

WIRRAL COUNCIL

FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE –

2ND FEBRUARY 2015

HEALTH AND CARE PERFORMANCE PANEL – 4TH FEBRUARY 2015

SUBJECT:	<i>FEEDBACK FROM THE MEETING OF THE HEALTH & CARE PERFORMANCE PANEL HELD ON 11TH DECEMBER 2014</i>
REPORT OF:	<i>THE CHAIR OF THE COMMITTEE</i>

1.0 PURPOSE OF THE REPORT

This report provides feedback of the key issues arising from the meeting of the Health & Care Performance Panel held on 11th December 2014.

2.0 ATTENDEES

Members:

Councillors Moira McLaughlin (Chair), Wendy Clements, Alan Brighthouse, Treena Johnson, Cherry Povall, Denise Roberts, Chris Spriggs

Other Attendees:

Lorna Quigley (Head of Quality and Performance, Wirral Clinical Commissioning Group)
Karen Prior (Wirral Healthwatch)
Alan Veitch (Scrutiny Support Officer, Wirral Borough Council)

Visitors for part of the meeting:

Paula Simpson (Head of Quality and Nursing, Wirral Community Trust)
Jill Galvani (Director of Nursing & Midwifery, Wirral University Teaching Hospital)
Evan Moore (Medical Director, Wirral University Teaching Hospital)
Jean Quinn (Chair, Quality and Safety Committee, Wirral University Teaching Hospital)

Apologies:

Clare Fish and Amanda Kelly

3.0 NOTES FROM THE PREVIOUS PANEL MEETING HELD ON 19TH NOVEMBER 2014

The notes from the previous meeting, held on 19th November 2014, were approved by members.

A member commented that the notes referred to a list of care homes in each ward being sent to the relevant ward members. This action is outstanding.

4.0 WIRRAL COMMUNITY TRUST – OUTCOMES OF THE RECENT CQC INSPECTION AND RESULTING ACTION PLAN

Paula Simpson provided members with a presentation regarding the outcomes of the recent CQC inspection of Wirral Community Trust, which was a week-long review in September 2014. The Trust received an overall rating of good, which was welcomed by members. Feedback from the inspection team included:

- The identification of exceptional services, for example, speech and language service
- Very positive comments regarding staff
- Staff, in general, are happy in their jobs
- Service users and patients spoke very positively

The ratings for each of the service areas were as follows:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Adults Services	Requires Improvement	Good	Good	Good	Good	Good
Children's Services	Good	Good	Good	Good	Requires Improvement	Good
Dental Services	Good	Good	Good	Good	Good	Good
End of Life Care	Good	Good	Good	Good	Good	Good
Urgent Care	Good	Good	Good	Requires Improvement	Good	Good
Overall	Good	Good	Good	Good	Good	Good

Wirral Community Trust has accepted the findings of the CQC report and an improvement plan, highlighting aspects where further progress is required, has been produced. Areas identified for improvement include:

- Incident reporting, including a review of the incident reporting policy
- A review of safeguarding policies and procedures
- A review of record keeping systems
- The understanding by staff of the implications of the Mental Capacity Act 2005 code of practice and the Deprivation of Liberty safeguards
- Leadership for children's services – providing a single reference point for children and their families. The long-term aim is for all areas providing services to children to be located from the same point.
- Triage waiting times in Walk-in Centres

During discussion the following issues were raised:

- The Trust will challenge itself in the future through setting appropriate quality goals, leading to continuous improvement. The areas identified for improvement following the CQC report will be used to identify objectives in the Trust's Quality Account for 2015.

- The Trust ensures that there is a robust programme of staff training, for which there is good uptake.
- Where services are being transformed, public consultation will be included in plans where appropriate.

Conclusion:

Members congratulated Wirral Community Trust on achieving a positive outcome from the recent CQC inspection.

5.0 PROGRESS REPORT FROM WIRRAL UNIVERSITY TEACHING HOSPITAL

The CQC recently undertook an announced inspection of Arrowe Park hospital, the report for which was published on 2nd December 2014. Jill Galvani, Evan Moore and Jean Quinn provided members with an update regarding the outcomes of the inspection and an overview of the resulting action plan which has been agreed by the Trust's Board.

The inspection, which took place on 18th and 19th September at Arrowe Park, was arranged by CQC in response to a number of concerns which had been raised directly with them by patients and staff. The Trust was given one and a half days' advance notice in order to collate documents which the inspectors might need to see. The inspectors visited the Emergency Department, and surgical and medical wards, with a particular focus on care of the elderly wards. CQC also reviewed a very wide range of documentation, including audit reports, agendas and minutes of committees, root cause analysis investigations, and staffing records.

The Trust was inspected against five standards and was found to be non-compliant to a minor and moderate impact in all five:

- Respecting and involving people who use services (moderate impact on patients)
- Care and welfare of people who use services (moderate impact on patients)
- Staffing (minor impact on patients)
- Assessing and monitoring the quality of service provision (minor impact on patients)
- Records (moderate impact on patients)

Key themes to emerge from the inspection were:

- Closer scrutiny of the standard of nursing care
- Raising the profile of nursing leadership at divisional and ward level
- Reviewing staffing levels against NICE guidelines to ensure appropriate staffing levels

During discussion the following issues were raised:

- The findings of the final published report are accepted by the Trust and will be acted upon. All the required actions are already in the process of being implemented.
- Concerns were expressed by members regarding the financial circumstances within which the Trust is currently operating and the implications for staff. Contributory factors include block contract funding whilst demand and costs including drugs, consumables and staffing are increasing; some internal

processes being more expensive than competitors; and a 15% increase in emergency referrals from GPs.

- The Trust is progressing towards safer nurse staffing levels and the next phase is being prepared for 2015/16.
- The trust was asked about changes to theatre nursing and support staff, the executives responded that recent bench marking from external experts had indicated a greater number and higher grade of staff in Wirral theatres than other organisations. The trust is currently engaged with staff and their representatives to understand how Wirral could achieve a cost similar to other more efficient hospitals.
- Nurse attendance levels are monitored on a weekly basis. Sickness rates vary between wards, with the aim being an overall rate of 4%. Some wards are recorded at 7% and above. 70% of sickness is in the long-term category.
- The action plan includes strengthening the performance management of ward sisters.

Jill Galvani informed members that a formal CQC inspection will take place before the end of 2015, although no definitive timescale has yet been determined by CQC. WUTH would welcome support through scrutiny and challenge in preparation for that inspection.

It was agreed that the following updates would be requested from WUTH:

- Families and Wellbeing Policy & Performance Committee, 2nd February – A report / update regarding the cost improvement plan. The report will include an overview of the financial position, details of the actions being taken and an assessment of any impact on the standards of care.
- Health and Care Performance Panel - WUTH will return to the Panel, in approximately three months, with an update regarding progress towards implementing the Action Plan in response to the recent CQC report.

Conclusion:

Members thanked Jill Galvani, Evan Moore and Jean Quinn for attending the meeting and providing the progress report.

6.0 QUALITY FRAMEWORK AND PERFORMANCE MEASURES FOR THE HEALTH AND CARE SECTOR IN WIRRAL

Lorna Quigley provided an update relating to Quarter 1 performance data (June – August 2014) as a proforma for future reporting of performance data to the Panel. A further report will be provided to the next meeting of the Panel.

Members requested that a glossary of terms be provided alongside future performance monitoring reports.

7.0 FUTURE ARRANGEMENTS AND WORK PROGRAMME FOR THE PANEL

It was proposed that two future meetings of the Panel be arranged:

- Wednesday 4th February – Major items on the agenda will be a report on home care providers and the Quarter 2 performance report.
- End March 2015 - An update from WUTH regarding progress towards implementing the Action Plan in response to the recent CQC report

8.0 SUMMARY OF ACTIONS ARISING FROM THE MEETING

The following actions arose from the meeting:

1. Amanda Kelly agreed to send a list of care homes in each ward to the relevant ward members (outstanding from a previous meeting).
2. Alan Veitch to arrange a meeting of the Panel for the end of March 2015.
3. Lorna Quigley will arrange for a glossary of terms to be provided alongside future performance monitoring reports.

9.0 RECOMMENDATIONS FOR APPROVAL BY THE FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE

There were no specific recommendations to be made to the Families and Wellbeing Policy & Performance Committee.

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