

APPENDIX 2

WIRRAL QUALITY AND SAFETY GROUP HIGHLIGHT REPORT, 2nd FEBRUARY 2023

1. Introduction

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 specific concern to alert to the Wirral Place Based Programme Board (PBPB),
- issues of a general update to advise the PBPB, and
- issue of a general update to assure the PBPB

In addition to identifying key issues, the report highlights where appropriate the actions that have taken place and the timescale of completion.

2. Items for Alert

There are no items for alert.

3. Items to Advise

3.1 Joint targeted Area Inspection (JTAI)

The Wirral System underwent a Joint Targeted Area Inspection (JTAI) during the week commencing 12th December 2022. The focus of the inspection was families who need help (early help) /children in need and how the partnership worked together. A draft letter has been prepared by the regulators and is being checked for factual accuracy. It is expected that this will be published in February 2023. A statement of action will be produced on the areas requiring action.

3.2 Care Quality Commission (CQC)

Due to winter pressures, any planned CQC visits have been suspended until April 2023, unless there are areas of high risk or concern. Engagement meetings continue with local CQC inspectors to identify any emerging risks during this period.

Before this announcement two GP practices have been inspected and reports published:

- Marine Lake [GP - 1-958905318 Marine Lake Medical Practice \(28/12/2022\) INS2-13733108711 \(cqc.org.uk\)](#)
- Leasowe Medical Practice [GP - 1-2595139793 Leasowe Medical Practice \(20/01/2023\) INS2-14301509421 \(cqc.org.uk\)](#)

Both providers ratings have reduced from Good to Requires Improvement, support has been offered with action planning.

Two Care homes have also undergone CQC inspection during this period:

- Brimstage Manor [e18f2ca3-60a6-44ba-ba2c-9825f41e1373 \(cqc.org.uk\)](#)

This is an improvement on the homes previous rating.

- The Woodlands [2032e014-28be-4820-b0a9-5fe9860097e6 \(cqc.org.uk\)](https://www.cqc.org.uk/public/inspections/2022/2032e014-28be-4820-b0a9-5fe9860097e6)

3.3 C- Difficile

Support has been sought from NHS England and a system review of C-difficile was planned to take place. Unfortunately, the dates coincided with the Industrial Action (Jan and Feb) and therefore the review has been further arranged for 16th, 17th and 18th March 2023.

This involves specialists from the North West 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, Infection Prevention Control (IPC) measures in place, local sampling and systems.

3.4 Mental Health

In line with the National Quality Board document (Quality risk response and escalation in Integrated Care Systems (June 2022)) a Rapid Quality Review was undertaken on 16th January 2023 with Cheshire and Wirral Partnership NHS Foundation Trust to focus on the following areas:

- Safety Culture and Incident Reporting.
- Child and Adolescent Mental Health Services (CAMHS) - specifically Autistic Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD).
- Adults and older people mental health inpatients with a focus on (i) Length of Stay (ii) Clinically Ready for Discharge and (iii) Out of Area Placements.
- Fragile Services
- Extended Waits – Governance and oversight

The aim of the review was to gain understanding of challenges that the Trust is facing and what support can be given as a system to support the issues raised. Following this a system improvement plan is being developed and using existing mechanisms – contracting, quality and performance schedules progress against the plan will be monitored. These transformational changes made will be in line with Wirral plan and other planning guidance.

3.5 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 Quarter 3, 2022/23 has improved in predicted performance relating to 28-day standard from 67% to 79%.

There were two people from Wirral who had waited over 12weeks for an assessment. Their assessments have been completed.

4. Items to Assure

4.1 Quality and Performance Group

The next meeting of the Quality and Performance Group is scheduled 16th February 2023

4.2 Industrial Action

There have been several days of industrial action that have involved staff from NHS providers serving the borough. This action has included Wirral University Teaching Hospital NHS Foundation Trust, Wirral Community Health and Care NHS Foundation Trust, Cheshire and Wirral Partnership NHS Foundation Trust and the North West Ambulance Service. To support preparation for this, a clinical cell has been established which meets twice weekly, which is part of the System Control Centre and incident management arrangements established by NHS Cheshire and Merseyside. During the periods of industrial action impact and risk is assessed across all providers to mitigate any emerging risks and ensure that any potential and actual harm is collated centrally.

4.3 Safeguarding Adults and Vulnerable People

The role of Designated Professional for Safeguarding Adults has now been appointed which has ameliorated the risk identified at the Place Based Partnership Board.

4.4 Designated Clinical Officer Special Educational Needs and Disability (SEND)

The role of Designated Clinical Officer for SEND is now vacant and poses a potential risk for the partnership and progression against the Written Statement of Action until this role is appointed to. As this is a statutory post, recruitment can commence. In the interim to mitigate the risk, additional temporary support has been sourced for two days a week to undertake critical functions contained within the role.

**Lorna Quigley, Associate Director – Quality and Safety Improvement (Wirral)
Chair, Wirral Quality and Performance Group
2nd February 2023**