

Annual performance ratings 2005/2006

Summary of results for Central and North West London Mental Health NHS Trust

This report summarises the results of the Healthcare Commission's annual performance rating for 2005/2006 for Central and North West London Mental Health NHS Trust.

Executive and non-executive members of the board and others involved in the management of healthcare services for Central and North West London Mental Health NHS Trust may want to use this summary as a starting point for exploring the strengths and weaknesses of the organisation's performance in our annual health check. Other groups, including overview and scrutiny committees and patient and public involvement forums, may also find the summary useful for monitoring the way local healthcare services are planned and run.

The Healthcare Commission's annual health check scores organisations in the NHS on many aspects of their performance, including how well they manage their finances (use of resources) and the quality of the services they provide (quality of services). These scores are based on a range of information gathered throughout the year. This includes information about whether organisations in the NHS are meeting the targets and standards set by the Government.



More detailed information about the results for Central and North West London Mental Health NHS Trust is available on the Healthcare Commission's website at www.healthcarecommission.org.uk.

Overall rating

In 2005/2006, the trust was rated:

- Fair for use of resources
- Fair for quality of services

This means that although the organisation appeared to be performing adequately in terms of its use of resources, there were some areas for improvement. Our assessment of quality of services also found areas for improvement.

Detailed results for Central and North West London Mental Health NHS Trust

Use of resources

The score for use of resources is based on how well an organisation in the NHS manages its finances. This could include how it plans and reports on its financial performance, how it monitors the money it spends, and how it makes sure that the services it offers to patients represent good value for money.

Central and North West London Mental Health NHS Trust was scored fair for use of resources.

This score was based on information received from the Audit Commission.

Further information on the performance of this organisation for use of resources can be found on the Healthcare Commission's website at www.healthcarecommission.org.uk, and on the Audit Commission's website at www.auditcommission.gov.uk.

Quality of services

The score for quality of services covers a range of areas within a healthcare organisation that can affect the care and treatment a patient receives, including access to services, safety and the way an organisation is run. In particular, it reflects whether an organisation provides the basic standard of care required by the Government and whether it strives to improve the care and treatment it provides for patients.

Central and North West London Mental Health NHS Trust scored fair for quality of services. This score was based on the results it received in the following areas.

Component	Results
Getting the basics right	
Assessment of compliance with core standards	Fully Met
Existing national targets	Fully Met
Making and sustaining progress	
New national targets	Weak
Review of substance misuse	Good
Review of tobacco control	Not Applicable
Review of services for children in hospital	Not Applicable
Review of adult community mental health services	Excellent
Review of admissions management	Not Applicable

Review of diagnostic services	Not Applicable
Review of medicines management	Not Applicable

This organisation could not achieve an overall score of good for quality of services because it received a score of weak in new national targets.

Appendix A sets out the rules that are used to determine which score an organisation receives for quality of services.

Assessing compliance with core standards

In 2005/2006, we asked organisations in the NHS to declare publicly how well they had met the core (basic) standards set by Government. In many cases, other groups from within the local community, including overview and scrutiny committees and patient and public involvement forums, were also asked to give their views on the performance of their local healthcare organisation. This assessment was designed to reflect an organisation's performance over the whole year and recognises those organisations that improved their level of compliance throughout the year.

Central and North West London Mental Health NHS Trust was given a score of fully met for the assessment of compliance with core standards.

An organisation can only receive this score if it declares no more than four failings during the year. A failing indicates that an organisation failed to comply with a particular standard (not met) or was unable to say with certainty that it had met a particular standard (insufficient assurance). The failings declared by an organisation must have been corrected by the end of the year.

This organisation was not selected for an inspection.

Meeting existing national targets

By looking at whether organisations are meeting existing national targets set by Government, we can get a better understanding of, for example, how patients gain access to the healthcare services they need and how long they have to wait for care and treatment in the NHS. Healthcare organisations must be able to demonstrate each year that they are meeting these targets.

Central and North West London Mental Health NHS Trust was given a score of fully met for existing national targets.

Central and North West London Mental Health NHS Trust was assessed against all of the 2 existing national target indicators. The organisation achieved 2 indicators, underachieved 0 indicators and failed to meet 0 indicators. The performance of this organisation against the indicators for each of the existing national targets is shown in the table below. These indicators are measures that capture how a particular aspect of a service should be provided. Please note: organisations in the NHS are assessed against all indicators that relate to their various functions.

Mental Health

Indicators	Level of performance	Trusts achieving indicator (%)
Has the organisation increased its staffing and activity levels in child and adolescent mental health services?	Achieved	73%
Has the organisation put in place the right number of crisis resolution teams (correctly configured)?	Achieved	96%

Further information on the performance of this organisation in meeting existing national targets can be found on the Healthcare Commission's website at www.healthcarecommission.org.uk.

Meeting new national targets

The Government's new national targets focus on the ways in which healthcare organisations can help to improve the health of the population in England. They are targets for the entire NHS. Our assessment looked at the contribution of individual healthcare organisations in meeting these new national targets.

Central and North West London Mental Health NHS Trust was given a score of weak for new national targets.

Central and North West London Mental Health NHS Trust was assessed against all of the 8 new national target indicators. The organisation achieved 5 indicators, underachieved 1 indicator and failed to meet 2 indicators. The performance of this organisation against the indicators for each of these new national targets is shown in the table below. Please note: organisations are assessed against all indicators that relate to their various functions.

Mental Health

Indicators	Level of performance	Trusts achieving indicator (%)
Experience of patients: 2005 survey of users of mental health services	Poor	80%
Increase the percentage of people sustained in treatment in community services for 12 weeks	Achieved	93%
Processes in place to control infection	Achieved	95%
Proportion of data with useful ethnic group coding	Achieved	55%
A measure of an organisation's progress in auditing their systems and processes for suicide prevention	Achieved	82%
Degree to which community mental health teams serving older people have integrated with health and social care staff	Underachieved	39%
Smoke-free NHS: recording of smoking status and reducing smoking	Failed	55%
Process in place for identification and management of obesity in secondary care	Achieved	74%

Further information on the performance of this organisation in meeting the new national targets can be found on the Healthcare Commission's website at www.healthcarecommission.org.uk.

Reviews

Our improvement reviews look at whether healthcare organisations are striving to improve the care and treatment they provide to patients. They focus on areas of priority for the NHS, including the experiences of specific groups within the general population, and help organisations to identify where and how they can better perform.

Substance misuse services

Our review of substance misuse services was carried out in partnership with the National Treatment Agency. It looked at the way in which drug action teams provide substance misuse services to meet the needs of their local population.

Central and North West London Mental Health NHS Trust was given a score of good for this review.

The overall score for this review was based on the results achieved by these drug action teams:

Drug Action Team	Score
Brent	Good
Ealing	Good
Hammersmith and Fulham	Good
Harrow	Fair
Hounslow	Fair
Kensington and Chelsea	Good
Westminster	Fair

Further information on the performance of Central and North West London Mental Health NHS Trust for this review can be found on the Healthcare Commission's website at www.healthcarecommission.org.uk/serviceproviderinformation/reviewsandinspections/improvementreviews.cfm.

Adult community mental health services

Our review of adult community mental health services was carried out in partnership with the Commission for Social Care Inspection. It looked at the way in which mental health and social care services for people aged between 18 and 65 years are provided in local communities.

Central and North West London Mental Health NHS Trust was given a score of excellent for this review.

The review of adult community mental health services examined organisations against three criteria. The scores given to Central and North West London Mental Health NHS Trust for each criteria are shown in the table below.

Criteria	Score
Brent LIT	
Community services are accessible to people according to their presenting circumstances	Good
Care arrangements are holistic, focusing on a range of needs and outcome for people who use services and their carers	Good
People who use services, and where appropriate their carers, are involved in decisions and are able to make choices about their care	Good
Harrow LIT	
Community services are accessible to people according to their presenting circumstances	Good
Care arrangements are holistic, focusing on a range of needs and outcome for people who use services and their carers	Excellent
People who use services, and where appropriate their carers, are involved in decisions and are able to make choices about their care	Good
Kensington and Chelsea LIT	
Community services are accessible to people according to their presenting circumstances	Fair
Care arrangements are holistic, focusing on a range of needs and outcome for people who use services and their carers	Good
People who use services, and where appropriate their carers, are involved in decisions and are able to make choices about their care	Good
Westminster LIT	
Community services are accessible to people according to their presenting circumstances	Fair
Care arrangements are holistic, focusing on a range of needs and outcome for people who use services and their carers	Good
People who use services, and where appropriate their carers, are involved in decisions and are able to make choices about their care	Good

Further information on the performance of Central and North West London Mental Health NHS Trust for this review can be found on the Healthcare Commission's website at www.healthcarecommission.org.uk/serviceproviderinformation/reviewsandinspections/improvementreviews.cfm.

Appendix A

Key rules for aggregation for the score for quality of services

1. The score for quality of services will be excellent, good, fair or weak.
2. A trust that is not met in core standards will automatically be weak for quality of services
3. A trust that is not met in existing national targets will automatically be weak for quality of services (Note Learning Disability trusts are not assessed against existing national targets)
4. To be excellent for quality of services, a trust must achieve the highest scores for core standards (fully met), existing national targets (fully met) and new national targets (excellent)
5. Results from the new national targets, improvement reviews and acute hospital portfolio are only used to move the scores of trusts between excellent, good and fair. These results are not used to move the scores of trusts to weak.
6. Each organisation that existed for 2005/2006 will receive one overall score for quality of services.
7. Where an organisation is assessed against only one review, the score for that review will not be included in the overall score for quality of services.

Exception

The single exception to the general rules outlined above, is that mental health trusts that receive the lowest score for existing national targets (not met), will be limited to a maximum score of fair for quality of services – rather than an automatic score of weak. The reason for this exception is that mental health trusts only have 2 existing national targets, and it would be unfair to automatically move the trusts to weak on the basis of such a small set of targets.