



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

Information about the visit

The Care Quality Commission (CQC)¹ visited CWP's Springview hospital at Clatterbridge, Wirral, on 14th November 2013. This was an unannounced routine inspection to check that essential standards of quality and safety were being met.

Two wards were inspected: Brackendale ward (adult/older people's mental health) and Oaktrees (adult eating disorder ward).

The outcome of the inspection

The following standards² were inspected and compliance or non-compliance is indicated:

- Respecting and involving people who use services - Met this standard
- Care and welfare of people who use services - Met this standard
- Meeting nutritional needs - **Action needed**
- Safeguarding people who use services from abuse - Met this standard
- Staffing - Met this standard
- Assessing and monitoring the quality of service provision - Met this standard
- Complaints - Met this standard
- Records - **Action needed**

Where standards were not considered to have been met in the two areas above, they were considered to have a **minor impact** on people who use the service.

Our response

Tim Welch, deputy chief executive, comments: "We welcome the findings of this inspection and have immediately acted upon them to improve the patient experience in the areas identified. Our priority is to provide the best possible care for patients and we view visits from the CQC as an opportunity to take a step back and really challenge ourselves to be the best at what we do."

An action plan has been submitted to the CQC which outlines the Trust's response to the areas requiring action. This will be published on our website shortly. A summary of the key points can be found in the attached question and answer sheet.

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

¹ The Care Quality Commission (CQC) is the regulator of health and social care in England;

² All health and social care providers have a legal responsibility to make sure they are meeting essential standards of quality and safety. As set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the CQC (Registration) Regulations 2009 there are 16 essential standards that relate most directly to the quality and safety of care (listed for ease of access at the back of every CQC report). The CQC can check any of these standards during a visit.