



Community mental health services need to improve – check national survey results in your area

Too many people who use community mental health services are not being involved in decisions about their care.

A major national survey of more than 13,000 people who use community mental health services in England was published on 17 September by Care Quality Commission shows the care people receive in the community needs to improve. Of particular concern is people's lack of involvement in their care plans and having their views taken into account when deciding which medication to take. [Read more...](#)

This month:

CQC news

CQC hospital inspections, local NHS complaints advocacy services, review of dementia care, area profiling.

Public information

New home page, care home case study, About us video, latest inspection reports.

Our themed inspection programme

Focus groups for young people using transition services, our review of children who are looked after and safeguarding, review of emergency mental health care.

CQC and local Healthwatch

local Healthwatch advisory group, monthly teleconference, keep in touch!

Key dates

* local Healthwatch advisory group: 11 December, Bristol.

* Teleconference: 17 October, 10-11am



How local Healthwatch can get involved in our new hospital inspections

The views and experiences of local people will play a vital role in shaping the way we inspect hospital. We invite local Healthwatch and other groups to give us their views on 18 trusts over the coming weeks.

We will use the information Healthwatch already has already shared with us but we welcome further public comments, survey reports, enter and view findings and other information you have gathered from local people about these trusts. You can share it with us in the usual way by emailing enquiries@cqc.org.uk or ringing 03000 616161. Your local CQC manager remains your point of contact, and you can also discuss any evidence with them.

We have also posted information about how Healthwatch can contribute to these inspections on our website, along with the latest information on the public listening events. **Read more here.** If you have any ideas about how we can improve these inspections or the publicity about them please email involvement.edhr@cqc.org.uk.

Using information from local NHS complaints advocacy services

We have written to all the new local NHS complaints advocacy services to encourage them to share feedback about the 18 hospital trusts, and other NHS services they gather concerns about. We hope to build relationships with these services whether they are part of local Healthwatch or provided separately. We would be interested to hear about the trends in the complaints people need support to resolve, as well as feedback on how effectively NHS trusts respond to complaints. If your local Healthwatch provides a complaints advocacy service, you can send us information using the usual routes. They will help us in the new hospital inspections – thank you!

Get ready for our review of dementia care – what do you hear about dementia care in your area?

From November through to January we will be inspecting groups of hospitals and care homes in over 24 local authority areas to check on the quality of dementia care in these areas. We will focus on how well services work together to provide care for people with dementia – especially between care homes and hospitals.

All local Healthwatch are invited to send information about the quality of dementia care in their areas to enquiries@cqc.org.uk marked 'dementia review'. We will be contacting the Healthwatch in the inspection areas in October to see how you want to work with us. Your information will help us produce a national report to be published in 2014. Any questions to involvement.edhr@cqc.org.uk.

Find out about our area profiles from your local CQC manager

Your local CQC manager can now share information with you about all the services we regulate in your area, the inspections we have done and what we have found. We hope this profile will help you and your health and wellbeing board.

Public information

Welcome to our new home page

We've made some changes to the homepage of our website. We hope you find it easier to find inspection reports and other information. Have a look and see what you think [here...](#)



A case study about a care home and how our inspections led to better care

At the start of 2013, Moorwood Cottage Care Home was struggling to provide good care to its residents. However, following a series of unannounced inspections by CQC inspector Julia Adey, a number of serious concerns were identified and improvements were made for the benefit of residents. **Read more...**

We have made a short video about our work and how we can help people make the right choices about their care

Over the next couple of months the video will be shown in 3000 GP surgeries across England but we are also looking for other opportunities to show it. If you have screens

in community centres, or other premises that might be able to show this short film, then please let us know. We have the file in various formats (FLV, WVM, MPEG2 and MPEG4) and would be very happy to share it with you. If there is a suitable place on your website to host this then please feel free to link to the **video** on the YouTube channel.

Keep in touch with our latest inspection reports

You can get email alerts about particular services or look on a map for information about inspection reports. If you want to see all the inspections we have completed each month you can also look at a table and search the reports in your area. Soon you will be able to ask for alerts for your local Healthwatch area – watch out for information in this bulletin!

Our themed inspection programme

Focus groups for young people aged 14-25 with experiences of using transition services

We are undertaking a themed inspection programme on the transition of young people aged 14-25 with complex health needs from children's to adult services. We will include the care for young people who:

- are in receipt of a children's continuing care
- are in receipt of package of adult's continuing care and had a children's continuing care package
- receive care from three or more health professionals as a result of long term or chronic conditions.

We are now moving to the next stage of the programme by organising four focus groups around the country (fun venues like Bristol Zoo Gardens and National Railway Museum) in the late October half term, to meet with young people and family carers to hear their experiences of transitions services. You can also book a telephone interview or fill in a webform if you are not able to come along to one of our focus groups. Please read more information and an invite letter **here**. We hope to see many of young people and family carers from your local Healthwatch area in October!

Please email **CTASThemedInspection@cqc.org.uk** by 23 October for booking a place at one of our focus groups, or any other ways that you would like to share your experiences of transition services with us. Please do share this information through your networks and we will keep you updated with this piece of work.

Children transition to adult services review – a reminder

We are undertaking a themed inspection programme on the transition of young people aged 14-25 with complex health needs from children's to adult services. We will include the care for young people who:

- are in receipt of a children's continuing care
- are in receipt of package of adult's continuing care and had a children's continuing care package
- receive care from three or more health professionals as a result of long term or chronic conditions.

We would like to hear from you, or groups in your area, if you have examples of good practice, or if you have concerns about local health arrangements for such young people, as they move from children's to adult's services. We would welcome individual stories of young people, or their families, about their care as they move services, including what went well, what didn't go well and what could have made the care better. Although these experiences may not be included in the sample we will look at more closely, we will welcome any examples you can tell us about.

Please send your stories and examples to **CTASThemedInspection@cqc.org.uk** by end of September and we will use them to help us in the inspections we carry out over the summer. Please do share this information through your networks.

Our review Children who are looked after and safeguarding

We have started our new review, Children who are looked after and safeguarding, in September. We are looking at children's journeys through the child protection system or as a looked after child from early years through to leaving care as young people. Our focus is the experiences of the children and young people and the effectiveness of the services and help and protection they are offered.

We would welcome individual stories of these children or their families about their health care including what went well, what didn't go well and what could have made the care better. Please send your stories and examples to involvement.edhr@cqc.org.uk and we will use them to help us in our inspections.

Can you help us plan our national review of emergency mental health care?

We are planning a review of emergency mental health care services for 2014. We plan to look at how people in crisis are cared for and supported – whether it is their first experience of a crisis or if they have repeated crises including an experience of detention under the Mental Health Act.

Would you like to help us shape this review or have you evidence you think we should use? We would like to hear from you on involvement.edhr@cqc.org.uk.

CQC and local Healthwatch

Local Healthwatch advisory group

Thank you to all the local Healthwatch representatives that attended our conference in Leeds last week. Over 40 Healthwatch colleagues advised us on the scope of our review of emergency mental health care services, among other topics.



Our next advisory conferences will be on 11 December in Bristol. You can register your interest for these at involvement.edhr@cqc.org.uk. Numbers are limited so please register your interest to reserve a place. The conferences provide local Healthwatch with the opportunity to contribute to CQC national work.

Monthly teleconference for local Healthwatch

Since May we have been holding monthly teleconferences for local Healthwatch to advise us on aspects of our work. Last week we held a teleconference to discuss how we plan to work with NHS complaints advocacy services. Thank you to Leicestershire, Camden, Lancashire, Shropshire, East Sussex, Salford, City of London, Portsmouth, Derbyshire and Staffordshire. Your comments have been fed into our proposals and notes of the discussion are available from involvement.edhr@cqc.org.uk.

The next teleconference will be held on 17 October, 10-11am and we will be looking at developing our approach to social care inspections and working with local Healthwatch. We have had a lot of interest in our series of teleconferences but there are still a few remaining places for Decembers call. We will confirm the topic in the next bulletin. If you want to register please email involvement.edhr@cqc.org.uk.

Keep in touch

Many new local Healthwatch staff are starting in their posts. If any of your colleagues would like to receive this bulletin directly – please let us know.



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