

WIRRAL COUNCIL

PEOPLE OVERVIEW & SCRUTINY COMMITTEE – 14TH JULY 2016

HEALTH AND CARE PERFORMANCE PANEL (MEETING DATE TO BE ARRANGED)

SUBJECT:	<i>FEEDBACK FROM THE MEETING OF THE HEALTH & CARE PERFORMANCE PANEL HELD ON 16TH MARCH 2016</i>
REPORT OF:	<i>THE CHAIR OF THE PANEL (COUNCILLOR MOIRA MCLAUGHLIN)</i>

1.0 PURPOSE OF THE REPORT

This report provides feedback regarding the key issues arising from the meeting of the Health & Care Performance Panel held on 16th March 2016.

2.0 ATTENDEES

Members:

Councillors Moira McLaughlin (Chair), Alan Brighthouse, David Burgess-Joyce, Wendy Clements, Treena Johnson and Denise Roberts

Other Attendees:

Clare Fish (Strategic Director, Families and Wellbeing, Wirral Borough Council)
Karen Prior (Wirral Healthwatch)
Alan Veitch (Scrutiny Officer, Wirral Borough Council)
Patrick Torpey (Scrutiny Officer, Wirral Borough Council)

Visitors for part of the meeting:

Sheena Cumiskey (Chief Executive, Cheshire & Wirral Partnership Trust)
Suzanne Edwards (Service Director for Wirral, Cheshire & Wirral Partnership Trust)
Jayne Marshall (Senior Manager, Commissioning & Transformation, Department of Adult Social Services, Wirral Borough Council)
Boo Stone (Commissioning Lead for Department of Adult Social Services, Wirral Borough Council)

Apologies:

Councillor Irene Williams
Lorna Quigley (Director of Quality and Patient Safety, Wirral Clinical Commissioning Group)
Amanda Kelly (Senior Manager, Market Transformation and Contracts, Adult Social Services, Wirral Borough Council)

3.0 NOTES FROM THE PREVIOUS PANEL MEETING HELD ON 12th JANUARY 2016

The notes from the previous meeting, held on 12th January 2016, were approved by members.

4.0 CQC INSPECTION OF CHESHIRE & WIRRAL PARTNERSHIP TRUST (CWP)

Overview

The Chair welcomed Sheena Cumiskey and Suzanne Edwards to the meeting. Members were shown a video which illustrated the services provided by the Trust, followed by a presentation which provided an overview of the CQC inspection process, the results of the review and the steps that had now been put in place to respond to the outcomes of the inspection. The CQC inspection had taken place in June 2015, although the report was not published until December 2015. The services provided by the Trust received an overall rating of 'Good'. The ratings for the five standard inspection criteria were:

- Caring Outstanding
- Effective Good
- Responsive Good
- Safe Requires Improvement
- Well-led Good

The inspection also included fourteen core service reports, one of which (Learning Disability inpatient services) was rated as 'Outstanding'. Ten services were rated as 'Good' with the remaining three rated as 'Requires Improvement' (Acute wards for adults of working age and psychiatric intensive care units; Community health services for children, young people and families; Forensic inpatient / secure wards). An action plan has been produced by the Trust, in agreement with the CQC, in order to respond to the outcomes of the inspection. A further visit by CQC is anticipated before the end of May in order to review progress with the action plan. It is expected that the future visits will be targeted at those areas identified as 'Requires Improvement'.

Sheena Cumiskey informed Members that the inspection process was helpful and that it is beneficial for an external pair of eyes to look at the work of the Trust.

Discussion

During discussion with members, a number of issues emerged:

- A member raised the levels of staff sickness rates at the Trust. Members were informed that sickness is a key area for the Trust, which is undertaking significant work on the general health and wellbeing of staff. In relation to inpatient units, staff will be moved around to meet the needs of the organisation. Staff are expected to provide cover across different localities.
- Members were informed that improvements have been made to the facilities for the police to take individuals for safety (under the provisions of the Mental Health Act). Based within A&E units, the mental health assessment suite, provides a safe environment where the patient is assessed regularly. Support for such patients has also been improved by the introduction of the street triage initiative whereby a mental health nurse goes out in the community with the police to provide an immediate assessment which can prevent a resident from being placed in a police cell or a hospital admission. The street triage service is in operation daily between 3.00pm and midnight.

- A Member asked about the risks to continued good performance in the future. Members were informed of the following risks:
 - It is important to not become complacent. Relying on both soft and hard data, the Trust arranges their own unannounced inspections. The ambition of the Trust is to achieve an 'Outstanding' rating at the next CQC inspection.
 - Resources are becoming tighter while demand is increasing. Discussions are taking place with commissioners to assess how more can be achieved with less. Closer work with partners is also being developed, such as joint community health teams with the Council.
 - CWP is very much part of Healthy Wirral. Often clients have both physical and mental issues. It is important to focus on whole-person outcomes. However, it has to be recognised that mental health services require a critical mass of population. CWP currently serves a population of 1.1 million. In addition, new CAMHS beds will be opening in Chester in the summer of 2016 providing services for a population of 1.5 million. It is important to think about everyone's needs and not focus only on high profile issues such as the 4 hour A&E target.
- The risks highlighted in the CQC report relating to paper assessments for children primarily concerned West Cheshire. New actions regarding training and auditing have been put in place.

Conclusion

The Chair congratulated CWP on the outcomes of the inspection and thanked Sheena Cumiskey and Suzanne Edwards for the report, which was noted.

5.0 SENSORY IMPAIRMENT SERVICE

Overview

The Chair reminded members that two members of the public had attended the previous meeting of the Panel to provide an account of living with macular degeneration in Wirral. The hazards of living in the community had been described, many relating to streetscene issues, such as bollards, kerbs and 'A' boards.

The Chair welcomed Jayne Marshall and Boo Stone to the meeting. They jointly presented a report on the Sensory Impairment Service, which highlighted the existing services and initiatives provided for those individuals living with sensory loss and impairments. Recent data suggests over 1200 people are registered either blind or partially sighted in Wirral, whereas significantly more people will be living with some degree of sight loss. Wirral Council Department of Adult Social Services (DASS) provide an in-house service of 3.5 FTE rehabilitation officers for those with permanent sight loss. In addition, a range of services are provided by partner organisations.

Although little Council funding is available to develop additional services, the All Age Disability Strategy – 'People with Disabilities Live Independently' will develop a framework from which specific actions progress.

Discussion

During discussion with members, a number of issues emerged:

- Members were informed that DisabledGo has been commissioned by the six Local Authorities in the Liverpool City Region to provide an assessment of disabled access. Starting in Halton, the assessment will highlight properties with suitable access.
- A Panel Member questioned whether services were commissioned separately by each health partner in Wirral or whether there was a joined-up approach, for example, to the commissioning of interpretation services. Members were informed that there is a balance between regional cost-effective provision and something that meets local needs. Support must be provided at the most appropriate level, although further discussions could be held with local partners.

Conclusion

The Chair thanked Boo Stone and Jayne Marshall for the report. It was agreed that Alan Veitch should contact David Bollans and Mike Hornby to thank them for bringing this issue to the attention of the Panel, to send them a copy of the report and ask Julie Barnes to contact David Bollans to discuss further detail.

6.0 FEEDBACK FROM THE CQC QUALITY SUMMIT: WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST (WUTH)

The Chair reported that she had, on 14th March, attended a Quality Summit at Wirral University Teaching Hospital (WUTH). The Quality Summit, a meeting of key stakeholders, reviews the outcomes of CQC inspections and starts the process of putting in place an effective action plan to respond to concerns raised by the CQC inspection. Although the CQC inspection of WUTH had taken place in September 2015, the CQC report has only just been published, revealing an overall rating of 'Requires Improvement'. However, the mood of the meeting was positive as CQC say that the direction of travel is on the way up. The inspection highlighted that staff at all levels are caring, regularly showing dignity and respect to patients.

Some of key issues highlighted during the Quality Summit were:

- There remains an underfill of medical and nursing staff although significant recruitment of staff had taken place.
- Concerns continue regarding the through-flow of patients within the hospital. The increased numbers of arrivals at A&E was emphasised.
- The introduction of step-down beds, provided at Charlotte House, was highlighted as a particular success by WUTH in combating the recent winter pressures.
- Some concerns were voiced regarding the possible impact of the introduction of the 111 Out of Hours Service on the number of arrivals at A&E. Further work is being done to better understand patient referrals to A&E.
- End of life care at the Trust was highlighted as not being well-led nor consistently delivered. However, additional investment by WUTH will be made for staffing of this area.
- WUTH was congratulated by CQC for being realistic as the hospital's self-assessment broadly matched the outcomes of the CQC inspection.
- Positive outcomes from the recent staff survey were highlighted by both WUTH and CQC as evidence of a more positive working environment being developed. Reduced sickness rates provided further such evidence.

Conclusion

It was agreed that WUTH should be requested to attend a meeting of the Health & Care Performance Panel in the new municipal year to discuss key issues arising from the CQC inspection report and the resulting action plan.

Alan Veitch was requested to distribute an email from Chris Oliver (WUTH) which demonstrates the steps put in place by WUTH to ensure quality is maintained for patients at Charlotte House. Karen Prior stated that a report on Intermediate Care provision, being produced by Healthwatch Wirral will, once finalised, be made available to members of the Health & Care Performance Panel.

7.0 FUTURE ARRANGEMENTS AND WORK PROGRAMME FOR THE PANEL

The next meeting of the Panel is scheduled for Tuesday 10th May. This will be a special meeting to review the draft Quality Accounts for each of the local health providers.

A subsequent meeting will be scheduled in the new municipal year. The agenda for this meeting will be compiled once the Health & Care Performance Panel has been re-established in the new municipal year.

The Chair noted a recent suggestion that member visits to care homes should be reinstated. The Chair suggested that the Director of Adult Social Services should be requested to provide a report on the feasibility and value of such visits. This item will be added to the work programme of the Panel.

8.0 SUMMARY OF ACTIONS ARISING FROM THE MEETING

The following actions arose from the meeting:

1. Alan Veitch to contact David Bollans and Mike Hornby to thank them for bringing the issue of sensory impairment to the attention of the Panel, to send them a copy of the report and ask Julie Barnes to contact David Bollans to discuss further detail.
2. Alan Veitch to ensure that the CQC inspection for WUTH remains on the work programme and that WUTH are requested to attend a meeting of the Health & Care Performance Panel in the new municipal year. WUTH will be asked to discuss key issues arising from the CQC inspection report and progress being made relating to the resulting action plan.
3. Alan Veitch to distribute an email from Chris Oliver (WUTH) to Panel members. The email demonstrates the steps put in place by WUTH to ensure quality is maintained for patients at Charlotte House.
4. Karen Prior to provide a copy of the Healthwatch Wirral report on Intermediate Care provision, once finalised, to Alan Veitch for distribution to members of the Health & Care Performance Panel.
5. Alan Veitch to ensure that the potential member visits to care homes is added to the work programme of the Panel.

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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