



Making Social Care
Better for People



Joint community mental health services review

Summary of the scored assessment framework

Please note that a more detailed version of this document (including scoring thresholds and indicator constructions) is available on the review webpage on the Healthcare Commission website:

Joint CMH Review Scoring Framework Guidance v4

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Overview of the assessment framework

Overall Assessment

Care arrangements in specialist community mental health services are accessible, focus on a range of needs and outcomes for service users and carers, and empower people to be involved in decisions and to make choices about their care.

Assessment Criteria and Question themes

The criteria and questions themes we have developed to assess performance are:

- **C1 Services are accessible to people according to their presenting circumstances**
 - C1 Q1. access and waiting times for key services*
 - C1 Q2. interface with primary care & inpatient services
 - C1 Q3. provision for access out of hours

*Please note that C1 question 1 is not a scored part of the framework. All published data items in this section will be used as supporting contextual evidence in improvement work following the assessment phase of the review.

- **C2 Care arrangements focus on a range of needs and outcomes for service users.**
 - C2 Q1. appropriate access to psychological therapies
 - C2 Q2. appropriate medicine regimes
 - C2 Q3. supporting safety for service users
 - C2 Q4. service provision for carers
 - C2 Q5. service provision for diversity
 - C2 Q6. addressing physical health needs
 - C2 Q7. supporting social inclusion

- **C3 Service users and where appropriate their carers are involved in decisions and are able to make choices about their care.**
 - C3 Q1. availability of information to service users and carers
 - C3 Q2. involvement in decisions about care
 - C3 Q3. availability of advocacy services

Questions and Information used

Please see Appendix A for a full list of the data items used to assess each question

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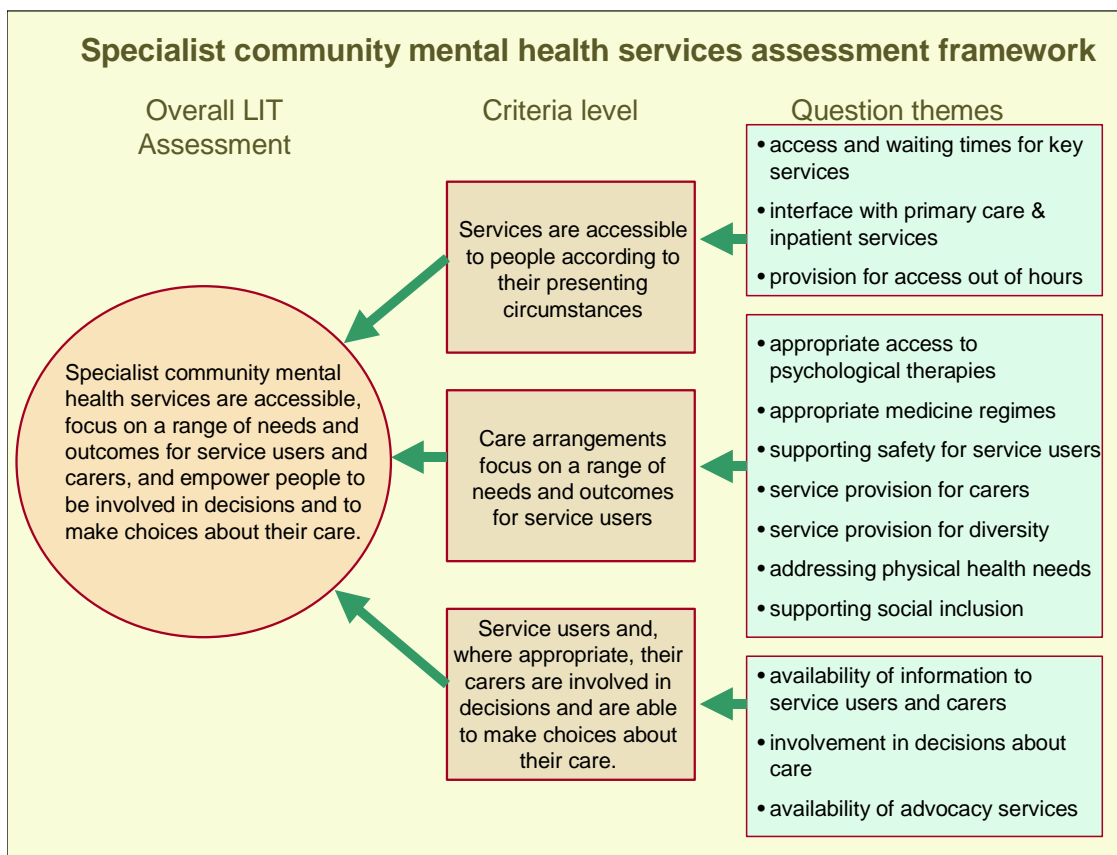
Overview of the assessment framework scoring structure

The overall Improvement Review score for a Local Implementation Team (LIT) is calculated from the criteria scores.

Each criterion score is calculated from the question scores that link into that criterion.

Each question score is calculated from the data items that link into that question.

Hence, the scoring has a tree structure, which follows the assessment framework structure:



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Scoring the framework

The overall review, criteria and questions are scored on a 1-4 scale as follows:

- Level 1 (weak) Performance that does not meet minimum requirements or the reasonable expectations of patients and the public.
- Level 2 (fair) Performance that meets minimum requirements and the reasonable expectations of patients and the public.
- Level 3 (good) Performance that goes beyond minimum requirements and the reasonable expectations of patients and the public.
- Level 4 (excellent) Performance that goes well beyond minimum requirements and the reasonable expectations of patients and the public.

Aggregation of Criteria scores to overall LIT review score

The overall LIT review score is calculated from the 3 review criteria scores as follows:

- The three criteria scores are added together.
- The overall improvement review score depends on this sum of criteria scores compared with Threshold Settings for Weak, Fair, Good and Excellent

Aggregation of Question to Criteria scores

Each criterion score is calculated from the question scores that feed into that criterion as follows:

- The question scores are added together.
- The criterion score depends on the sum of question scores compared with Threshold Settings for Weak, Fair, Good and Excellent

These scoring rules follow the generic Improvement Review scoring rules agreed by the Department of Health

Aggregation of Data Item scores to Question level score

All questions score between one and four.

Each question score is calculated using the data item scores that feed in to that question.

All data items within each question are equally weighted.

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LIT community mapping and overall scores for individual organisation types

The primary assessment unit for the review has been defined on a local implementation team (LIT) basis.

All organisations that contribute to services across a LIT community have been mapped to each LIT, in order to provide two outcomes:

1. At the lowest level of the framework, the overall performance of services that cover each local implementation team community is assessed by using scored data items gathered at a variety of organisational levels: the LIT, Primary Care Trusts, Councils with Social Service Responsibilities for Adults (CSSR) or mental health provider trusts.
2. In addition to the LIT review scores, all other individual organisations in the assessment (mental health provider trusts, PCTs and councils with social services responsibility) are given an overall score for the review. This is calculated by using the score for the LIT(s) to which the individual organisation has been mapped.

All 174 LITs have been mapped to one or more of the following;

- 82 Mental health provider trusts (including 21 PCTs that provide mental health services)
- 149 Councils with Social Service Responsibilities for Adults (CSSR)
- 303 Primary Care Trusts (PCT)

Please note that for studying the review scores and data item results it would be helpful to refer to a copy of the LIT community mapping document, which is available on the Healthcare Commission website on the review results webpage.

Calculating overall scores for individual organisation types

In order to give overall scores to mental health provider trusts, PCTs and CSSRs we use the overall scores of the LITs to which these organisations contribute, ie the overall LIT scores are used to derive individual organisation scores. We do not attempt to recalculate a score for each organisation based on the part of the framework for which they provided data.

Aggregation rules for deriving individual organisation overall review scores

Individual overall organisation scores for mental health provider, Councils with Social Service Responsibilities for Adults and PCTs are expressed on a 1-4 scale as above.

Where a mental health provider trust, PCT or CSSR is mapped to a single LIT then that organisation inherits the LIT overall score as its own overall score for the review.

Where one of the above organisations maps to more than one LIT their overall score has been derived by aggregating all of their individual LIT scores and comparing them with threshold Settings for Weak, Fair, Good and Excellent.

A single LIT may relate to more than one PCT, conversely several LITs may map to one MH trust. For reasons of consistency within the model we have applied the same aggregation rules as for aggregating criteria scores to overall scores.

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Scoring individual data items

Data Item constructions

Scores for individual data items and their underlying source calculated data can be found in the published data item files. These files show how each indicator has been constructed and scores calculated.

Data items are gathered at four organisational levels: LIT, mental health provider, CSSR and PCT as appropriate. For this review the majority of data is gathered from national data sources, with the remainder coming from a special 'bespoke' data collection exercise.

Please note that data items at each of these levels give an assessment for that measure for the whole of that organisation, and this is applied to the LIT(s) that the organisation is mapped to. For example a trust level item (i.e., item ID 55 proportion of people in the last 12 months who have received help with getting benefits? Source: patient survey) uses data across the whole of the trust.

Data item scoring methods

The data item level of the assessment framework employs two different types of indicators – absolute measures ('Categorical') and relative measures.

Absolute measures may either measure the presence or absence of something (e.g. whether or not a service is provided) or performance against a fixed standard or threshold (e.g. standard hit or missed). Alternatively absolute measures may place organisations into set categories based on set thresholds.

In contrast, relative measures compare the organisation to some measure of distribution of the national performance (means, medians or quartiles).

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Appendix A

Full List of Criteria, Question themes and Data items

Key

Data item Measure Scale – scales vary depending on the item type (categorical or relative). Scales vary between 1-2,1-3,1-4 only. A score of '1' always means the weakest performance, the highest for that score, the best performance.

Item Type - 'Category'(2,3 or 4) are categorical/absolute measures (yes/no or against a standard).

'Relative' are a measure of performance against a national average or ratio.

'Contextual' are items that will be used as supporting contextual evidence in improvement work following the assessment phase of the review, and are not a scored part of the framework

Organisation Level - the level at which the data item measures, ie. across a whole MH provider Trust, etc.

PRV = MH Provider Trust

CSSR = Council with Social Service responsibilities

PCT = Primary Care Trust

LIT = Local Implementation Team

Table of data items

Item ID	Data Item Description	Measure Scale	Item type	Organisation Level
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Criteria 1 services are accessible to people according to their presenting circumstances

Question 1 access and waiting times for key services* *Please note that this question is not a scored part of the framework. All published data items in this section will be used as supporting contextual evidence in improvement work following the assessment phase of the review.

5	The proportion of Crisis Resolution Teams with capacity to offer intensive support and treatment at home	-	Contextual	LIT
3	The number of Early Intervention Teams against national targets	-	Contextual	PCT
2	The number of service users accessing Assertive Outreach Teams	-	Contextual	PCT
1	The number of service users accessing Crisis Resolution Teams	-	Contextual	PCT
4	The number of new mental health clients (18-64) for whom the first assessment was completed during the period 2004/05 against population	-	Contextual	CSSR
7	Waiting times for outpatient appointments <13 weeks	-	Contextual	PRV
9	Length of time from first contact to completed assessment for new mental health clients aged 18-64 whose assessments were completed during 2004/05 within 28 days	-	Contextual	CSSR
8	Proportion of new mental health clients aged 18-64 waiting less than or equal to 2 days from first contact to start of assessment in 2004/05 by local authority	-	Contextual	CSSR

Question 2 Interface with primary care & inpatient services

10	Level of Primary-secondary care interface Includes consideration of: - An agreed model for primary care - Agreed and implemented care pathways - Standard Mortality Index (SMI) registers - Referral agreements (protocols) reviewed to ensure they are operating effectively - Protocols on exchange of information - Systems for delivering specialised services on the primary care site (out-posted clinics, primary care liaison teams, etc)	1 - 3	Category3	LIT
11	The number of crisis resolution teams that gate-keep access to psychiatric in-patient beds for working age adults	1 - 2	category2	LIT
14	The proportion of number of times section 4 has been used out of the number of times sections have been used	1 - 3	Relative	PRV
15	The number of people on place of safety orders (section 135/136) out of the total number of service users on sections	-	Contextual	PRV
12	The number of emergency admissions to adult mental health inpatient services	1 - 3	Relative	PCT
17	The number of emergency readmissions between 0 and 29 days as a proportion of total admissions	1 - 3	Relative	PCT

Question 3 provision for access out of hours

21	The proportion of Crisis Resolution Teams that have total out of hours provision	1 - 2	category2	LIT
113	The proportion of crisis accommodation places that are available out of hours (24 hours a day, 7 days a week)	1 - 3	category3	LIT
19	The proportion of service users who have the number of someone from local NHS mental health services that they can phone out of office hours	1 - 3	Relative	PRV

20	The proportion of service users who called an out of hours phone number In the last 12 months and received the help that they wanted	1 - 3	Relative	PRV
18	<p>Level of 24 hour access to specialist mental health services:</p> <ul style="list-style-type: none"> - Level 1: On call duty psychiatrist and approved social worker 24 hours a day for emergency referrals and assessments under the Mental Health Act - Level 2:24-hour help line available to all residents for advice - Level 3:People on CPA can, where necessary, see a mental health professional Mon-Fri 9am to 9pm, Sat-Sun 9am to 5pm - Level 4:Urgent referrals from primary health care teams can be seen by a mental health professional Mon-Fri 9am to 9pm, Sat-Sun 9am to 5pm. - Level 5:People on the CPA can, when necessary, see a mental health professional, and urgent referrals from primary health care teams can be seen by a mental health professional at any time of the day or night every day of the year. 	1 - 4	Category4	PCT

Criteria 2 care arrangements focus on a range of needs and outcomes for service users

Question 1 appropriate access to psychological therapies

117	The total number of service users sampled for whom family intervention is appropriate and who have received at least one family intervention session in the last 12 months NICE Audit	1 - 3	Relative	PRV
118	The total number of service users sampled who have received at least one session of cognitive behavioural therapy in the last 12 months, who were offered cognitive behavioural therapy in the same period or for whom cognitive behavioural therapy was not applicable. NICE Audit	1 - 3	Relative	PRV

Question 2 appropriate medicine regimes

122	The number of service users sampled who are prescribed an antipsychotic AND who are receiving only one antipsychotic at a time, OR who are changing from one antipsychotic to another NICE Audit	1 - 3	Relative	PRV
124	Total number of service users sampled who were on a depot due to issues of compliance OR because of individual preference NICE Audit	1 - 3	Relative	PRV

125	Number of service users sampled whose responses to treatment and side effects have been documented in their care record NICE Audit	1 - 2	Category2	PRV
126	Total number of service users sampled who have been identified with treatment resistant schizophrenia (TRS) AND who are prescribed Clozapine NICE Audit	1 - 3	Relative	PRV
127	Total number of service users sampled who are prescribed antipsychotics AND who are prescribed atypical and typical antipsychotics concurrently	-	Contextual	PRV
25	PCT GP prescribing rates of antipsychotics	-	Contextual	PCT
26	PCT GP prescribing of atypical antipsychotics as a proportion of all antipsychotics prescribed	-	Contextual	PCT
24	National rates of Clozapine prescribing for comparable areas	-	Contextual	PCT

Question 3 supporting safety

31	Number of deaths from suicide and undetermined injury by PCT population	1 - 3	Relative	PCT
29	The proportion of services users who did not attend their outpatient appointments	1 - 3	Relative	PRV
28	The proportion of service users who have had their psychiatrist appointment cancelled or changed to a later date in the last 12 months	1 - 3	Relative	PRV
30	The proportion of post discharge suicides (average over 3 years) per total number of admissions	1 - 4	Category4	PRV
27	The proportion of service users receiving 7 day follow-up after discharge	-	Contextual	PCT

Question 4 service provision for carers

34	The number of carer support workers against national targets	1 - 3	Category3	LIT
35	The number of carer support workers against population	1 - 3	Relative	LIT

36	The number of respite services per local population	1 - 3	Relative	LIT
102	Is information available to carers on their right to an assessment of their needs: (such as in print, via the internet, plain language publications and leaflets, subtitled signed videos, CD Rom, languages other than English, Braille and/or Large type)?	1 - 4	Category4	LIT
37	The number of clients receiving overnight respite but not at home following assessment for mental health (age 18-64)	1 - 3	Relative	CSSR
100	The proportion of all carers of people with mental health problems have had a carers assessment	-	Contextual	CSSR
101	The proportion of all carers of people with mental health problems that have received services	-	Contextual	CSSR

Question 5 service provision for diversity

38	Rate of staff who report having received training in diversity issues (equal opportunities, racial, gender, disability, religious and bullying & harassment) since they started work for their employer	1 - 3	Relative	PRV
39	The extent to which gender sensitive services have been developed and implemented	1 - 3	Category3	LIT
40	The extent to which service users have access to Specialist Services including services for people with a sensory impairment & mental health problem, eating disorder services and mother & baby services	1 - 3	Category3	LIT
41	The extent to which Personality Disorder Services have been developed and implemented within the mental health system	1 - 3	Category3	LIT
42	The extent to which criteria for accessing community mental health services and secure services include people with a personality disorder	1 - 3	Category3	LIT
43	The extent to which a local dual diagnosis strategy and plan has been implemented and whether there are effective links between treatment and criminal justice services	1 - 3	Category3	LIT
44	The extent to which plans have been developed and implemented which will deliver the requirements and principles set out in the Delivering Race Equality (DRE) agenda	1 - 3	Category3	LIT

45	The extent to which local services have systems and strategies in place to build a workforce that reflects the diversity of the local population and/or promotes cultural competence in the workforce	1 - 3	Category3	LIT
46	The number of community development workers that are in place against national targets and the extent to which they are making explicit links with all local PCTs.	1 - 3	Category3	LIT
47	The number of community development workers per trust population	1 - 3	Relative	LIT
114	Is an interpreting service available to all service users across the whole LIT area?	1 - 2	Category2	LIT
115	Are all service users across the whole LIT area able to access at least one interpreting service with complete out of hours availability?	1 - 2	Category2	LIT
48	The proportion of people receiving mental health services from ethnic minority groups per Local Authority in 2004/05 (aged 18 or over)	1 - 3	Category3	CSSR
49a	Number of records on MHMDS for whom a valid ethnic category is recorded	-	Contextual	PRV
49b	Number of records on HES for whom a valid ethnic category is recorded	-	Contextual	PRV

Question 6 addressing physical health needs

121	Total number of service users sampled who have had at least one physical health review in line with recommended good practice or who were not applicable in the 12 months up to 31st March 2006 NICE Audit	1 - 3	Relative	PRV
51	The percentage of patients with severe long-term mental health problems with a physical health review recorded in the preceding 15 months	1 - 3	Relative	PCT
103	Do local service user CPA records/plans formally record physical health check activity?	1 - 2	Category2	PRV

Question 7 supporting social inclusion

57	The number of Support Time and Recovery (StaR) workers in place and the extent to which plans are in place to achieve the target number by December 2006	1 - 3	Category3	LIT
56	The number of support workers per population	1 - 3	Relative	LIT
120b	The proportion of service users sampled who received an assessment of their occupational/vocational status in the 12 months up to 31st March 2006 or who were employed and did not want an assessment NICE Audit	1 - 3	Relative	PRV
52	The proportion of service users who have received help with finding work in the last 12 months	1 - 3	Relative	PRV
54	The proportion of service users who are not in paid work, voluntary/casual work or studying	1 - 3	Relative	PRV
55	The proportion of service users who have received help with getting benefits in the last 12 months	1 - 3	Relative	PRV
63	The number of adults aged 18-64 with mental health problems helped to live at home per 1,000 population as at 31st March 2005	1 - 3	Relative	CSSR
61+62	The number of clients aged 18-64 receiving Local Authority AND/OR independent sector residential care following assessment for mental health	1 - 3	Relative	CSSR
59	The number of clients aged 18-64 receiving home help following assessment of mental health against the total number of mental health services received	1 - 3	Relative	CSSR
60	The number of clients aged 18-64 receiving short term residential service (not respite) following assessment for mental health	1 - 3	Relative	CSSR
64	The number of clients aged 18-64 receiving direct payments following assessment for mental health	1 - 3	Relative	CSSR
58	The number of new clients on the supporting people programme with mental health problems per Local Authority population	-	Contextual	CSSR

Criteria 3 users of services and where appropriate their carers are involved in decisions and are able to make choices about their care

Question 1 availability of information to service users and carers

67	The number of advice and information service staff per population	1 - 3	Relative	LIT
68	Do any of the available advice and information services offer complete out of hours availability?	1 - 2	Category2	LIT
66	CNST standard 3 (Communication between Professionals and Service Users)	1 - 4	Category4	PRV
108	Is there a Directory of Service (DoS) that covers the LIT area?	1 - 2	Category2	LIT
109	If there is a Directory of service, has it been updated in 2005/06?	1 - 2	Category2	LIT
110	Does the Directory of Service include the full range of local services available, including NHS services, social care services, independent and voluntary sector services and BME voluntary & community organisations	1 - 4	Category4	LIT
111	The extent to which key information is available to service users, carers and the public in print and on the internet including: Different conditions (mental illness and other related conditions), the range of available treatments and interventions, possible outcomes and length of treatments, how consent will be obtained, how to complain, confidentiality, how to access records, advocacy services, advance directives and direct payments.	1 - 4	Category4	LIT
112	Is information on local services and service standards available to service users and carers in the LIT area in any of the following formats: (such as in print, via the internet, plain language publications and leaflets, subtitled signed videos, CD Rom, languages other than English, Braille and/or Large type)?	1 - 4	Category4	LIT
119	The total number of service users sampled who received written material relevant to their clinical condition NICE Audit	1 - 2	Category2	PRV
65	The proportion of service users who have received information about local support groups in the last 12 months	1 - 3	Relative	PRV

104	Do any of the services in the local Directory of Service offer electronic booking?	1 - 2	Category2	PRV
106	The extent to which service users were directly provided with key information including: Different conditions (mental illness and other related conditions), the range of available treatments and interventions, possible outcomes and length of treatments, how consent will be obtained, how to complain, confidentiality, how to access records, advocacy services, advance directives and direct payments.	1 - 4	Category4	PRV
107	Is information on local services and service standards available to service users and carers in the LIT area in any of the following formats: (such as in print, via the internet, plain language publications and leaflets, subtitled signed videos, CD Rom, languages other than English, Braille and/or Large type)	1 - 4	Category4	PRV
105	If electronic booking is available for community mental health services (via the Directory of Services) how many electronic bookings have been received in the 12 months up to 31st March 2006?	-	Contextual	PRV

Question 2 involvement in decisions about care

123b	The proportion of service users sampled whose care plan contains an advance directive or crisis and contingency plan NICE Audit	1 - 3	Relative	PRV
123	The proportion of service users sampled whose care plan contains an advance directive or crisis and contingency plan AND, for those whom it is applicable, there is reference to the agreed choice of antipsychotic NICE Audit	1 - 3	Relative	PRV
69	The proportion of service users who have been given or offered a written copy of their care plan	1 - 3	Relative	PRV
70	The proportion of service users who understand what is in their care plan	1 - 3	Relative	PRV
71	The proportion of service users who were involved in deciding what is in their care plan	1 - 3	Relative	PRV
72	The proportion of service users who have been told who their care coordinator is	1 - 3	Relative	PRV

73	The proportion of service users who had enough say in their care and treatment decisions	1 - 3	Relative	PRV
74	The proportion of service users whose diagnosis was discussed with them	1 - 3	Relative	PRV
75	The proportion of service users who were told about possible medication side effects	1 - 3	Relative	PRV
76	The proportion of service users who had a say in decisions about the medication they take	1 - 3	Relative	PRV
78	The proportion of service users who had a care review in the past 12 months	1 - 3	Relative	PRV
79	The proportion of service users who were given a chance to express their views at their care review meeting	1 - 3	Relative	PRV
80	The proportion of service users who were told they could bring a friend or relative to their care review meeting	1 - 3	Relative	PRV
77	The number of existing clients aged 18-64 for whom a mental health review was completed during 2004/05	-	Contextual	CSSR

Question 3 availability of advocacy services

81	The extent to which service users have access to independent advocacy	1 - 3	Category3	LIT
82	Number of independent advocacy staff per local population	1 - 3	Relative	LIT
116	Are all service users across the whole LIT area able to access independent advocacy specific to gender and/or from black and minority ethnic groups	1 - 3	Category3	LIT