

Our reference: /FOI D9159

4th April 2019

request-559041-0f807d1e@whatdotheyknow.com

K Dandy

Dear K Dandy,

RE: FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST - REF: D9159

Please find our Trust's response in relation to your request for information under the Freedom of Information Act.

Please provide statistics about the total number of complaints made about community mental health services in the Salford area provided by GMMH NHS Foundation trust 2015 to present. In particular, please include:

- 1. Number of complaints received regarding access to care act assessments and services for people with mental health needs*
- 2. Number of complaints received regarding access to a mental health assessment*
- 3. Number of complaints received regarding treatment and diagnosis*
- 4. Number of complaints received about access to, the provision of and discharge from CPA (care program approach)*
- 5. Number of complaints received about access to, the provision of and discharge from secondary mental health services*
- 6. Number of complaints received relating to/ mentioning the attitude of trust staff or competence*
- 7. Number of complaints received relating to s117 aftercare*
- 8. Please state the number of all complaint types above upheld, partially upheld and not upheld*

Please see attached.

Please also provide statistics for:

- 9. The number of adults in Salford who requested or were referred to you for a mental health assessment, how many of these assessments were actually provided and how*

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road, Prestwich, Manchester M25 3BL Tel: 0161 773 9121.



many people were then a) provided with secondary care services, b) provided care coordination/ CPA, c) provided with services under the care act

GMMH does not have a single mental health assessment used by all teams, assessments are specific to the team and referral. It is also difficult to ascertain at what point an assessment was carried out due to the multiple pathways into adult functional services, and also different operational ways of working. Information below is provided based on the status of referrals received from 01/01/2015 to present (27/03/2019) which were either accepted or not accepted.

	Salford	2015	2016	2017	2018	2019
Count of Referral ID	Accepted	3621*	1908	1756	1966	430
	Not accepted	582	737	830	945	214

*Please note that the Trust moved onto a new clinical system in 2015 and therefore this number includes existing referrals migrated onto the new clinical system.

Out of those 'accepted' referrals detailed above, referral allocation using the allocation type of 'CARE CO-ORDIN/RESPON CASE MGR' was as detailed below:

Salford	2015	2016	2017	2018	2019
Count of Referral ID	2423	1280	1271	1745	201

10. The number of adults in Salford with mental health needs who requested a care act assessment, and how many of these assessments were actually provided

GMMH does not have a specific 'Care Act Assessment' and the time needed to collate the information for this question, in addition to the other information requested, would exceed the appropriate limit and is therefore subject to an exemption in accordance with **Section 12 (1) of the Freedom of Information Act – the cost of compliance exceeds the appropriate limit.**

11. The total number of carers assessments requested from carers of people with mental health needs, the actual number who were provided with an assessment, and the total number who were then provided with a care plan/ services to meet their own needs as a carer

GMMH has agreements with Salford local authority (Section 75 of The Care Act) where GMMH staff will conduct a Carer's Assessment for those supporting somebody with a mental health need in the district. Who conducts the assessment works very differently from team to team. Some teams have carer support workers attached who will conduct the carer's assessment, whereas for others, it would be care-coordinator who completes. GMMH staff offer a statutory carer's assessment to all identified carers.

12. The total number of people in receipt of s117 aftercare

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road, Prestwich, Manchester M25 3BL Tel: 0161 773 9121.



There is not a specific data field for recording s117 aftercare in our clinical system which means that we are unable to provide this information.

13. The total number of incidents and serious incidents occurring in patients under the care of the trust

Salford	2015	2016	2017	2018	2019	Grand Total
All incidents	371	445	631	661	129	2237
Serious incidents	17	15	21	21	5	79

14. The total number of suicides of individuals under the care of the trust

Salford	2015	2016	2017	2018	2019	Grand Total
Suicides	9	6	9	3	0	27

15. The total number of suicides of individuals who were previously under the care of the trust

Salford	2015	2016	2017	2018	2019	Grand Total
Suicides	4	3	1	0	0	8

16. The total number of legal proceedings brought against the trust regarding access to and provision of community mental health services, including those which were settled prior to judicial review

GMMH is aware of one such case that would meet the parameters of this request for Salford services.

I hope the information provided above is to your satisfaction. If you are unhappy with the way, the Trust has handled your request you may request an internal review.

If you require an internal review please write to Sarah McDonald, Head of IM&T Service Delivery, at the address above, who will arrange a review of your case.

If you are not happy with the outcome of the internal review you have the right to apply directly to the Information Commissioner: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

The FOI Team
Freedom of Information Department
Greater Manchester MH NHS Foundation Trust

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road,
Prestwich, Manchester M25 3BL Tel: 0161 773 9121.



Please note:

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication and subscription charge, would require the permission of the copyright holder. In accordance with the Re-Use of Public Sector Information Regulations 2015, information provided to you may not be used for commercial publication, subscription charge or sold on to a third party.

For any named personnel provided in this Freedom of Information response, they do not wish to receive direct marketing, to do so would contravene GDPR and the Data Protection Act 2018.

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

**Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road,
Prestwich, Manchester M25 3BL Tel: 0161 773 9121.**

