



London mental health clinic rated outstanding by CQC

Press release embargoed until 00.01hrs on Friday 28 January 2022

A link to the embargoed inspection report is at the very end of this email

The Care Quality Commission (CQC) has rated The Soke, South Kensington, as outstanding following the clinic's first inspection in November 2021.

The independent mental health and wellness clinic treats adults, young people and children for a range of conditions including depression, anxiety, OCD, eating disorders and addictions.

The inspection was carried out as part of the CQC's checks on the safety and quality of services, to ensure people receive the standards of care they deserve and have a right to expect.

As well as being rated outstanding overall, The Soke was also rated outstanding for being effective, caring and well-led. It was rated good for being safe and responsive.

Jane Ray, CQC head of hospital inspection, said:

"It was very impressive to see The Soke, as a relatively new service delivering excellent standards of care to those who need its help and support.

"Patients we spoke to said therapists were kind and supportive and were key to bringing about positive change in their lives.

"The clinic's people-focused approach is central to its ethos, with patients directly involved in their treatment plans and being given choice about their care.

"Patients were kept fully informed about their treatment and actively encouraged to provide feedback on the care they received to ensure the best experience for them and to support the clinic's continual improvement.

"Other providers should look to this report, to see what they can learn from The Soke and the excellent care they are providing.

The report found that services were easy to access and patients were respected and valued as individuals. They were treated with compassion and kindness, with staff working collaboratively with patients, families and carers to meet individual needs and preferences. Tailored services were delivered by a wide range of specialists and clinicians, while staff also ensured patients had the correct support for any physical health needs, working closely with GPs and community services to ensure joined-up care and treatment.

The privacy and dignity of patients was respected at all times, while communication, advocacy and cultural and spiritual needs were also fully supported.

The design and layout of the clinic was found to promote wellbeing, with several relaxation areas available for those wanting a calm, quiet place to spend time and unwind. These could also be used as separate waiting areas for those who preferred not to be in the communal lounge.

The Soke also funds the Soke Foundation to support the work of local organisations delivering mental healthcare in the community.