

'You matter, we care'

Trust Board Meeting (Part 1)	Date: 24th September 2014
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Title:	Committee Chair's report – Quality and Standards Committee
Item:	BD/14/158

Executive Director lead and presenter	Ruth Brunt (deputising for Susan Thompson, Chair)
Report author(s)	Ruth Brunt – Non Executive Director

History:	<i>n/a</i>
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This report is for:	
Decision	
Discussion	
To Note	X

Purpose
To inform the Board of business discussed at the meeting of the Quality and Standards Committee on Tuesday 16 th September 2014, including levels of assurance provided, and risks or concerns the Committee would like to bring to Board' attention.

Background
<p>The Committee meets monthly and is the Board Committee responsible for ensuring that the Trust has the necessary systems and processes in place to enable the organisation to meet its objectives relating to the provision of high quality care.</p> <p>The Committee scrutinises performance against three of the Trust's key quality indicators: Friends and Family test, CQC outcomes and Record Keeping.</p>

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Business undertaken

This meeting was held at Sandalwood Court, Swindon.

Part 1 of the agenda included a report from the Swindon Locality about progress against their quality plan and an update on service user engagement initiatives. Two service users shared their experience of different services in Swindon and highlighted potential areas for improvement.

Key issues of note from the Part 2 meeting agenda :

- IQ performance indicators . Improvement in the inpatient Friends and Family score with dip in community noted, together with steady increase in response rate. Overall position for CQC compliance and records management level but concern over reduced submission rates. Locality exception reports demonstrate management grip of key issues. Discussion about the value of peer review to validate self-assessment.
- Quality summit/CQC report. Update on progress and next steps following the summit. No significant risks to completion of actions identified.
- Harm free care. Analysis of the safety thermometer results indicates that the Trust is an outlier in relation to falls when compared with other Mental Health Trusts, with an increasing trend. Discussion regarding actions being implemented.
- Safety Alerts annual report. Received and noted. Discussion about how to ensure alerts are reaching front line staff
- Safer Staffing review. Report with outcome of the 2nd full establishment review. 23 wards identified as needing increased staffing levels, 13 reduced levels and 3 the same. Report approved for consideration by F&P regarding the financial implications.
- Community Mental Health and Inpatient Survey action plans Final Locality plans for addressing issues identified from service user feedback in both surveys.
- Bed management Update on actions being taken in relation to bed pressures. Suggested metrics agreed for further discussion with localities about how this information will be used to improve patient flow.
- Medicines Optimisation Strategy Approved with amendment to define role of localities.
- Policies Use of Bed Rails and Display Screen equipment policies approved with minor amendments

Key risks and their impact on the organisation

Key risks identified by the Committee and brought to the attention of Board::

- Decreasing submission rates for IQ data in some areas requires increased focus by localities
- Trust is a significant outlier in relation to patient falls however it was noted that the data is not totally reliable due to the small numbers used and the comparison of percentages.
- Potential financial implications of latest staffing establishment review

Key decisions

- Renewed focus by localities on submission rates for CQC and records data.
- SMT to consider evidence for value of peer review and whether to mandate this across the Trust
- CQC report actions to be a standing agenda item until completion
- QI visits to include question about staff access to safety alerts

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- Pilot sites for use of new bed management metrics to report to committee in 3 months.

Exceptions and challenges

None specific

Governance and other business

None specific

Future Business

Recommendations

The Board is invited to note the Committee's activities.

This report addresses these Strategic Objectives:

Consolidate	x
Integrate	
Expand	x

This report addresses these Values:

P assion	Doing our best, all of the time	x
R espect	Listening, understanding and valuing what you tell us	x
I ntegrity	Being open, honest, straightforward and reliable	x
D iversity	Relating to everyone as an individual	x
E xcellence	Striving to provide the highest quality support	x