



**Scrutiny Committee**  
9<sup>th</sup> September 2015

**Report from the Chief Operating  
Officer**

For Action

Wards Affected:  
ALL

**Central North West London NHS Foundation Trust  
Care Quality Commission Quality Report and Improvement  
Action Plan**

**1.0 Summary**

- 1.1 This covering report accompanies the report published by the Care Quality Commission (CQC) on the quality of services provided by Central North West London NHS Foundation Trust and the action plan developed to respond to the findings of the inspection.
- 1.2 The report was published by the CQC on 19<sup>th</sup> June 2015 following an announced inspection conducted during May 2015. The CQC conducted the inspection as part of their annual programme of work.
- 1.3 The findings of the CQC inspection highlight a number of areas where the services provided by CNWL Trust were found to be 'requiring improvement.' This judgement was particularly influenced by the findings in relation to three of the core mental health services. These are:-
- The acute wards for adults of working age, including the centre at Park Royal.
  - Wards for older people with mental health problems
  - Community based mental health services for adults of working age.
- 1.4 The area of most concern related to safety issue on the acute wards for working age adults which was rated as inadequate. A number of the recommendations arising relate specifically to improvements required at the Park Royal Mental Healthcare Centre. These are detailed in the accompanying action plan from CNWL and include steps to reduce the number of patients who are absent from the facility without authorised leave.

1.5 The inspection report identified ongoing pressures on the demand for acute mental health beds affecting inner London boroughs, while community based services were found to be experiencing difficulties in recruiting staff. The CQC also noted that the inspection was conducted during a period when the trust was required to deliver reductions in their expenditure and was in the process of implementing a number of change programmes.

## **2.0 Recommendations**

2.1 The committee is recommended to question representatives of the CNWL Trust regarding their response to the findings to the CQC inspection and the timescale for implementing improvement set out in the accompanying action plan.

## **3.0 Detail**

3.1 Central and North West London NHS Foundation Trust (CNWL) provides integrated health and social care services to a population of around three million people living in the South-East of England including London, Milton Keynes and Buckinghamshire. The trust has an annual income of £439 million, employs just under 6500 staff who provide about 300 services from more than 100 locations. The mental health services provided by the trust are located mainly in the five London boroughs of Westminster, Kensington & Chelsea, Brent, Harrow and Hillingdon. The findings in the inspection report from the CQC cover all the areas of the trusts Mental Health Service activities in London. However the action plan and improvement priorities, provided by CNW, relates specifically to Mental Health services in Brent.

3.2 While the CQC inspection finding was 'requires improvement' for the Trust as a whole they also highlighted a number of positive strengths. The CQC particularly commented on the caring and compassionate attitude of staff which was rated as 'outstanding'. They also rated the quality of the strategic planning and leadership of the Trust as 'good'.

### **Contact Officers**

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