

## Update on recent CQC inspections

### 1. Introduction

This paper provides an update on the progress made in relation to the Care Quality Commission (CQC) regulatory visits and judgements in respect of Barnet, Enfield and Haringey Mental Health Trust.

### 2. Inappropriate Use of Seclusion Rooms

The CQC visited Haringey Assessment Ward, St Ann's Hospital on 19 June 2013 and raised concerns regarding the use of seclusion rooms for non seclusion purposes. Their report was published in August 2013 and the Trust was judged to be non compliant with Outcome 4: care and welfare of people who access services. An action plan was developed and implemented. This was submitted to CQC on 10 September 2013.

The CQC revisited the unit in November 2013 and found that during times of high demand for admissions the use of seclusion rooms for non seclusion purposes was still happening. The CEO, Director of Nursing, Medical Director and Chief Operating Officer met with the CQC on 10 December 2013 and were advised that the CQC were judging the Trust as non compliant with Outcome 4.

The Trust was subsequently issued with an enforcement notice on 13 December 2013.

The Trust ceased use of seclusion rooms for non seclusion purposes on 10 December 2013. An action plan was implemented to address demand and capacity issues and the Trust maintained full compliance in that no seclusion room has been used for non seclusion purposes since 10 December 2013.

The CQC revisited the Trust on 11 April 2014 and the Enforcement Notice was rescinded (see attached report).

### 3. Dementia and Cognitive Impairment Service Line

On the 25 & 26 September 2013 the CQC visited the older adults mental health wards at Chase Farm Hospital and judged the Trust to be non compliant in the areas of Outcome 4 (Care and Welfare), Outcome 10 (Safety and suitability of premises), Outcome 16 (Assessing and monitoring quality of services) and Outcome 21 (Records). An action plan was put in place and submitted to the CQC. In April 2014 the Trust advised the CQC we were fully compliant and the CQC were invited to re-inspect. The Trust is awaiting a further re-inspection of the services by the CQC.

### 4. Crisis and Emergency Service Line

The most recent CQC visit was to the Trust's mental health home treatment teams during April 2014. The CQC noted a number of improvements in areas that they had commented on previously, however, they did raise concerns about aspects of

practice in medicines management. As a result, the CQC issued an Enforcement Notice in respect of medicines management.

The Trust had until 30 May to demonstrate that we had addressed the issues raised by the CQC. The Trust has taken immediate action in these areas and has a full action plan in place. This has been shared with CCG Quality Leads and is being regularly monitored by the Trust Board.

The CQC revisited the CRHT teams on 9 & 10 June 2014 and found the teams to be fully compliant with Outcome 9 and 14. Therefore, the Enforcement Notice in respect of Outcome 9 has been rescinded.

In summary over the last 9 months the Trust has demonstrated improved compliance which is a reflection in moving from a position of 11 non compliance to 4 at the time of this meeting and those 4 await CQC re-inspection which is outside of the Trust's control.

We have maintained significant improvement across the DCI service line and further work to embed and ensure lasting change from a quality improvement focus perspective is ongoing.

**Mary Sexton**  
**Executive Director of Nursing, Quality and Governance**

**17 June 2014**