

'You matter, we care'

Trust Board Meeting (Part 1)	Date: 26 th February 2014
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Title:	Committee Chair's Report – Quality and Standards Committee
Item:	BD/13/337

Executive Director lead and presenter	Susan Thompson, Chair of Quality and Standards Committee
Report author(s)	Susan Thompson, Chair of Quality and Standards Committee

History:	<i>Q&SC Meeting on 18 February 2014</i>
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This report is for:	
Decision	
Discussion	X
To Note	X

Purpose
To update the Board on Committee business and escalate issues as required to Board.

Background
This report relates to the meeting of the Committee held on 18 February 2014 at the Blackberry Centre

Business undertaken
<ul style="list-style-type: none"> • Presentation by Users and Carers of South Gloucestershire locality, including presentation by South Glos LDU of quality priorities and work. • Assurance around Place of Safety provision, disseminating lessons learned • Update on QIAs • Progress on role of Quality Academy • Policy review-no smoking policy

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Key risks and their impact on the organisation

- Role and progress of Quality Academy
- Delivery of QIAs for 2013/4 and 14/15

Key decisions

To escalate debate about the role of the Quality Academy to Board

Exceptions and challenges

none

Governance and other business

none

Future Business

QIAs sign off for 2013/14 and receiving assurance around QIAs for 2014/15 projects

Recommendations

To escalate discussion around Quality Academy to SMT and to Board

This report addresses these Strategic Priorities:

We will deliver the best care	x
We will support and develop our staff	x
We will continually improve what we do	x
We will use our resources wisely	x
We will be future focussed	x

1. LDU presentation by South Gloucestershire LDU

The accounts of three service users and carers were heard which identified following themes:

- It was recognised that culture needs to change and needs embedding in AWP. How this this being achieved was questioned. Concern was expressed by a service user that inpatient nursing care was not sufficiently user focussed which impacted on dignity in care. Concerns were in particular related to a lack of face to face time and a lack of structured time on the ward.

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- All presenting highlighted the significant benefits to users and carers of continuity in delivery by named caring professionals who were exhibited values and ethos of service and were service user/family focussed; also the use of trained therapists was said to add significant value.
- The question was raised of encouraging more benchmarking against high performing Trust, Oxleas FT, regarding cultural change in the inpatient setting.
- The Clinical Director detailed quality priorities for the LDU and their progress on the three IQ standards of relevance to the Committee. Assurance was given that IQ is understood and valued in the locality and was identifying areas for improvement and areas of best practice.
- Issues arising were summarised from the 15 Steps review of Whittucks Road Rehabilitation Unit and action taken to address cultural issues identified.

Action: to report back to Committee on lessons learned in due course.

2. Received update on development of Quality Academy.

Discussion between members of the Committee identified need for more debate and clarity between LDUs and Clinical Executive and Quality Academy about the role of the Academy and its ambitions to support Standards across the organisation. There was a concern that its draft work plan was too ambitious and was not meeting the aspirations of the LDUs who were looking for more practical support.

Action: Decision to refer debate to SMT on 19 February and to Board on 26 February to debate role of Academy.

To note: *TDA observer at the meeting commented that the information at the meeting triangulated with what they were hearing/learning elsewhere in the Trust. Formal feedback from TDA to follow.*

Susan Thompson, Chair