

## Some highlights from the 2016 CQC reports

A selection of quotes from the reports

Staff were respectful, caring and compassionate towards patients, relatives and carers.	The Trust had a robust and effective complaints process and almost all the wards and services visited during the inspection demonstrated a positive culture of reporting complaints and learning from complaints.
Patients, relatives and carers told the CQC that staff were kind, visible and approachable.	The Trust had implemented a successful recruitment strategy in 2016 to attract candidates and raise the profile of the organisation.
Staff maintained patients' dignity, privacy and confidentiality.	All wards and services reported good access to consultant psychiatrists, specialist doctors and junior doctors as required, meeting the patients' needs in a timely way.
The Trust was committed to improving and developing its services, using information from the local population and through working in partnership with the commissioners and other statutory, third-sector and voluntary organisations.	There were good examples of integrated partnership working and local partnership arrangements between the Trust and other agencies, as well as between internal Trust services.
Patient involvement appeared to be embedded in the Trust's approach to shaping its services and informing care and treatment.	Staff and patients told us there was good access to independent mental health advocates.
[The Trust] had a well-established service user network and involved patients in research projects, delivering training and recruitment.	The Trust worked proactively to address (staff) sickness and had introduced additional sources of support for the most common reasons for absence.
The Trust was committed to improving response times for maintenance and repairs and the overall management of its estate.	[The CQC] observed good examples of patient involvement in the service. Patients were involved in the central recruitment of staff.
The Trust had completed a significant amount of work in relation to the identification and removal or mitigation of ligature risks across all its wards and services.	[Stakeholders] told us that the Trust was 'aspirational' and 'forward thinking' with regard to new ways of working to deliver care and treatment.
Patients were involved in their care and most of the patients spoken to during the inspection told us they could have a copy of the care plan if they wanted one.	Patient's individual needs and preferences were central to the planning and delivery of treatment and care at the trust. Staff respected and provided support to meet the diverse needs of their patients including those related to disability, ethnicity, faith and sexual orientation.