



**Care Quality Commission visit to CWP's inpatient mental health service at:
Springview in Wirral**

Question and answer sheet

1. Has the CQC visited CWP services before?

Yes. The Clatterbridge inspection is the first visit to 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 learning was there about nutritional needs?

The CQC highlighted that *'patients were not routinely receiving food that met their individual needs and which had been chosen by them'*. The learning from this feedback is that menu choice had been provided to patients at the point of service and not at the point of ordering, which provided limited choice. CWP's Director of Operations issued an immediate email to all wards to ensure that service users are given complete menu choice, and are assisted with this to make sure individual needs and choices are met.

Our ward teams have regular patient meetings and, as a result of this inspection, food and nutrition will always be discussed as part of these meetings to seek additional feedback regarding the food options available. This will also be monitored in all future internal unannounced visits.

The Head of Facilities and Head of Catering have also been provided with the feedback from the visit, for further discussion with our external catering provider.

3. What learning was there about record keeping?

The CQC highlighted that *'accurate records with regard to the agreement of patients to care plans and risk assessments produced including their understanding of any restrictive practices were not clearly recorded in their individual care records'*. 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, work still remains in this area. Further communication has been issued to request that all staff refer to both electronic and paper health records to mitigate this risk. All staff have also been reminded to record the involvement and agreement of patients within care planning.

The dual record keeping action plan will be monitored closely and the Trust's internal unannounced visits will identify any potential gaps in controls and assurances. This will include a review of individual care records.

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 further action plan addressing these areas.

A copy of the CQC report can be viewed on the CWP website from Wednesday 8th January (via the following link bit.ly/cwpcqcreports)