



**Care Quality Commission visit to CWP's inpatient mental health service at:  
Bowmere Hospital, Chester**

**Question and answer sheet**

**1. Has the CQC visited CWP services before?**

Yes. This was the second visit to one of our mental health services to undertake an inspection of essential standards of quality and safety, as part of the CQC's commitment to visit all health/social care provider registered premises.

**2. What are some of the examples of good practice that the inspection identified?**

There were many examples of good practice that were identified.

The CQC documented that they spoke with patients who told them that they felt they were receiving a good standard of care and that staff were supportive and respectful towards them.

Comments from patients included:

"Staff treat me with respect and observe my dignity."

"I'm happy with the care I receive here and I'm able to speak with staff if I feel a little low."

The inspection highlighted that care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare, as well as the safety and suitability of the premises. People's health, safety and welfare were also protected when more than one provider or service was involved in their care.

**3. What learning has the Trust identified about record keeping?**

The CQC highlighted that observation records did not always accurately reflect the risks identified and the level of support and monitoring required.

The learning from this feedback is that, whilst the Trust already has an action plan in place to address the risk posed by dual record keeping systems, further work still remains in this area. Communications have been issued to request that all staff refer to both electronic and paper health records.

The Trust is currently producing an action plan to address the issues raised from this inspection.

Prior to the publication of our action plan which will contain full details, we have undertaken the following: updated the dual record keeping action plan and undertaken an urgent review and update of the therapeutic observation policy.

The Trust's formal action plan will be submitted to the CQC and published on our Trust website shortly.

**4. What other learning was there from the visit?**

We also want to learn from other feedback during the visit, including in the areas where we received no action requirements. We will be putting together a detailed action plan addressing these areas which will be available on our website in due course.

A copy of the CQC report can be viewed on the CWP website from Wednesday 5th March 2014 (via the following link: <http://www.cwp.nhs.uk/reports/2202-care-quality-commission-reports>)