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To: Health Overview and Scrutiny Committee, 4 February 2026

Subject: Kent and Medway Mental Health NHS Trust CQC Response Update

Summary: This report invites the Health Overview and Scrutiny Committee to consider the update and response provided by the Kent and Medway Mental Health NHS Trust.

1) Introduction

- a) Following an inspection in March 2025, the CQC published two reports into services delivered by the Kent and Medway Mental Health NHS Trust. The reports covered the following areas:
 - i) Community Mental Health Services for All-Age Adults and Working People, and;
 - ii) Crisis Mental Health Care and Place-Based Places of Safety (HBPOS).
- b) The CQC gave an overall rating as 'Requires Improvement' for these services.
- c) In addition to the CQC inspection, a more recent report by Healthwatch Kent provided feedback from service users about their experiences of using mental health services in Kent and Medway.
- d) The Healthwatch report covered a number of services. A large proportion of the feedback focused on community mental health teams and Mental Health Together, which were provided by the Trust. 93% of feedback about community mental health teams and Mental Health Together was negative. However, the report also acknowledged some positive comments about these teams' effective coordination and continuity of care.

2) Recommendation

- a) RECOMMENDED that the Committee note and comment on the update and the response to the report.

Background Documents

Healthwatch Kent (October 2025) Mental health crisis support: What are we hearing in Kent and Medway? [The report can be accessed via this link](#)

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