

HEALTH OVERVIEW AND SCRUTINY COMMITTEE: 4 MARCH 2026

REPORT OF LEICESTERSHIRE PARTNERSHIP NHS TRUST

CQC INSPECTION UPDATE: LPT ADULTS COMMUNITY MENTAL HEALTH SERVICES

Purpose of report

1. The purpose of this report is to provide assurance to the Health Overview Scrutiny Committee following the Care Quality Commission (CQC) inspection of the Trust's adult community mental health services. It summarises:
 - a) the key findings;
 - b) highlights areas of good and outstanding practice;
 - c) outlines actions taken to address areas for improvement, and
 - d) describes the Trust's response to the CQC Warning Notice.
2. The Committee is asked to note the findings, acknowledge the improvements made, and support the Trust's ongoing improvement programme. The Committee is also asked to encourage and support joint working between the Trust and the Local Authority to address mental health access and waiting times, and to ensure that Council-commissioned mental health services are prioritised, recognising that timely provision requires coordinated action across the local health and care system.

Background

3. The CQC has published its report following an inspection of the Trust's community mental health services for adults of working age, which took place in May 2025. This service is one of the Trust's 15 core services. The overall rating for the service is 'Requires Improvement'.
4. The inspection of the community mental health teams was part of a series of inspections of mental health services across England following publication of the Section 48 review into Nottinghamshire Healthcare NHS Trust after a fatal incident in Nottinghamshire.
5. The inspection identified clear progress since the previous CQC inspection. The service was rated 'Good' in three of the five CQC domains – Safe, Effective and Caring, compared with two domains rated 'Good' at the last inspection. This reflects sustained improvement and the impact of the Trust's ongoing quality improvement and transformation programmes. It also demonstrates the work actively being undertaken in partnership, overseen by the Mental Health Collaborative and through the neighbourhood mental health work.
6. The CQC highlighted a number of positive findings, including:

- a) Staff treated patients with kindness, empathy and compassion, listened to them as partners in their care, and respected their privacy and dignity.
 - b) The service was effective at working across teams within the Trust and with partner agencies to meet patients' needs and keep them safe.
 - c) Staff wellbeing was well supported, with a culture that enabled staff to speak up if they had concerns.
 - d) The service was effective at learning lessons from safety incidents.
 - e) Staff undertook holistic assessments, empowering patients and supporting them to live healthier lives.
 - f) The service understood the needs of its diverse populations and was working to tackle health inequalities.
7. In addition, the CQC identified a number of areas of outstanding practice, including:
- a) Delivering evidence-based care and treatment;
 - b) How staff, teams and services work together;
 - c) Partnerships and communities.
8. The CQC also identified areas for further improvement, including:
- a) Patients sometimes waiting too long for outpatient appointments, with large caseloads in some teams;
 - b) Unfilled vacancies, resulting in reliance on long-term temporary staffing;
 - c) Care and risk management plans not always being fully up to date or sufficiently detailed.
9. The table below (fig.1) compares the CQC inspection of this service in 2017 with the most recent inspection, demonstrating improvement.

fig.1

CQC ratings: LPT Community mental health services for adults						
	Safe	Effective	Caring	Responsive	Well Led	Overall
2017	Requires Improvement	Requires Improvement	Good	Requires Improvement	Good	Requires Improvement
2025	Green	Green	Green	Requires Improvement	Requires Improvement	Requires Improvement

10. In relation to outpatient waiting times, the CQC issued a Warning Notice, requiring significant improvement and enabling the CQC to return to assess compliance. The CQC returned in January 2026 and the Trust is awaiting the outcome of this.
11. The Trust has responded promptly and robustly:
- a) A significant transformation plan was already in place which is fundamentally changing the model of delivery, based on public engagement, which is now positively impacting on waiting times.
 - b) Waiting times have reduced across all locations and professions;
 - c) Caseload management has been strengthened and workforce capacity continues to be addressed.

- d) While consultant shortages remain a national challenge, the Trust has appointed two new substantive consultant psychiatrists and three acting consultants since the inspection, strengthening clinical leadership and continuity of care.
12. The Inspection Report changed the Well-Led domain rating from Good (which we achieved in 2017) to Requires Improvement. The report has identified that:
- a) Staff and senior leaders share a clear vision and strategy for improving community mental health services and understand how their roles contribute to better outcomes.
 - b) Leadership is visible, capable, and inclusive, with structured professional development supporting staff career progression.
 - c) There is a strong culture of openness and safety, with staff encouraged and supported to raise concerns through the Freedom to Speak Up process.
 - d) Partnerships with local organisations, voluntary groups, and community services are well-established, enabling people to access joined-up care.
 - e) Staff actively engage in quality improvement projects and research, including initiatives that have reduced inpatient admissions and improved patient pathways.
13. While we have these strengths, the CQC identified that further work is required to strengthen governance and risk management; this is being actively addressed by the Trust.

Conclusions

14. The CQC inspection provides constructive assurance on adult community mental health services and demonstrates clear progress, while also identifying areas for further improvement, particularly around access and waiting times.
15. The service is now rated 'Good' for Safety, Effectiveness and Caring, with inspectors highlighting examples of good and outstanding practice. Service users provided largely positive feedback, reporting that they felt:
- a) safe,
 - b) supported,
 - c) listened to, and
 - d) had good relationships with staff.
16. The Trust has shown strong grip in addressing areas for improvement. Reductions in waiting times, progress with recruitment, strengthened caseload oversight, and robust governance provide assurance that risks are being actively managed.
17. The Trust remains focused on sustaining improvement through its mental health transformation programme to enhance access, experience, and outcomes for patients and service users.
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19. The Trust remains focused on sustaining improvement through its mental health transformation programme to enhance access, experience, and outcomes for patients and service users.

Background papers

CQC published report 13 January 2026

<https://www.cqc.org.uk/provider/RT5/reports/AP10381/community-based-mental-health-services-for-adults-of-working-age>

CQC published report of 30 April 2018

<https://api.cqc.org.uk/public/v1/reports/9ffbdd36-11e3-4b4b-8d98-6f27a6eea56c?20210117194415>

Equality Implications

N/A

Human Rights Implications

N/A

Appendices

N/A

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