

# Press release

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outstanding care

## Mental Health Recovery Units and Community Hospitals' leadership rated Outstanding in new CQC report

Worcestershire's mental health recovery units have been rated Outstanding by the independent healthcare regulator, the CQC, in a report published today. The CQC has also highlighted the Outstanding leadership within the county's community hospitals.

Following planned inspections between January and March 2018, Worcestershire Health and Care NHS Trust – the county's main provider of community and mental health care services - has been rated Good overall by the CQC, with leadership in its community hospitals and its mental health recovery units assessed as Outstanding, the highest possible outcome.

This means The Trust is rated Good against all the CQCs key questions – are services safe, effective, caring, responsive and well-led – leading to the overall rating. The Trust was originally rated Good in 2016 which is the second highest rating possible but the ratings have further improved since then.

Keith Winter House in Bromsgrove and Cromwell House in Worcester, which are inpatient units supporting people with an enduring or complex long term mental health condition, have been rated Outstanding overall. The report stated that the staff on the units "treated patients with dignity and respect" and "were kind and compassionate." All patients had care plans which were recovery focused and personalised and patients were well supported to achieve their goals. It also praised the strong leadership in the units and the supportive culture.

The Community Hospitals (Princess of Wales Community Hospital in Bromsgrove, Evesham Community Hospital, Malvern Community Hospital, Pershore Community Hospital, Tenbury Community Hospital, Wyre Forest Ward in Kidderminster and the Worcester City Inpatient Unit) are all rated Outstanding in the Well-Led category. This reflects the positive culture, a focus on learning, and the visibility and support of senior management.

**Natalie Hindle, Ward Manager at Keith Winter House, said:** *"I am immensely proud that the service we provide has been recognised through the inspection process. We strive to promote a positive, aspirational approach to rehabilitation working collaboratively with our patients. It is gratifying to acknowledge the whole staff team who work responsively with our patients to create a supportive, empowering and safe environment."*

**Naomi Morgan, Inpatient Lead Nurse covering Cromwell House, said:** *"This really is an outstanding result for all the team at Cromwell who work tirelessly to provide an environment which helps people in their recovery. This rating is*

*testimony to the work they do and to see it recognised nationally by an independent regulator is fantastic and we are really proud of everyone who has contributed to it.”*

**Sarah Dugan, Chief Executive at Worcestershire Health and Care NHS Trust, said:** *“To have maintained, and in lots of areas made significant progress, in the quality of care we provide is a huge achievement in the current climate*

*“This was a thorough and comprehensive inspection and the report is full of examples of outstanding practice which is a testimony to the hard work, commitment and focus of our staff and teams who are relentless in their drive for ongoing improvements.*

*“While overwhelmingly positive, we have already started addressing the few isolated examples where improvements could be made and working with our local partners across health and social care we will continue to pursue our ambition to deliver outstanding care consistently across all our service areas.”*

**To view the CQC reports in full visit:** <http://www.cqc.org.uk/provider/R1A>