

Campaign to Save Mental Health Services in
Norfolk and Suffolk

By email: norfolksuffolkcrisis@gmail.com

8 February 2023

Dear Campaign to Save Mental Health Services in Norfolk and Suffolk Group,

Thank you for your correspondence of 11 December 2023 to Ian Trenholm, Chief Executive of the Care Quality Commission (CQC). As the Director of Mental Health I am responding to you on behalf of CQC.

We appreciate the time and effort you have dedicated to raising concerns about the actions, outcomes and care provided by Norfolk and Suffolk NHS Foundation Trust (NSFT). We note your concerns with the outcome of the Grant Thornton report into how the trust has recorded and reported on the deaths of people using their services.

As you have outlined NSFT has a poor history of compliance with regulations, and we have inspected the trust on multiple occasions with our most recent inspection in 2022. As a result of this and previous inspections NSFT has been in special measures and is now subject to oversight from NHS England through their Recovery Support Programme (RSP) which is a nationally-led programme of support to organisations which need the highest level of mandated support.

CQC and NHSE regularly meet with NSFT to discuss the actions they are taking to improve their services. This is part of the in-depth process that NHSE lead to support the improvements at the NSFT.

We have also been liaising with the police, who are currently considering the concerns raised to them about the number of deaths of patients who received support from NSFT.

NSFT has been through a difficult period with a number of changes of senior personnel that clearly presents challenges as to how they can sustain their improvement programme. We will continue to monitor the trust and consider when we will carry out further inspections of NSFT in line with our methodology.

We recognise that you have been working hard to bring attention to and improve the Mental Health services in Norfolk and Suffolk and you along with other key stakeholders want to see the situation at NSFT improve for all the users of their services.

Thank you again for raising your concerns.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Chris Dzikiti', written in a cursive style.

Chris Dzikiti
Director of Mental Health