

Assurance and escalation report

Agenda
Item

10.3

Report from the: Quality and Safety Committee (QSC)

Date the meeting took place: 4 September 2020

Report to the: September 2020 Board of Directors

Key discussion points and matters to be escalated:

Focus of the discussion:

- Committee received a COVID-19 management update, including learning from incidents related to the pandemic; reports from Care Groups; QSC sub-groups including, Clinical Board; Patient Safety and Learning Group; and the Compliance Group.
- The newly developed Learning reporting framework was presented, with the Committee Dashboard, and a deep dive into the Dementia Assessment Unit. All of which presented Committee with further opportunity to triangulate data.
- An update report on Brexit was presented following discussion at the July Board of Directors.

Assurance received:

- Re COVID-19; further findings from the Personal Protective Equipment training audit outlined the ongoing engagement taking place, and target work to further support services and undertaken re-audits to support continual learning.
- Comprehensive reports from Care Group leads demonstrated clear oversight of service: highlighting risks, challenges, and achievements.
- Oversight of QSC-specific Board Assurance Framework items, and review of the Corporate Risk Register (CRR) was undertaken along with presentation of the latest draft Risk Management Strategy; the latter was agreed to be more focussed, reflective of current developments, and integrated with other, related Trust strategies and values.
- Committee received the Annual Report for Infection Prevention and Control, which included learning to date on the COVID-19 pandemic.

Items to escalate:

- Intelligence from the system is suggesting that there may be potential for supply issues with an essential psychotropic medication due to sourcing from within the EU and the current uncertainty of EU/UK trade agreements.
- Successful completion of redesigned deep dive, incorporating NED-led service visit to the Dementia Assessment Unit, via MS Teams. Compliance Group to record and integrate learning from these and other direct, service engagement events.
- Our Involvement Partner informed the committee that some service users felt that support and communication from the Community Mental Health Teams and Care Coordinators had altered throughout the pandemic, emphasising the challenges of digital communication. This was shared with the General

Manager and Head of Nursing for the Mental Health Care Group, who outlined ongoing development work to determine how assurance could be provided on revised service delivery models. The Committee noted that the existing performance management framework supported daily discussions by a multi-disciplinary team on service delivery, risk management, learning, and personalised care plans.

- Ongoing work taking place to achieve an 80% target for staff members to receive at least six sessions a year of clinical supervision. Analysis and targeted work continues to better understand current performance and agreed actions.

Themes running throughout various strands of discussion included the ongoing implications of the pandemic, including: significant delays in waiting lists for service users trying to access services such as dentistry; heightened level of acuity for mental health inpatient wards; impact of this on incidents and potential financial risk associated with service delivery (including out of area placements; and cost improvement programmes).

Work continues, internally and with partners, to understand phase three service 'reset' work, to better understand the contributory factors associated with the increased risks and how organisational learning is made explicit and tangible. The importance and improvements in partnership-working was recognised by the committee.

Report completed by: Gerry Armitage
Chair of the Quality and Safety Committee
Non-Executive Director
Deputy Chair of the Trust
15 September 2020