

**'You matter, we care'**

Trust Board Meeting (Part 1)	Date: 28 May 2014
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Title:	Chief Executive's Report
Item:	BD/14/040

Executive Director lead and presenter	Chief Executive
Report author(s)	Head of Communications, Company Secretary

History:	N/A
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This report is for:	
Decision	
Discussion	X
To Note	

<b>Executive Summary of key issues</b>
<p>The report signposts some of the key management and development issues facing our Trust and draws members' attention to recent national and local NHS and regulatory activity</p>

<b>This report addresses these Strategic Priorities:</b>	
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. Introduction

Since the last Board I have participated in interviews for a new Director of Nursing and for the Interim Bristol System Leader. We did not appoint a Director of Nursing but I am pleased to say that we appointed Rhona MacDonald, a non-executive director of Bristol Community Health and former chief executive of Bath and North East Somerset Primary Care Trust to the role of Interim Bristol System leader.

I met with Chief Executive James Scott and his senior team at the RUH and with our B&NES clinical director Bill Bruce-Jones I attended an open forum of the carers support group, Keep Safe Keep Sane. I also attended the South West Strategic Clinical Network Mental Health Steering Group.

## 2. Current issues

### 2.1. CQC Chief Inspector inspection

Organisational work continues in relation to the Chief Inspector of Hospitals inspection which begins on 9 June. We are putting in place the arrangements that the CQC are seeking and inspectors have already attended some service user involvement meetings and a range of staff are being invited to meet the inspection team during their visit.

### 2.2. Bristol tender

I anticipate being able to advise the Board at its meeting as to whether we have, with our partners in Mental Health Bristol, passed through the preferred bidder stage and been appointed as providers for Lot 1 which includes system leadership. An announcement by the CCG of the final decision is expected on the day of our Board. If the contract is awarded to this schedule, the CCG is planning a public event on 10 June in Bristol which will be a drop in session to introduce the providers of the new Bristol mental health services and for them to answer questions about their clinical models and approaches.

### 2.3. Membership strategy

The updated strategy forms part of this agenda. Becoming a member of our Trust is an important way for staff, service users, carers, those who have contact with our Trust and members of the public to support mental health wellbeing and to get involved in Trust activities. The Membership Strategy aligns with the Trust's strategic priorities and addresses the new working partnerships being formed across its localities, as well as further afield where expansion is taking place. It also reflects the revised national classifications for ethnicity.

### 2.4. Organisational health metrics

Further to discussion at the Employee Strategy and Engagement Committee (ESEC) I welcome proposals for the establishment of an organisational dashboard as a better way of monitoring our performance in terms of organisational health and culture. We plan to establish benchmarking relationships with comparable organisations and to proactively share best practice. A significant amount of work is being undertaken across our Trust as part of the development programme and this is an important step in evaluating and monitoring progress and improvement.

### 2.5. Equality and Diversity

While achievements against our identified objectives have not progressed as far as we would have liked, there has been good work going on in some areas that we intend to build on Trust-wide. We are embedding equality and diversity across internal Trust

structures and across support networks so that it forms part of 'business as usual' and have a new compliance lead who will monitor and review the work we are doing.

## **2.6. Friends and Family test**

As indicated elsewhere in these Board papers, it is encouraging to see an increase in response rates from services users and to note the continuing positive overall score. We have also this month launched the staff friends and family test and both these indicators contribute to our understanding as to the quality of our services.

## **2.7. Sickness absence**

We continue to make progress in the way we manage our sickness absence among staff which has improved to 3.79% against a 4.6% target. This is encouraging news and reflects the work being done to support staff and to help them return to work after sickness absence.

# **3. Local round-up**

## **3.1. New Dementia Friends campaign launched today**

Public Health England and the Alzheimer's Society have launched their new Dementia Friends campaign in the southwest. The new campaign is designed to mobilise people in Avon, Gloucestershire and Wiltshire to play their part in tackling one of the biggest health issues facing the region.

Alzheimer's Society's Dementia Friends initiative aims to show it will take a whole society response to enable people with the condition to live well. It is estimated that 32,295 in this region are living with dementia; the initiative will show everyone the small things that they can do to make a difference.

# **4. National issues**

## **4.1. Mentally ill 'die earlier due to NHS failures'**

The British Medical Association board of science has warned that people with mental illnesses and intellectual disabilities are dying earlier because of a failure to address their needs. It called for urgent action to ensure equal value is placed on both patients' mental and physical health. The report said the physical health problems of patients with a mental illness or an intellectual disability are too often under-addressed, while the mental health of patients with a physical illness is frequently neglected.

## **4.2. Out of area treatment doubles**

A joint investigation between BBC News and online journal Community Care suggests that the number of mental health patients being sent out of area to receive treatment has more than doubled in two years. Data from 30 of England's 58 mental health trusts does show that some trusts are managing to maintain, or even reduce, the number of people they send elsewhere. Substantial work has been undertaken in our Trust to minimise out of area placements and this is an issue closely monitored through our Quality Huddle which meets twice a month.

## **4.3. NICE nursing staffing recommendations**

Board members will have seen recent coverage of NICE recommendations on staffing. These related to acute trusts and at present it is unclear if and when similar guidance for mental health trusts will be made. Substantial work has been undertaken in our Trust over recent months to agree with ward managers the necessary staffing levels for safe care from nursing staff. Alongside actual nursing levels, consideration has also

been given to other staff that work into the wards such as activity coordinators, OTs and other therapists and how they support the quality of care on safely staffed wards.

#### **4.4. Financial challenges**

NHS England has warned of an “even more challenging” financial year than 2013-14 in an overview of the sector’s finances that shows only one in four clinical commissioning groups have balanced. A report to its Board suggests that 2014-15 and the “years to come” would be “even more challenging” than the previous financial year.

### **5. Trust update**

#### **5.1. Bristol Carer’s Event**

AWP and Rethink are running a major carers’ event in Bristol on 12 June from 3pm to 7.30 pm with some 30 stalls representing mental health, carer and other organisations. The Mayor is expected to introduce the event which will include talks on supporting families in Bristol and how we as an organising works with carers.

#### **5.2. New CARS model**

The Court Assessment and Referral Service has launched a new service. The development means that the team now operates seven days per week, from 8am to 8pm, in police custody suites and criminal courts across the entire AWP area. Practitioners in the team each have clearance with Avon and Somerset Police and Wiltshire Police, allowing them to freely access the police custody area. This enables timely assessment and support of individuals who present with mental health and/or learning disability needs. We are one of ten pilot sites across the country that will be evaluated by the Department of Health.

#### **5.3. Swindon Sobs**

Our Trust’s suicide prevention lead Anthony Harrison spoke on "The Role Of Family Members and Carers in Risk Management" at the Swindon SOBS (Survivors of Bereavement by Suicide) Conference recently and was also interviewed by the BBC along with the the local authority public health lead Frances Mays.

#### **5.4. Promoting R&D**

During International Clinical Trials Week, our Research & Development (R&D) team has been visiting AWP sites to raise awareness of the importance of research in health care and to encourage staff and service users to find out more and get involved.

#### **5.5. Occupational health provider**

Following a recent procurement exercise we have appointed PAM Occupational Health as our new occupational health provider. This is an important appointment both in relation to the work we have been doing to improve our sickness absence rates and our wellbeing initiatives.