

WIRRAL PLACE BASED PARTNERSHIP BOARD**8 DECEMBER 2022**

REPORT TITLE:	KEY ISSUES RELATING TO QUALITY AND SAFETY: (REPORT FROM THE QUALITY AND SAFETY GROUP)
REPORT OF:	LORNA QUIGLEY ASSOCIATE DIRECTOR OF QUALITY AND SAFETY ON BEHALF OF WIRRAL PARTNERS

REPORT SUMMARY

The aim of this report is to identify key issues identified relating to Quality and Safety through the Wirral Quality and Performance Group and other relevant sources. The report includes: Issues of concern Alert, issues of a general update, which will include those where updates have been requested Advise and issues for assurance Assure. In addition to identifying key issues, the report highlights where appropriate the actions that have taken place and the timescale of completion:

RECOMMENDATION/S

The Wirral Place Based Partnership Board is recommended to note the areas of concern contained within the report, and the actions that are being taken.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

1.1 This is the first Quality and Performance paper that has been submitted to the newly established Wirral Place Partnership Board. This report will evolve as the process develops.

2.0 OTHER OPTIONS CONSIDERED

2.1 No others at this stage.

3.0 BACKGROUND INFORMATION

3.1 Items for Alert

3.1.1 Mental Health

Cheshire and Wirral Partnership (CWP) had an unannounced CQC inspection on 7th and 8th November both in the Cheshire and Wirral sites. The inspection included a review of the seclusion area within Macclesfield. A report will be published with findings.

A Regulation 28 was issued on 30/09/22 issued in relation to care an individual received whilst an inpatient at Lakefield in 2018. A response is required to the coroner by the provider within 56 days (25th November 2022).

Delayed transfers of Care for patients with Mental Health needs is a challenge within the system; as of 8th November, there are 29 patients, 7 of whom from Wirral who have been delayed a total of 962 days. The impact across the Wirral system includes:

- Delays in admitting patients from Emergency Departments and community settings.
- Disruption in Emergency Departments dealing with complex acutely ill patients.
- Impact on patient experience and recovery due to delays.
- Patients being sent out of area into private acute beds (29 patients currently)
- Increased length of stay on wards which reduces bed capacity for others requiring service provision.

Working across the system some progress has been made to resolve this issue. However wider commissioning strategies to be in place to bring about sustainable change.

A Wirral MP has questioned NHS Cheshire and Merseyside Chief Executive Officer regarding Mental Health waiting times at a recent Regional MP Seminar. This includes services provided by CWP and other provider organisations. A response has been provided.

3.1.2 All Age Continuing Care (AACC)

There are two national performance targets relating to AACC:

- 80% of referrals which are received are assessed within 28 days.
- No person should be waiting longer than 12 weeks for an assessment.

Performance in Q2 has decreased in predicted performance relating to 28-day standard from 80% to 67%. This is largely due to reviewing those patients who have been waiting in excess of 28 days in order to reduce the backlog.

There is currently one person in Wirral who has waited over 12 weeks for an assessment. They are known to the team and there is a plan in place to ensure that this assessment is completed.

Due to the non-achievement of the standards, an improvement plan has been established and weekly monitoring of progress against the plan is undertaken by NHS England.

3.2 items to Advise

3.2.1 SEND

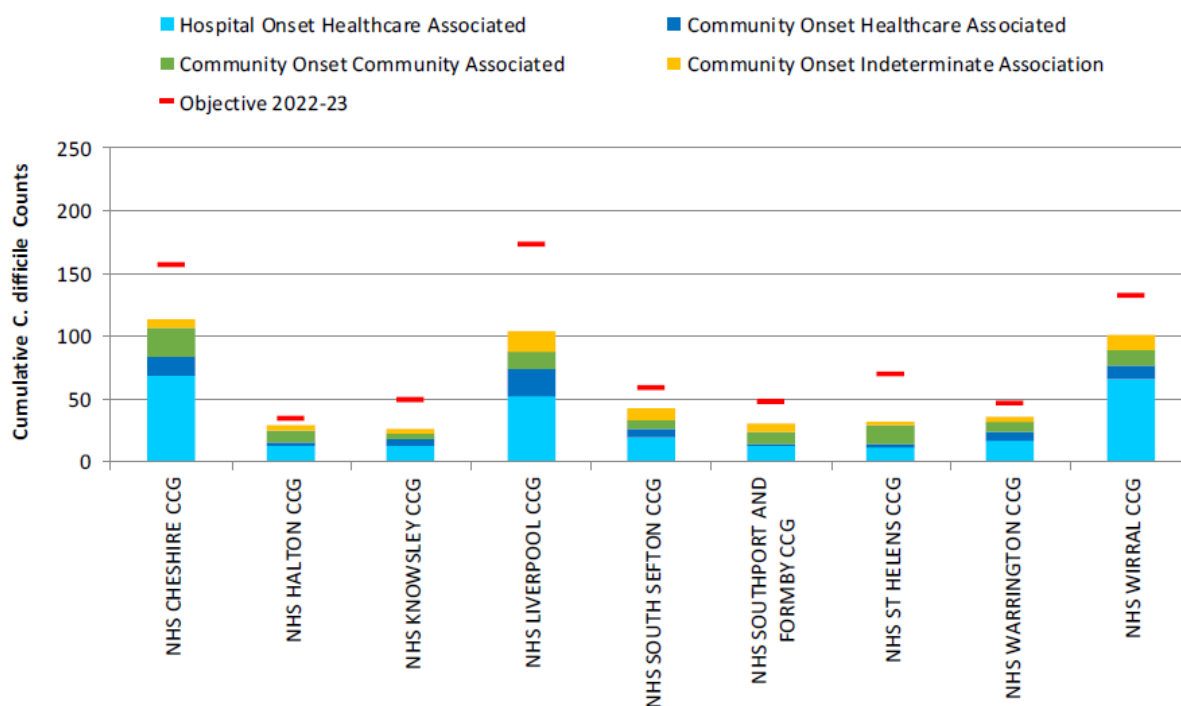
Progress against the SEND written statement of action continues. A monitoring meeting with the DfE and NHSE is scheduled on 16/11/22. Board will continue to receive updates in relation to this and any matters that require escalation/support.

The Designated Clinical Officer will be leaving post on 22nd December. As this is a statutory role and with risk to non-achievement of the Written Statement of Action, this post will be recruited to and has been approved by the Director of Nursing and Care.

3.2.2 C-Difficile

Wirral has a high rate of C-difficile in comparison with neighbours. Despite a large amount of work that is being undertaken in this area the impact has not been made.

C. difficile Cases by CCG Against Annual Objective*



*Showing cases recorded so far in the year 2022-23

Source UKSHA data October 2022

Support has been sought from NHS England and a system review of C-difficile is underway. This involves specialists from the Northwest reviewing data and intelligence, board reports and local systems. Following this a series of focus groups or discussions with teams will take place. The review will include prescribing, IPC control measures in place, local sampling and systems.

It is expected that a report with recommendations will be written, and a system action plan will be developed by December 2022.

3.3 Items to Assure

3.3.1 Quality and Performance Group

Two meetings have been held using a workshop approach. Terms of reference have been discussed and membership updated to reflect the comments made by partners.

The second meeting concentrated on a working example of how the system would work together.

3.3.2 Winter plan

Senior Nursing and Quality leads in Wirral have been working collaboratively to establish Quality and Safety principles during winter to compliment the winter plan. This includes both physical and mental health, how risk is identified assessed and mitigated as a system. This covers all areas of care.

3.3.3 Safeguarding Adults and Vulnerable People

There is a vacancy for the role Designated Professional for Safeguarding Adults. Support has been sourced from across the Cheshire and Merseyside to support Wirral during this period and to mitigate some risk.

As this is a statutory post, permission has been granted to recruit to this post on a permanent basis. This process is underway.

4.0 FINANCIAL IMPLICATIONS

4.1 None identified.

5.0 LEGAL IMPLICATIONS

5.1 Legal implications have been considered within this report relating to safeguarding and All Age Continuing care which are included within the report.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

6.1 None identified

7.0 RELEVANT RISKS

7.1 Risks relating to All Age Continuing Care contained within NHS Cheshire and Merseyside risk register. System risks identified are included within the Wirral Place's risk register (C-Difficile, Safeguarding). Risks relating to organisations are within contained within organisations risk registers.

8.0 ENGAGEMENT/CONSULTATION

8.1 Partnership working in the development of the paper. Specific programmes contained within are subject to engagement and co-production.

9.0 EQUALITY IMPLICATIONS

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision or activity. Any service changes will be subject to an Equality Impact Assessment,

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 There are no environmental or climate implications identified that would result from the proposal.

11.0 COMMUNITY WEALTH IMPLICATIONS

11.1 there are no community wealth implications identified within this paper

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SUBJECT HISTORY (last 3 years)

Council Meeting	Date