

Health & Social Care Sub Committee

25th September 2018



CQC ratings 2017

| | Safe | Effective | Caring | Responsive | Well-led | Overall |
|--|----------------------|----------------------|-------------|----------------------|----------------------|----------------------|
| Acute wards for adults of working age and psychiatric intensive care units | Requires Improvement | Requires Improvement | Good | Good | Requires Improvement | Requires Improvement |
| Community-based mental health services for adults of working age | Requires Improvement | Requires Improvement | Good | Requires Improvement | Good | Requires Improvement |
| Mental health crisis services and health-based place of safety | Requires Improvement | Good | Good | Good | Good | Good |
| Wards for children and young people | Good | Good | Good | Good | Good | Good |
| Community-based mental health services for children and young people | Good | Good | Good | Good | Good | Good |
| Forensic inpatient/secure wards | Requires Improvement | Good | Good | requires Improvement | Good | requires Improvement |
| Wards for long-stay/rehabilitation - working age adults | Requires Improvement | Good | Good | Good | Good | Good |
| Wards for older adults | Requires Improvement | Good | Good | Good | Good | Good |
| Community-based mental health services for older adults | Requires Improvement | Good | Good | Good | Good | Good |
| Community-based mental health services - learning disabilities or autism | Good | Outstanding | Outstanding | Good | Outstanding | Outstanding |
| Wards for people with learning disabilities or autism | Good | Outstanding | Outstanding | Good | Outstanding | Outstanding |
| Trustwide | Requires Improvement | Good | Good | Good | Good | Good |

Scope and Purpose

Purpose

- CQC Compliance, Well Led Inspection

Scope

- July 2018 (2 weeks) - Compliance Inspection
- 5 Pathways Inspected
 - Acute
 - Specialist services- Eating Disorders and Lishman Unit
 - Crisis Services
 - Forensic Inpatient
 - Community based mental health services for Older people
- August 2018 (1 week)- Well Led Inspection

Overall verbal feedback

- Recognised improvement in pathways
 - Specialist services- Eating Disorders and Lishman Unit
 - Crisis Services
 - Forensic Inpatient
 - Community based mental health services for Older people
- Risk assessments and care plans Improved

BUT

- Improvement is needed in the acute wards

Regulation 29A warning notice

Two key areas of concern

- Unwarranted variation
 - time, place and issue
- Unknown unknowns - not sighted on quality issues

Diagnosis

- Structure and Governance
 - CAG structure and span of control
 - Directorate to floor governance
- Culture and leadership
 - Individual excellence and assumed autonomy
 - Accountability and action against fundamental standards of care
 - QI vs IQ
- Demand and Flow
 - Bed pressures – fatigue and habituation
 - Partner agency cuts and system pressures (e.g. LAs,ED)
 - Chronic underfunding of services

Agreed focus of improvement

1. Fundamental standards of care
2. Leadership and culture
3. Governance
4. Pathway flow and discharge planning
5. Key enablers – IT, estates and BI .
6. Communication

