

National Inpatient Centre for Psychological Medicine (NICPM)

Overall
rating

Good

Safe:

Good

“All patients and staff told us they felt safe on the ward. Staff ensured that the ward environment, and the equipment they used, was safe, clean, and well maintained. The service always had enough regular staff with the right skills, experience, or competencies to fill all shifts.”

Effective:

Outstanding



“The service had a truly holistic approach to assessing, care planning, and delivering care and treatment. Staff completed care plans with individual patients that were detailed and highly person-centred and reviewed them regularly. All patients knew about and had copies of their care plans. The service provided patients with high quality care that was nationally recognised and based on the best available evidence. Patients told us how the care and treatment they received exceeded their expectations.”

Caring:

Outstanding



“Patients and carers were consistently positive about the care staff provided. Patients felt that staff did all they could to help them in a respectful, caring and compassionate way. Carers felt the support from the service was excellent and had improved the lives for patients and their families. There was a strong, visible person-centred culture of care where staff worked collaboratively with patients as active partners in their care and protected patients’ privacy and dignity. Staff were highly motivated to ensure that patients’ needs and preferences were always reflected in decisions about their care and treatment.”

Responsive:

Requires improvement

The CQC had some concerns about the current ward facility, but not about the performance or effectiveness of the team. The CQC said “whilst the managers recognised the limitations of the environment, and the difficulties to secure a long-term estates strategy remained on the Trust risk register, the Trust still had no timescale or confirmed plans for the proposed new location for the service.” This is why the rating in this category was “Requires Improvement”. These concerns are being actively addressed with plans now being developed for a new unit.

The CQC also said “however, the service was specifically tailored to meet each patient’s individual needs and preferences. Staff planned, supported, and prepared patients and their families before admission, and patients and their families felt welcomed by the service. The service had a clear admission and assessment process that was entirely recovery-focused and supported patients with a successful discharge.”

Well-led:

Good

“The service had a strong culture of patient- centred care that was in keeping with the Trust vision and values. The service proactively involved patients as partners in their care and was committed to achieving positive outcomes for patients and their carers. The ward had a clear model of care and a defined care pathway that fully supported patients’ individual needs from referral to discharge. The service was recognised as a national service and staff focused on continuous learning and development to improve their skills and provide high quality care.”

Overall rating:

Good

“The service provided care, treatment and support that was based on the best available evidence and achieved good outcomes for patients. The outcomes exceeded the expectations of patients and made a real difference to the quality of their lives. Patients were fully involved in decisions about their care and treatment and all patients had clear discharge plans. The service had a strong, visible person-centred culture. Staff respected their relationships with people who used the service and empowered patients to be partners in their care. Care plans were personalised and contained meaningful goals for individual patients. Feedback from people who used the service was consistently positive and we observed staff that were kind, caring, respectful, and compassionate. Staff felt proud to work at a service where managers were visible and supported their learning and development needs. Senior staff were knowledgeable and understood the issues the service faced and continued to take action to address the challenges.”