

Mental Health
Specialised Mental Health
Specialised Mental health Services for Deaf People (Adults)

C04/S/a

Code	Metric	Numerator	Denominator	Period Type	Frequency	Data Source Numerator	Data Source Denominator	Target	Notes	Q1	Q2	Q3	Q4
MHG01-DFA	Percentage of patients that die while receiving care and treatment from the service	Number of patients that die while receiving care and treatment from the service	Number of patient discharges during time period	Rolling annual	Quarterly	Provider	Provider		This applies to all inpatient and day care services and all patients whether in units, on leave or off site with / without permission	Jul-21 - Jun-22	Oct-21 - Sep-22	Jan-22 - Dec-22	Apr-22 - Mar-23
MHG02-DFA	Average delay to discharge (days) after decision to discharge has been reached by ward and service	Sum of number of days between decision to discharge (excluding day decision made) and actual day of discharge for all specialised service patients within time period	Number of patient discharges during time period	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG03-DFA	Percentage of specialised service patients discharged who have comprehensive information sent to the receiving clinician and GP	Number of patients discharged with comprehensive information (as defined in the databook) sent to the receiving clinician and/or GP whichever is most appropriate	Number of patient discharges during time period	Quarter	Quarterly	Provider	Provider		Comprehensive information should include: Summary of last episode of treatment, outcome, medication, follow-up advice, CPA Care Plan documentation (when under CPA), risk assessment (when applicable), relapse indicators, secondary referral advice, MAPPA eligibility (when required)	Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG04-DFA	Percentage of completed patient satisfaction surveys	Total number of returned satisfaction surveys	Number of patients asked to complete satisfaction surveys	Rolling annual	Quarterly	Provider	Provider			Jul-21 - Jun-22	Oct-21 - Sep-22	Jan-22 - Dec-22	Apr-22 - Mar-23
MHG05a-DFA	Rate of complaints	Total number of complaints in period	Number of patient contacts during time period (this will be made up of the number of inpatient episodes added to the number of non-admitted care contacts)	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG05b-DFA	Proportion of complaints received by trust / organisation from service users (including advocacy representing service user)	Number of complaints received from service users (including advocacy representing service user)	Total number of complaints in period	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG05c-DFA	Proportion of complaints received by trust / organisation from carers	Number of complaints received from carers	Total number of complaints in period	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG05d-DFA	Proportion of complaints received by trust / organisation from statutory organisations (e.g. CQC)	Number of complaints received from non-statutory organisations (e.g. advocacy not representing service user)	Total number of complaints in period	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG05e-DFA	Proportion of complaints received by trust / organisation from non-statutory organisations (e.g. advocacy not representing service user)	Number of complaints received from non-statutory organisations (e.g. advocacy not representing service user)	Total number of complaints in period	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG06-DFA	Rate of upheld or partially upheld complaints	Number of upheld or partially upheld complaints in period	Actual number of complaint investigations completed in period	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG08-DFA	Number of never events (as referenced in 'Never Events' standard contract)	Total Number of 'Never Events'		Quarter	Quarterly	Provider				Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23

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MHG11-DFA	Percentage of eligible staff who have received clinical supervision as per trust / organisation policy	Number of eligible staff who have received clinical supervision as per trust / organisation policy.	Number of eligible staff. Eligible staff means: all staff with a responsibility to provide care, included professionally qualified or unqualified staff	Quarter	Quarterly	Provider	Provider		Eligible staff means: all staff with a responsibility to provide care, included professionally qualified or unqualified staff Clinical supervision: the provision of either professionally mandated or clinically agreed individual practice supervision on a 1:1 basis or in professionally supervised groups. To an agreed standard set out by the organisation to the CQC and or SCG	Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG12a-DFA	Percentage of staff who have received annual safeguarding vulnerable adults training	Of those in denominator, number of staff who received safeguarding vulnerable adults training	Number of staff requiring safeguarding vulnerable adults training	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG12b-DFA	Percentage of staff who have received annual safeguarding children training	Of those in denominator, number of staff who received safeguarding children training	Number of staff requiring safeguarding children training	Quarter	Quarterly	Provider	Provider			Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23
MHG13-DFA	Percentage of investigated safeguarding reports	Of safeguarding reports in denominator, the number investigated by the local authority	Total number of safeguarding reports made to the local authority	Quarter	Quarterly	Provider	Provider		Safeguarding reports are incidents / concerns that are reported to the local authority as a safeguarding concern	Apr-22 - Jun-22	Jul-22 - Sep-22	Oct-22 - Dec-22	Jan-23 - Mar-23