

Escalation and Assurance report

Report from the: Quality and Safety Committee

Date the meeting took place: 1 November 2019

Report to the: Board of Directors

Key discussion points and matters to be escalated:

Focus of the discussion:

- Considerable discussion evolved from a range of agenda items. Our new service user representative described a situation that had directly affected her partner's mental health and well-being. She identified a significant delay in the assignment of a care co-ordinator in Community Mental Health services and the impact on accessing a psychiatrist in an acceptable time frame. There would appear to be three aspects of our work to examine: the assignment process; the Trust's service-user communication process in this context; and any unintended consequence of the functional model related to care co-ordinators and subsequent access to psychiatrists. Consequently, the matter was taken up by David Sims, Medical Director; and Patrick Scott, Chief Operating Office.

Items to escalate:

- A verbal update on our service-user's case will be offered at Board, exploring whether this specific case is indicative of any more general situation.
- The QSC dashboard requires further attention to make it fit for purpose and complementary to the Integrated Performance Report. Work is being undertaken by Phil Hubbard, Director of Nursing Professions and Compliance, specific to safer staffing data and measures which will be shared with QSC. The QSC Chair has discussed the need for rapid action to conclude this development with newly appointed Beverly Bray (Head of Governance) – who will examine comparable trust dashboards, and Jenny Wilkes (Deputy Director of Nursing (Compliance and Professional Standards) - to gain a regulator perspective, a further verbal update will be offered at this Board.

Assurance received:

- The newly formed Patient Safety Group reports to the QSC. Following review of its purpose and progress, QSC will maintain a watching brief over the group's impact and progression - with reference to the group's terms of reference.

- As part of the Trust's Quality Improvement initiative, there will be 1 week of intensive reporting of IT concerns and difficulties to create a specific data set on progress with SystemOne implementation, and connectivity. If successful, in terms of data collection, analysis and actions taken, this process might be repeated. Dates to be confirmed.
- The QSC received an update on the proposed Serious Incident Investigation process following a Rapid Process Improvement Week (RPIW); the committee has asked for further information on governance, resources and timelines to scrutinise the emerging process.

Report completed by:

Gerry Armitage
Non-executive Director
Chair of the Quality and Safety Committee

Report completed on:

14 November 2019