expected' / 'worse'

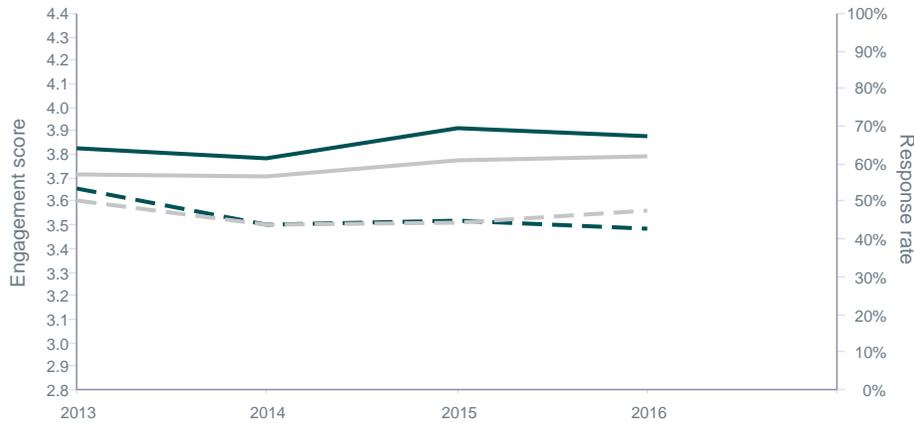
↓ Changed from: 'better' to 'as expected' / 'as expected' to 'worse' / 'better' to 'worse'

↑ Changed from: 'as expected' to 'better' / 'worse' to 'as expected' / 'worse' to 'better'

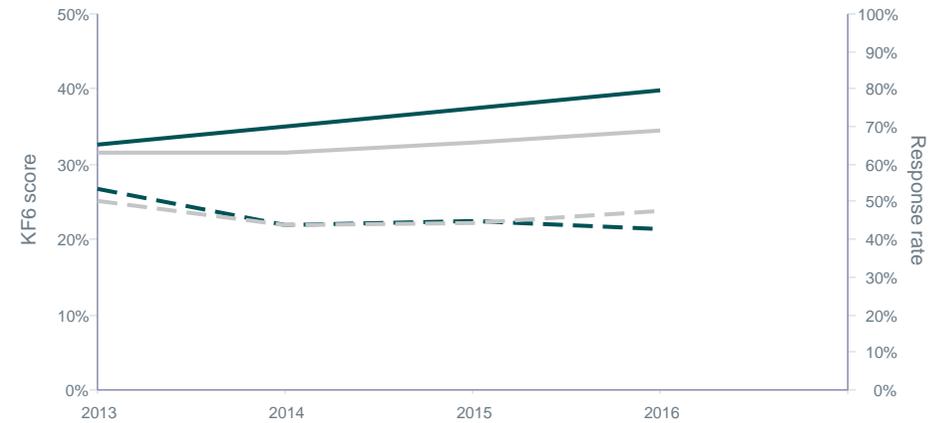
Question	2014		2015		2016		Trend	Score out of 10												
	Score out of 10							Trend	Score out of 10											
	Worse	Better	Worse	Better	Worse	Better			0	2	4	6	8	10						
Q3. In the last 12 months, do you feel you have seen NHS mental health services often enough for your needs?	6.5	6.4	6.2	5.5	6.9	→														
Q4. Did the person or people you saw listen carefully to you?	8.2	8.0	8.1	7.7	8.6	→														
Q5. Were you given enough time to discuss your needs and treatment?	7.7	7.4	7.5	7.1	8.1	→														
Q6. Did the person or people you saw understand how your mental health needs affect other areas of your life?	7.2	6.8	7.0	6.5	7.7	→														
Q7. Have you been told who is in charge of organising your care and services?	7.9	7.1	7.8	6.8	8.4	→														
Q9. Do you know how to contact this person if you have a concern about your care?	9.7	9.7	9.6	9.3	10.0	→														
Q10. How well does this person organise the care and services you need?	8.2	8.4	8.2	7.9	8.8	→														
Q11. Have you agreed with someone from NHS mental health services what care you will receive?	6.5	6.0	6.5	5.3	6.7	→														
Q12. Were you involved as much as you wanted to be in agreeing what care you will receive?	7.5	7.4	7.6	6.8	8.1	→														
Q13. Does this agreement on what care you will receive take your personal circumstances into account?	7.7	7.5	7.7	7.0	8.2	→														
Q14. In the last 12 months have you had a formal meeting with NHS mental health services to discuss how your care is working?	7.6	7.5	7.9	6.7	7.9	↑														
Q15. Were you involved as much as you wanted to be in discussing how your care is working?	-	7.5	7.8	7.0	8.3	→														
Q16. Did you feel that decisions were made together by you and the person you saw during this discussion?	-	7.7	7.6	6.9	8.3	→														
Q18. Were the reasons for this change explained to you at the time?	-	-	6.3	5.4	7.2	NA														
Q19. What impact has this had on the care you receive?	-	-	5.9	5.7	8.1	NA														
Q20. Did you know who was in charge of organising your care while this change was taking place?	-	-	5.2	3.9	6.9	NA														
Q21. Do you know who to contact out of office hours if you have a crisis?	7.0	6.9	7.3	5.7	8.0	→														
Q23. When you tried to contact them, did you get the help you needed?	6.3	5.8	5.0	4.5	7.2	→														
Q25. Were you involved as much as you wanted to be in decisions about which medicines you receive?	7.4	7.1	6.9	6.5	7.6	→														
Q27. Were you given information about new medicine(s) in a way that you were able to understand?	6.7	7.3	6.2	6.1	7.8	→														
Q29. In the last 12 months, has an NHS mental health worker checked with you about how you are getting on with your medicines?	8.0	8.0	8.1	7.0	8.6	→														
Q31. Were these treatments or therapies explained to you in a way you could understand?	-	-	8.2	7.6	8.7	NA														
Q32. Were you involved as much as you wanted to be in deciding what treatments or therapies to use?	7.5	7.1	7.5	6.6	7.9	→														
Q33. In the last 12 months, did NHS mental health services provide help or advice with finding support for physical health needs?	5.3	5.2	4.7	4.2	5.9	→														
Q34. In the last 12 months, did NHS mental health services provide help or advice with finding support for financial advice or benefits?	4.8	4.2	4.3	3.6	5.3	→														
Q35. In the last 12 months, did NHS mental health services provide help or advice with finding support for finding or keeping work?	4.2	4.9	3.5	3.1	5.4	→														
Q36. Has someone from NHS mental health services supported you in taking part in an activity locally?	5.0	5.4	4.5	3.4	5.5	→														
Q37. Have NHS mental health services involved a member of your family or someone else close to you as much as you would like?	7.0	7.1	6.3	6.1	7.5	→														
Q38. Have you been given information about getting support from people with experience of the same mental health needs?	3.7	4.3	3.3	2.9	4.8	→														
Q39. Do the people you see through NHS mental health services help you with what is important to you?	-	-	6.6	5.8	7.1	NA														
Q40. Overall experience	7.1	7.0	7.0	6.5	7.5	→														
Q41. Overall in the last 12 months, did you feel that you were treated with respect and dignity by NHS mental health services?	8.4	8.4	8.4	7.9	8.8	→														

Key messages

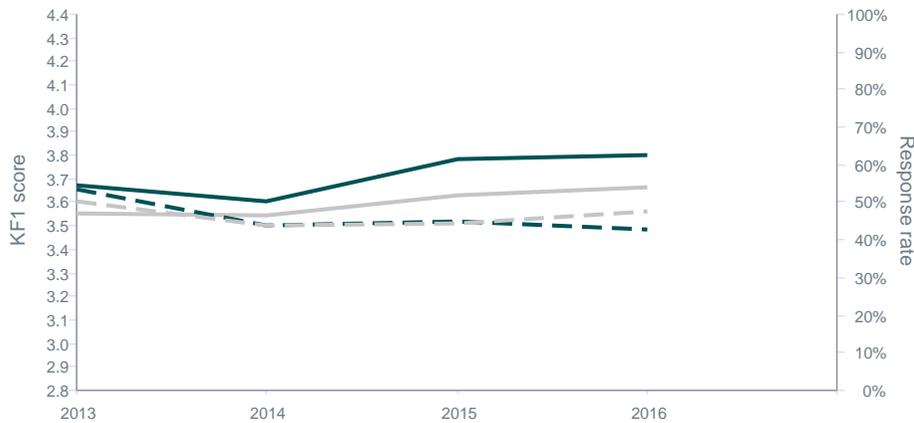
Overall engagement score



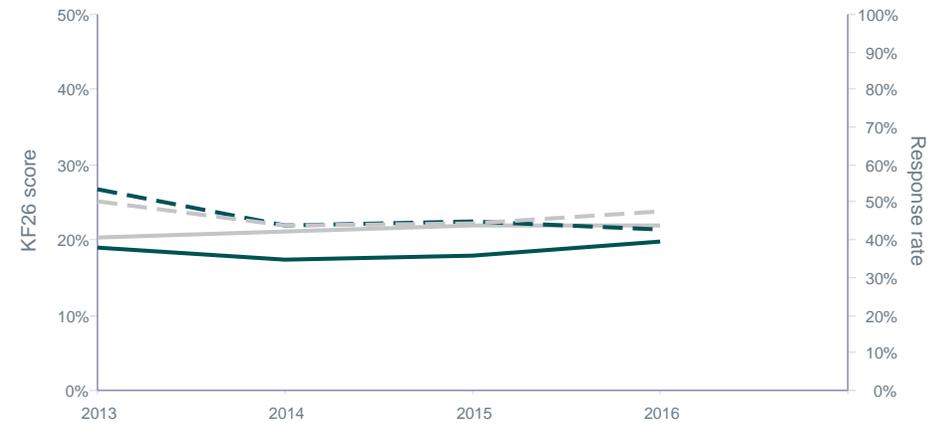
KF6. % staff reporting good communication



KF1. Staff recommendation of the organisation score



KF26. % staff experiencing harassment, bullying or abuse from other staff



Mental Health trusts

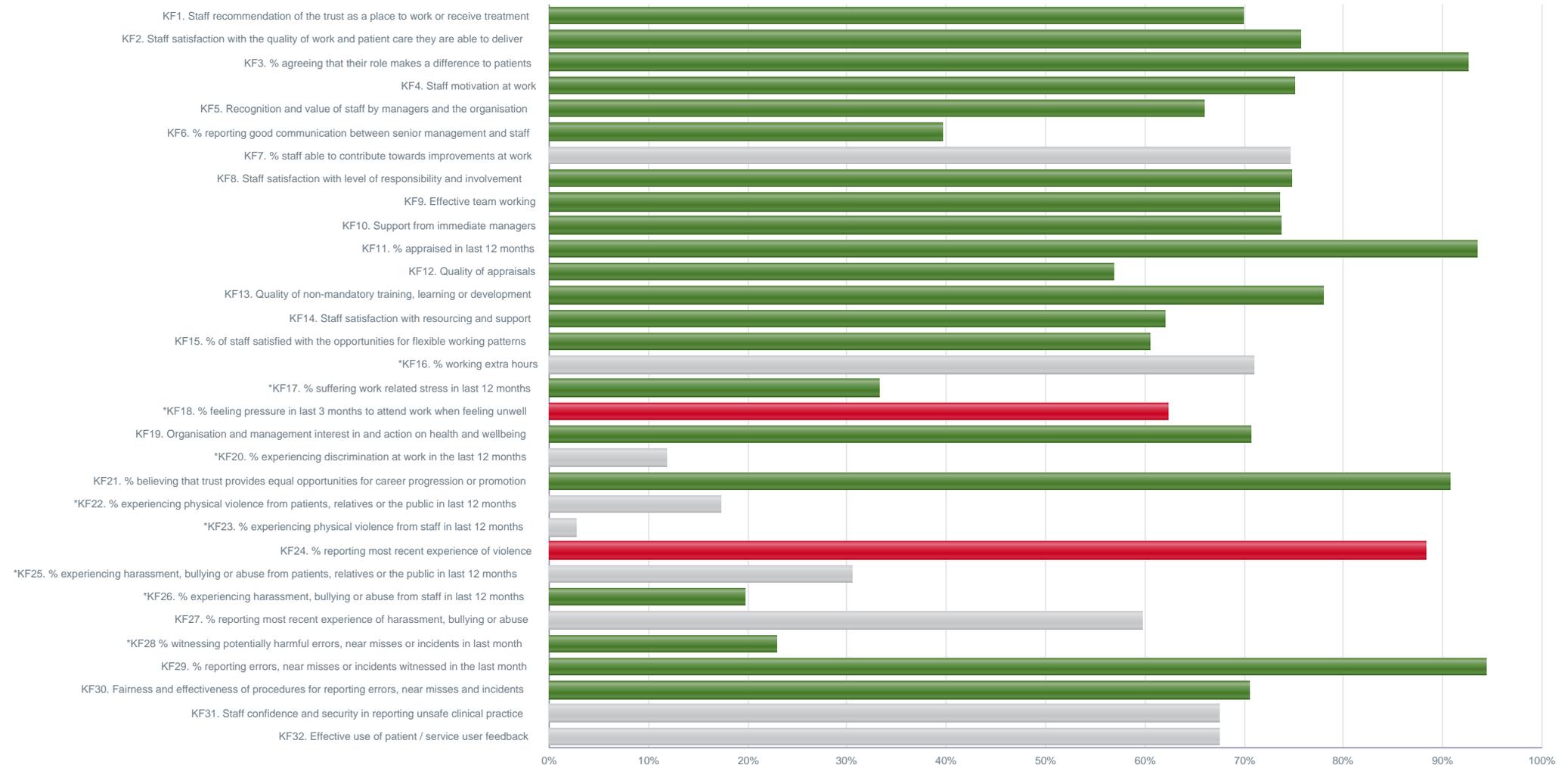
This trust

Response rate for mental health trusts

Response rate for this trust

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

NHS STAFF SURVEY 2016



*lower scores are better

Staff Survey Key

Below Average Ranked 40 – 58 from 58
 Average Ranked 20 – 39 from 58
 Above Average Ranked 1 – 19 from 58

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS	DATA QUALITY

Key finding	Rank	Change
KF1. Staff recommendation of the trust as a place to work or receive treatment	12	0
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3	0
KF3. % agreeing that their role makes a difference to patients	2	1.1%
KF4. Staff motivation at work	8	-0.1
KF5. Recognition and value of staff by managers and the organisation	10	-0
KF6. % reporting good communication between senior management and staff	13	2.2%
KF7. % staff able to contribute towards improvements at work	20	-4.1%
KF8. Staff satisfaction with level of responsibility and involvement	1	-0.1
KF9. Effective team working	5	-0
KF10. Support from immediate managers	10	0
KF11. % appraised in last 12 months	11	0%
KF12. Quality of appraisals	14	-0
KF13. Quality of non-mandatory training, learning or development	6	-0
KF14. Staff satisfaction with resourcing and support	6	-0
KF15. % of staff satisfied with the opportunities for flexible working patterns	15	2.3%
*KF16. % working extra hours	24	-1.3%
*KF17. % suffering work related stress in last 12 months	3	-1.4%
*KF18. % feeling pressure in last 3 months to attend work when feeling unwell	49	1.6%
KF19. Organisation and management interest in and action on health and wellbeing	7	0
*KF20. % experiencing discrimination at work in the last 12 months	29	4.1%
KF21. % believing that trust provides equal opportunities for career progression or promotion	7	-0.9%
*KF22. % experiencing physical violence from patients, relatives or the public in last 12 months	27	1%
*KF23. % experiencing physical violence from staff in last 12 months	36	-0%
KF24. % reporting most recent experience of violence	40	NDC
*KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	33	-0.9%
*KF26. % experiencing harassment, bullying or abuse from staff in last 12 months	18	1.7%
KF27. % reporting most recent experience of harassment, bullying or abuse	21	NDC
*KF28. % witnessing potentially harmful errors, near misses or incidents in last month	19	3.9%
KF29. % reporting errors, near misses or incidents witnessed in the last month	9	-0.8%
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	15	0
KF31. Staff confidence and security in reporting unsafe clinical practice	30	-0
KF32. Effective use of patient / service user feedback	27	-0

*lower scores are better

Staff Survey Key

Rank

Below Average

Ranked 40 – 58 from 58

Average

Ranked 20 – 39 from 58

Above Average

Ranked 1 – 19 from 58

Change

Improving

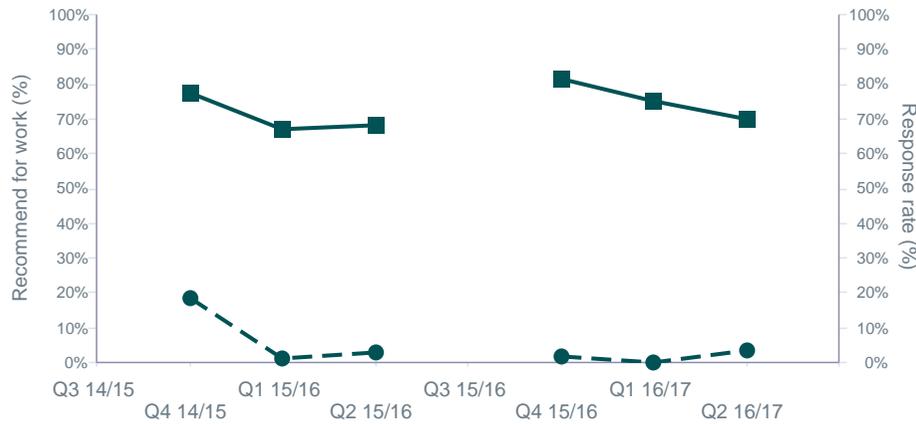
Worsening

Key messages

• The percentage of staff that would recommend this trust as a place to work in Q2 16/17 stayed about the same when compared to the same time last year

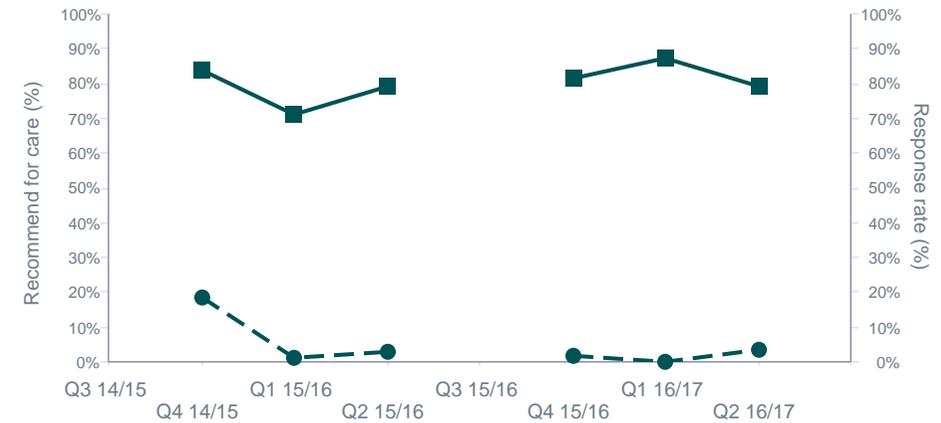
• The percentage of staff that would recommend this trust as a place to receive care in Q2 16/17 stayed about the same when compared to the same time last year

Staff (%) that would recommend trust for work



This trust

Staff (%) that would recommend trust for care



Response rate for this trust

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

FACTS, FIGURES & RATINGS		INTELLIGENCE		FEATURED DATA SOURCES		DEFINITIONS		DATA QUALITY	
MENTAL HEALTH ACT	INCIDENTS	SAFETY THERMOMETER	PLACE	DELAYED TRANSFERS	PATIENT SURVEYS	STAFF SURVEYS			

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

Dataset coverage		
DQ Measure – proportion of valid records		
Description		Apr 16
MHS-DQM01 NHS Number	not available	100%
MHS-DQM02 Postcode Of Usual Address	not available	89%
MHS-DQM03 Person Birth Date	not available	100%
MHS-DQM04 Person Stated Gender Code	not available	100%
MHS-DQM05 Ethnic Category Code	not available	88%
MHS-DQM06 General Medical Practice Code (Patient Registration)	not available	100%
MHS-DQM07 Mental Health Act Legal Status Classification Code	not available	not available
MHS-DQM08 Treatment Function Code (Mental Health)	not available	not available
MHS-DQM09 Site Code (Of Treatment)	not available	100%
MHS-DQM10 Primary Reason for Referral (Mental Health)	not available	1%
MHS-DQM11 Care Professional Service Or Team Type Association (Mental Health)	not available	100%
MHS-DQM12 Organisation Code (Code of Commissioner)	not available	100%
MHS-DQM13 Organisation Code (Code of Commissioner)	not available	not available
MHS-DQM14 Organisation Code (Code of Commissioner)	not available	not available
MHS-DQM15 Organisation Code (Code of Commissioner)	not available	not available
MHS-DQM16 Organisation Code (Code of Commissioner)	not available	not available
MHS-DQM18 Service Or Team Type Referred To (Mental Health)	not available	94%
MHS-DQM19 Primary Reason for Referral (Mental Health) (Referral received on or after 1st Jan 2016)	not available	1%
MHS-DQM20 Clinical Response Priority Type	not available	not available
MHS-DQM22 Coded Procedure (Clinical Terminology Read Codes CTV3)	not available	not available
MHS-DQM23 Coded Procedure (Clinical Terminology Snomed CT)	not available	not available
MHS-DQM25 Coded Finding (Clinical Terminology Read Codes CTV3)	not available	not available
MHS-DQM26 Coded Finding (Clinical Terminology ICD10)	not available	not available
MHS-DQM27 Coded Finding (Clinical Terminology Snomed CT)	not available	not available
MHS-DQM29 Coded Observation (Clinical Terminology Read Codes CTV3)	not available	not available
MHS-DQM30 Coded Observation (Clinical Terminology Snomed CT)	not available	not available

Definitions > Key

- FACTS, FIGURES & RATINGS
- INTELLIGENCE**
- FEATURED DATA SOURCES
- DEFINITIONS

- KEY**
- DATA

Performance level

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

Performance change

- ↑ Improving
- About the same
- ↓ Declining

Ratings

- O** Outstanding
- G** Good
- RI** Requires improvement
- I** Inadequate
- NR*** 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.

Links to guidance documents

[Statistical methods of analysis guidance](#)

KEY

DATA

Data and indicator definitions

[Indicator Guidance](#)

Download the current data

[Data Sheet](#)

More information about Insight can be found on the Insight home page [here](#).

not directly comparable