

**TO: HEALTH OVERVIEW AND SCRUTINY PANEL  
30 JUNE 2016**

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**BERKSHIRE HEALTHCARE TRUST  
Assistant Chief Executive**

**1 PURPOSE OF REPORT**

- 1.1 This report invites the Health Overview and Scrutiny (O&S) Panel to note the outcome of the recent inspection of the Berkshire Healthcare NHS Foundation Trust by the Care Quality Commission (CQC).

**2 RECOMMENDATION**

**That the Health Overview and Scrutiny Panel:**

- 2.1 Notes the outcome of the recent inspection of the Berkshire Healthcare Trust by the Care Quality Commission.**

**3 SUPPORTING INFORMATION**

- 3.1 The Health O&S Panel has previously decided to be notified of the outcome of CQC inspections of those NHS Trusts providing the majority of NHS services to Bracknell Forest residents.
- 3.2 The full report of the inspection, published on 1 April 2016, can be viewed at [http://www.cqc.org.uk/sites/default/files/new\\_reports/AAAE8333.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/AAAE8333.pdf). The summary section of the report is attached. The overall assessment rating for the Trust was 'Good'. An O&S councillor and officer attended the 'Quality Summit' held by the CQC with the Trust, following this inspection.

**ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable**

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## Summary of findings

### Ratings

We are introducing ratings as an important element of our new approach to inspection and regulation. Our ratings will always be based on a combination of what we find at inspection, what people tell us, our Intelligent Monitoring data and local information from the provider and other organisations. We will award them on a four-point scale: outstanding; good; requires improvement; or inadequate.


#### Overall rating for services at this Provider

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

#### **Mental Health Act responsibilities and Mental Capacity Act/Deprivation of Liberty Safeguards**

We include our assessment of the provider's compliance with the Mental Health Act and Mental Capacity Act in our overall inspection of the core service.

We do not give a rating for Mental Health Act or Mental Capacity Act; however, we do use our findings to determine the overall rating for the service.

Further information about findings in relation to the Mental Health Act and Mental Capacity Act can be found later in this report.

## Summary of findings

### Overall summary

We have given Berkshire Health Care NHS Foundation Trust a rating of good and this was because:

We rated all community and inpatient health services as good. Of the nine core services we inspected in mental health we rated seven as good, one as outstanding and one as requires improvement.

The trust has much to be proud of and also some areas that need to improve. The trust was well led with an experienced and proactive senior leadership team and board. There were also many committed and enthusiastic senior staff throughout the organisation working hard to manage and improve services. The trust responded in an open and honest way to the findings of the inspection team. They responded to put things right immediately where we had raised concerns. They were open, transparent and not defensive.

The main areas that were positive were as follows:

- The wards and clinical team bases were clean and well maintained.
- There was good evidence that medicines were well managed across the trust.
- Staff made good use of best practice guidelines and outcome measures.
- There was a strong culture of multi-disciplinary working. Professionals, teams and agencies worked well together.
- Staff recognised and understood their responsibilities in relation to safeguarding. Staff were aware of how to raise an incident and there was a good culture of learning post a serious untoward incident.
- Patients and their carers were positive about the care and treatment they received and felt they were treated with dignity and respect.
- Staff enjoyed working for Berkshire Health Care NHS Foundation Trust. They told us that the board were visible and approachable. They also spoke positively about the opportunities for professional development and told us that managers encouraged them to attend external training and conferences.

- The trust had taken on some challenging services, particularly in primary medical services, one of which had been placed in special measures. They had managed to turn this service around and it is now rated as good.
- Community health services were all rated as good across the board.

There were two core services that required improvement. These were the wards for people with a learning disability and the Circuit Lane medical centre. The main areas for improvement are as follows:

- There was poor management of ligature points on the learning disability inpatient wards and the child and adolescent inpatient ward. A ligature point can be used by people experiencing suicidal thoughts to harm themselves. On the learning disability inpatient wards the trust had identified numerous potential ligature points, and proposed an action plan to mitigate each. However, staff did not maintain the required level of patient observation; there were an insufficient number of ligature cutters given the physical layout of the ward; and, staff had not received training in the use of ligature cutters.
- Neither the child and adolescent inpatient ward or learning disability inpatient wards met the requirements set out by the Department of Health guidance 'Privacy and Dignity, the elimination of mixed sex accommodation'. This states that hospitals should provide accommodation which ensures that men and women are separated and have access to their own facilities, such as toilets and bathrooms. This was also a concern at the high dependency unit at Prospect Park hospital.
- Staff did not monitor people's physical health needs adequately for people with a learning disability.
- Some staff were not communicating well with people with a learning disability, as they lacked the necessary skills and training to do this.

## Summary of findings

- The trust had not implemented or monitored changes needed in the appointment system in response to patients' at the Circuit lane surgery. This surgery also needed to ensure that they improved access by telephone to the GP practice.
- We were concerned about the quality and safety of care on the older people's mental health inpatient units. Not all staff were aware of the risks that individual patients faced, nor of the level of observation and support they needed to keep them safe. Not all staff knew how to prevent or care for pressure ulcers. Not all staff on these wards were receiving regular supervision.

We issued the trust with a warning notice in respect of the high dependency unit at Prospect Park Hospital. This was because the trust had failed to ensure that the rights of those people subject to long-term segregation were being met. This breached their policy and the Mental Health Act 1983 accompanying code of practice. We returned to the high dependency unit at Prospect Park on the 11th of February 2016 and were pleased to report that the trust had resolved the concerns raised in the warning notice and were fully compliant with the law.