

10th February 2022

Tel: 023 8087 4101

Email: ron.shields@southernhealth.nhs.ukWebsite: www.southernhealth.nhs.uk

Dear colleague,

Publication of CQC report into Southern Health

In October 2021, our Regulator, the Care Quality Commission (CQC) inspected six of our core mental health services and their findings are published in a report today. You can read the full report [here](#) and view the ratings 'scorecard' for the Trust at the end of this letter.

The CQC found evidence of progress and good practice in a number of areas which is encouraging. However, the inspectors also highlighted the challenges that our teams have faced due to staffing pressures and in delivering services during the pandemic. As a result, the overall rating for the Trust has changed from 'Good' to 'Requires Improvement.'

We are of course disappointed by the change in rating. However, we are encouraged to see that the CQC praised our staff and culture, heard positive feedback from patients and found strong, supportive leadership actively addressing the challenges. The CQC found that the Trust was learning from the past and continuing to move forwards as an organisation. Inspectors also recognised the innovative way that the Trust has responded to the pandemic.

Our staff have worked tirelessly during the last two years, often in extraordinarily challenging circumstances, to deliver care to patients and their families and we are hugely grateful for everything they do. The CQC highlighted the sense of pride that staff had in their work, their drive to keep improving, and their commitment to supporting their patients. We are responding to our staffing pressures by continuing to prioritise the engagement, health and wellbeing of our people, and carrying out extensive recruitment and retention programmes.

As can be seen in the report, the Trust has many good services and we will continue to improve in those areas identified by the CQC. We remain totally committed to providing the best possible care to our patients and communities.

If you would like to discuss the report and how we are responding, please get in touch via Helen Richmond (helen.richmond@southernhealth.nhs.uk).

With best wishes,

Ron Shields, Chief Executive and **Lynne Hunt, Chair**
Southern Health NHS Foundation Trust

OUR VALUES

Patients &
people first

Partnership



Respect

CQC 'scorecard' for Southern Health:

Ratings for a combined trust

| | Safe | Effective | Caring | Responsive | Well-led | Overall |
|---------------|----------------------------------|----------------------------------|------------------|------------------|----------------------|----------------------------------|
| Mental health | Requires Improvement | Requires Improvement | Good | Good | Requires Improvement | Requires Improvement |
| Community | Good | Good | Good | Good | Good | Good |
| Overall trust | Requires Improvement Feb 2022 | Requires Improvement Feb 2022 | Good Feb 2022 | Good Feb 2022 | Good Feb 2022 | Requires Improvement Feb 2022 |

Rating for mental health services

| | Safe | Effective | Caring | Responsive | Well-led | Overall |
|--|---------------------------------------|---------------------------------------|-------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Acute wards for adults of working age and psychiatric intensive care units | Requires Improvement ↓ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Requires Improvement ↓ Feb 2022 | Requires Improvement ↓ Feb 2022 | Requires Improvement ↓ Feb 2022 |
| Community-based mental health services of adults of working age | Good Oct 2018 | Requires improvement Oct 2018 | Good Oct 2018 | Good Oct 2018 | Good Oct 2018 | Good Oct 2018 |
| Forensic inpatient or secure wards | Requires Improvement ↓ Feb 2022 | Requires Improvement ↓ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Requires Improvement ↓ Feb 2022 |
| Wards for people with a learning disability or autism | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Good ↓ Feb 2022 | Good ↓ Feb 2022 | Good ↔ Feb 2022 | Good ↓ Feb 2022 |
| Child and adolescent mental health wards | Requires Improvement ↓ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 |
| Wards for older people with mental health problems | Inadequate ↓ Feb 2022 | Good ↑ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Requires Improvement ↔ Feb 2022 | Requires Improvement ↔ Feb 2022 |
| Community-based mental health services for older people | Good Oct 2018 | Requires improvement Oct 2018 | Good Oct 2018 | Good Oct 2018 | Good Oct 2018 | Good Oct 2018 |
| Long stay or rehabilitation mental health wards for working age adults | Good Oct 2018 | Good Oct 2018 | Good Oct 2018 | Outstanding Oct 2018 | Outstanding Oct 2018 | Outstanding Oct 2018 |
| Mental health crisis services and health-based places of safety | Good ↔ Feb 2022 | Requires Improvement ↔ Feb 2022 | Good ↔ Feb 2022 | Good ↔ Feb 2022 | Requires Improvement ↔ Feb 2022 | Requires Improvement ↔ Feb 2022 |
| Community mental health services for people with a learning disability or autism | Good Oct 2018 | Good Oct 2018 | Outstanding Oct 2018 | Good Oct 2018 | Good Oct 2018 | Good Oct 2018 |
| Overall | Requires Improvement | Requires Improvement | Good | Good | Requires Improvement | Requires Improvement |

