



ENGLAND



How good mental health care has been in England over the last three years

Easy read version of the report called:

‘The state of care in mental health services 2014 to 2017: Findings from CQC’s programme of comprehensive inspections of specialist mental health services’ (June 2017)



This report is written by the Care Quality Commission (CQC).

We check services like care homes, care in people's homes, hospitals, and doctors' surgeries to make sure they are giving good health and social care to people.

We check every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About the report

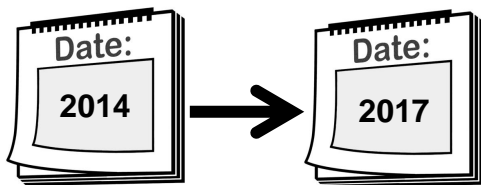
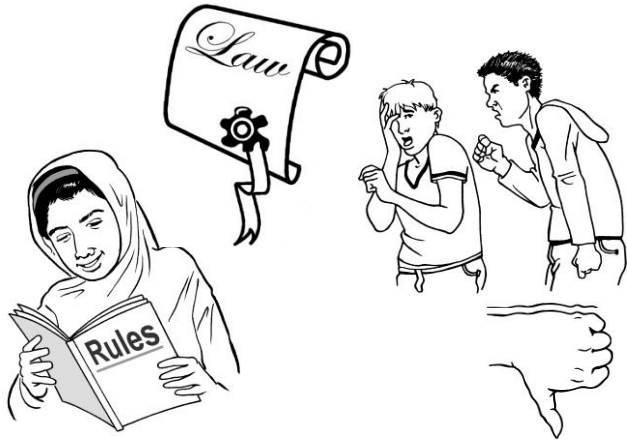


In 2014, we started checking all mental health services in England. These included mental health hospitals and community services.

- We gave ratings to services to help people understand the level of care and to help them choose care.

- We pointed out the good things services are doing.

- We told services how to improve.

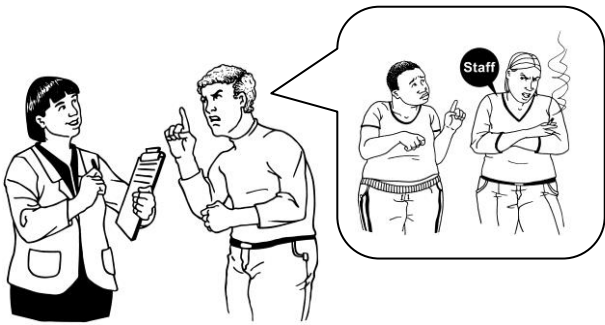


- We used the law and our rules to make services take charge if they were not giving good care.
- We asked people what happened to them when they used services, and we spoke to service staff and local health groups.

It is important for services to know the needs of each person and that people can make decisions about their care. This is called **person-centred care**.

This report looks at what mental health services were like between 2014 and 2017. It looks at our findings from 275 checks we did on services during that time.

Background to mental health care



More people are now asked to talk more openly about their mental health and to share their experiences.

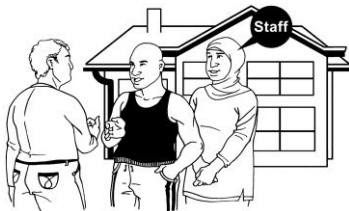


More people now have treatment and care for mental health problems because people understand more about what these are.



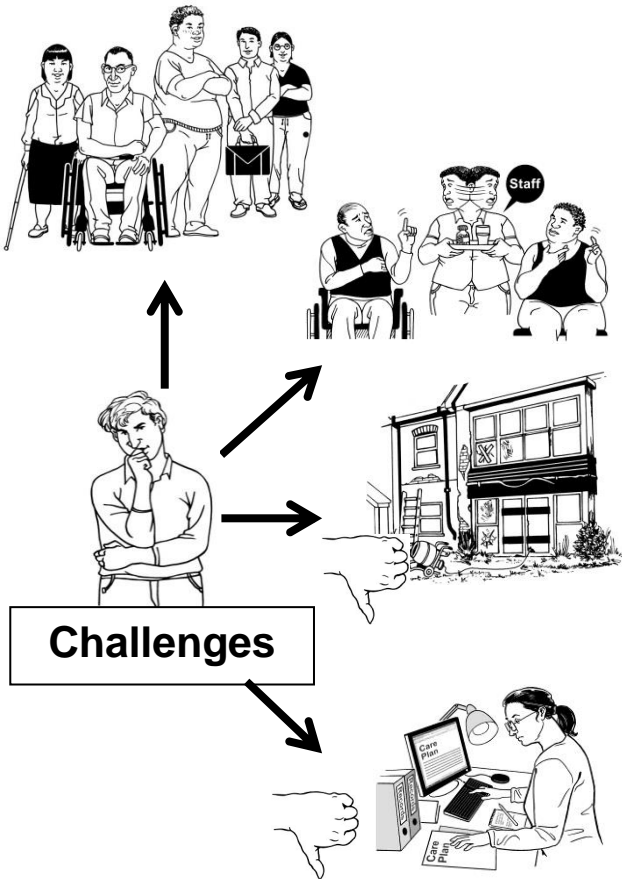
Mental health services are important in helping people get the help they need, when they need it, where they need it.

But they are changing.



Last year, a report called The Five Year Forward View for Mental Health said that people should easily be able to get good care close to their home, and they are able to make their own choices about their care.





There are many difficulties that services are facing:

- Lots of people who need to use their services
- Not enough staff
- Buildings that aren't good enough
- Poor computer systems



Some services keep using the same ways of working from the past that aren't personalised and aren't good ways to stop patients from harming themselves or other people.



But the best services work well with the people who receive their care, help their staff do their best and want to work with other health and care organisations.

What we found out about mental health services



3/4



**Nearly
1/4**



**10
services**



The overall ratings show that:

- 3 out of 4 services were good or outstanding overall.
- nearly 1 out of 4 of services were requires improvement.
- a very small number (10 services) were inadequate.

From April 2015 to March 2017, we gave out 112 warning letters to services to tell services to get better.

The ratings for the five key questions we asked all services show that:

- safe has the worst result as 4 out of 10 services were rated requires improvement or inadequate.
- over 9 out of 10 services were rated good or outstanding for caring.

The results for learning disability services show that:

- over 7 out of 10 hospitals and almost 9 out of 10 community services were good or outstanding.
- they scored very well for the caring, which shows staff treat people with kindness, dignity and respect.



4/10



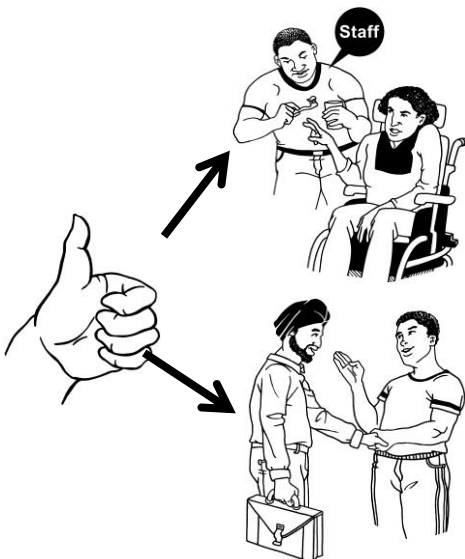
**Over
9/10**

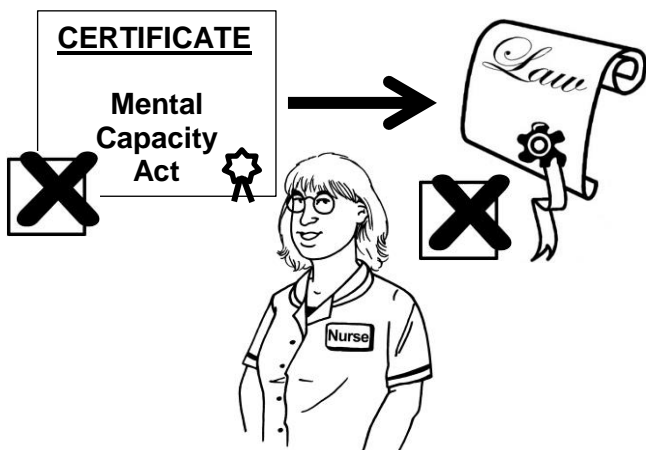
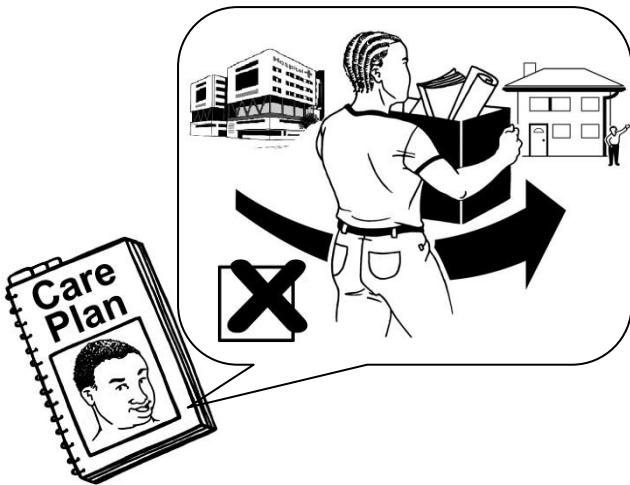


**Over
7/10**



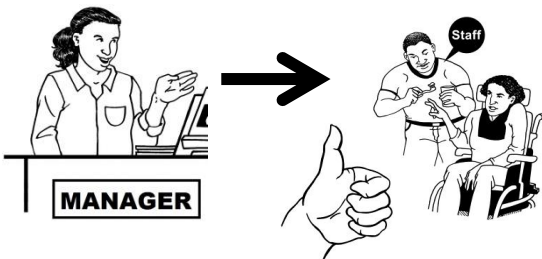
**Almost
9/10**





- there were less times that staff used ways to stop people from harming themselves and other people, but some hospitals still do this often.
- many services worked well with other health and social services to have good ties and to meet the needs of people using the service and carers.
- some patients have been in hospital for a long time and their care plans didn't show information about supporting them to be ready to leave the hospital.
- staff in many services were not using the Mental Capacity Act properly as they didn't have training and were not willing to check how patients were doing.

What mental health services can learn from our findings

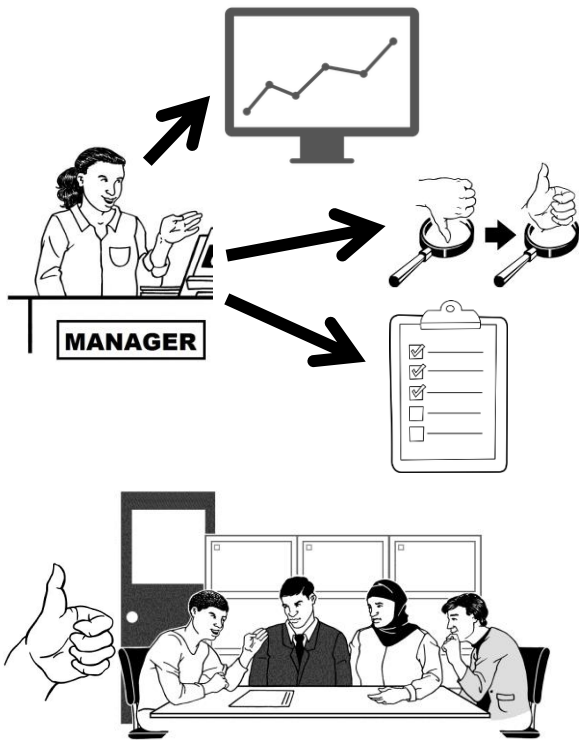


Mental health services can be proud of their staff:

- They treated people with compassion, dignity and respect.
- They involve carers and families in people's care
- But they must let people be more involved in decisions about their care.

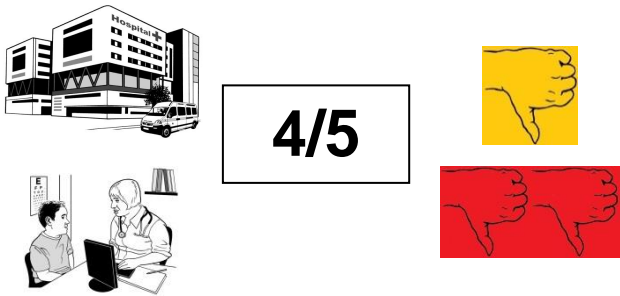
Strong managers are important for services in giving good levels of care:

- They are able to lead their teams well, talk to all staff and they are honest about what is happening and what they can do.



- They have clear goals, always looking for ways to learn more and get better, and make sure all information is recorded correctly.
- They work well with other local health groups and organisations.

Our biggest concern is about safety:



- Around 4 out of 5 mental health services were rated not good enough for being safe.



- Many mental health wards are in older buildings that do not meet the needs of patients.



- Some services do not have enough staff.



- Sometimes, medicines are not used safely in hospitals or in community services.



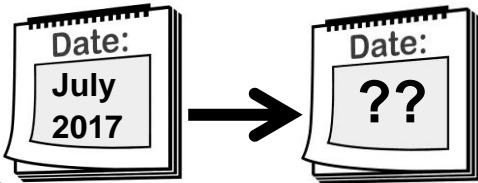
Staff still use old ways of stopping patients from harming themselves and other people:

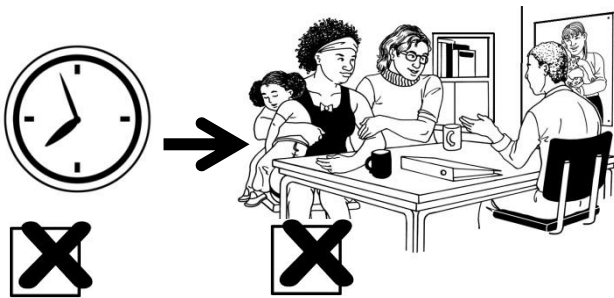
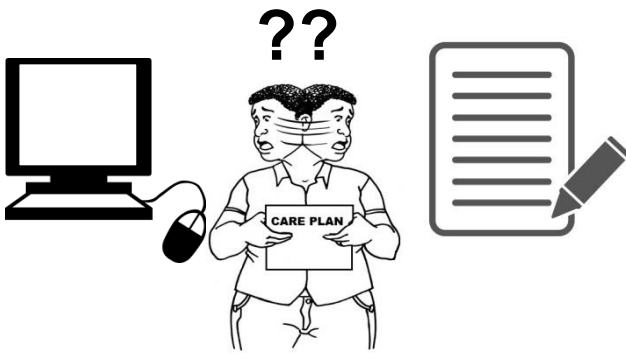
- Some patients still receive care in locked hospital wards.
- These hospitals are often very far from the patients' home, meaning people are not close to their friends and families.



Getting the right service and waiting times:

- Many people find it difficult to get the right services that will meet their needs. This might be because of long waiting times in community services or patients having to stay in hospitals because there was no community support for them.
- The difficulties in getting the right service for people were sometimes because of decisions by local health groups and not the services themselves.





Poor computer systems:

- Many staff were not happy with the computer systems they have to work with because they have to put the same information into lots of different systems which don't share the information, and it is confusing for staff when they have to use both the computer and paper to record information.

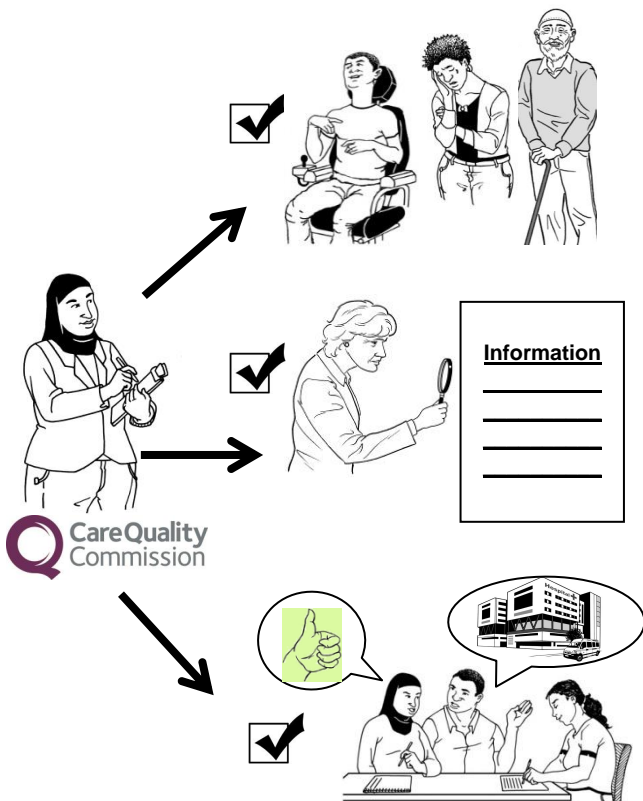
- These problems take up a lot of time that could be better used to see patients and make it more likely that important information is not given to staff who need to know. It can lead to care plans that might not include help from other medical staff or sometimes what the patients want.

The next steps in checking mental health care services



Improving how we work:

- Looking at our findings from the last three years, we can take what we have learned to make our checks better.



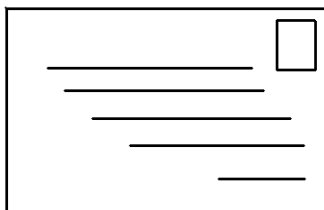
- We will make the way we check services more helpful for people who use the services, look more closely at the information we find, and work with other groups so that more people can get good care.

Improving services:

- This report shows that although mental health services face many difficulties, they are getting better in giving people good care.
- Good managers and good staff are important for services in giving good care. Services must find ways to keep them and find more people to work for them.
- CQC will help leaders of services get better in managing their staff and in using updated technology.
- Mental health services should share ideas and support each other in getting better.
- The government will make better ways for mental health care for children and young people, and change the Mental Health Act to protect people with mental health problems more.



How to contact CQC



If you would like this report in another format or language, or you would like to tell us something, you can contact us:

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