

## Board of Directors - Public

**26 November 2020**

<b>Paper title:</b>	Well Led Preparation – Care Quality Commission Actions Update	<b>Agenda item</b>  <b>13.0</b>
<b>Presented by:</b>	Phillipa Hubbard, Director of Nursing, Professions and Care Standards	
<b>Prepared by:</b>	Beverley Fearnley, Interim Deputy Director of Patient Safety, Compliance and Risk	

Purpose of the report		
The purpose of this report is to provide an update as to the findings of the review currently in progress which is assessing the Trust's response to address the 'Must Do' and 'Should Do' actions from the CQC inspections in, 2019 and 2020.	For approval	
	For discussion	
	For information	<b>X</b>

Executive summary		
<p>As part of the on-going assurance of the quality of service delivery, the Trust is undertaking a review of actions taken in response to the 'Must Do' and 'Should Do' recommendations highlighted in Care Quality Commission (CQC) inspections in, 2019 and 2020. The purpose of this review is to test the Trust's level of assurance relating to the completion and embeddedness of those actions.</p> <p>Based on the findings of the review so far, of the 44 items/high level actions there are:</p> <ul style="list-style-type: none"> <li>• 24 with significant levels of assurance that the response has been embedded</li> <li>• 18 with moderate levels of assurance that the response has been embedded; and</li> <li>• 2 with limited levels of assurance that the response has been embedded.</li> </ul> <p>The review is still in progress and therefore it is anticipated that as this nears completion, the number of items / high level actions with significant levels of assurance that the response has been embedded will increase.</p> <p>The review will continue to assess the evidence supporting the embeddedness of the Trust's response with the final outcome, including plans to address any remaining areas of limited assurance of embeddedness, to be presented to a Joint MHLC/QSC meeting in December 2020.</p>		
Do the recommendations in this paper have any impact upon the requirements of the protected groups identified by the Equality Act?	<b>State below 'Yes' or 'No'</b>	If yes please set out what action has been taken to address this in your paper
	<b>No</b>	

Recommendation
<p>The Board of Directors is asked to:</p> <ul style="list-style-type: none"> <li>• note the progress of the review into the embeddedness of the Trust's response to the outcomes of CQC inspections in, 2019 and 2020</li> <li>• note the intention to report the outcomes of this report to a joint MHLC/QSC meeting in December</li> </ul>

Strategic vision				
Please mark those that apply with an X				
Providing excellent quality services and seamless access	Creating the best place to work	Supporting people to live to their fullest potential	Financial sustainability growth and innovation	Governance and well-led
				X

Care Quality Commission domains				
Please mark those that apply with an X				
Safe	Effective	Responsive	Caring	Well Led
X	X	X	X	X

<b>Relationship to the Board Assurance Framework (BAF)</b>	<p>The work contained with this report links to the following strategic risk(s) as identified in the BAF:</p> <ul style="list-style-type: none"> <li>•</li> </ul>
<b>Links to the Corporate Risk Register (CRR)</b>	<p>The work contained with this report links to the following corporate risk(s) as identified in the CRR:</p> <ul style="list-style-type: none"> <li>•</li> </ul>
<b>Compliance and regulatory implications</b>	<p>The following compliance and regulatory implications have been identified as a result of the work outlined in this report:</p> <ul style="list-style-type: none"> <li>• Regulation 12</li> <li>• Regulation 17</li> </ul>

## **Meeting of the Board of Directors**

**26 November 2020**

### **Well Led Preparation – Care Quality Commission Actions Update**

#### **1 Purpose**

The purpose of this report is to provide an update as to the findings of the review currently in progress which is assessing the Trust's response to address the 'Must Do' and 'Should Do' actions from the CQC inspections in, 2019 and 2020.

#### **2 Current Position**

As part of the on-going assurance of the quality of service delivery, the Trust is undertaking a review of actions taken in response to the 'Must Do' and 'Should Do' recommendations highlighted in Care Quality Commission (CQC) inspections in, 2019 and 2020. The purpose of this review is to test the Trust's level of assurance relating to the completion and embeddedness of those actions.

In quarter 3 and 4 of 2019/20 the previous interim Deputy Director of Compliance completed a review of the evidence of the actions undertaken to that point, and the assurance of this was presented to the joint Mental Health Legislation Committee (MHLC) and Quality and Safety Committee (QSC) for sign off. This current review (phase 2) involves testing the embeddedness of the actions previously signed off and ensuring that no aspects of the recommendations remains unaddressed.

The review of the CQC inspection reports from, 2019 and 2020 identified 86 'Must Do' or 'Should Do' actions across 7 domains – some of these were duplicated either because they were relevant across multiple domains or because there were similar themes from multiple inspections. These have been mapped to the 34 high level actions in the 2019 Action Plan.

Based on the findings of the review so far, of the 44 items/high level actions there are:

- 24 with significant levels of assurance that the response has been embedded
- 18 with moderate levels of assurance that the response has been embedded; and
- 2 with limited levels of assurance that the response has been embedded.

The review is still in progress and therefore it is anticipated that as this nears completion, the number of items / high level actions with significant levels of assurance that the response has been embedded will increase, this piece of work will be completed within 3 weeks and presented to the next joint MHLC/QSC.

### **3 Next steps**

The review will continue to assess the evidence supporting the embeddedness of the Trust's response. This includes:

- A review of the outcomes of recent RPIWs to determine actions taken and additional improvements
- A series of local audits to strengthen the evidence of embeddedness
- A review of the content of quality improvement plans
- A review of evidence relating to specific initiative and improvement workstreams that have been in place during 2019/20

It is anticipated that the final outcome of this review, with plans to address any remaining areas of limited assurance of embeddedness, will be presented to a Joint MHLC/QSC meeting in December 2020.

### **4 Recommendations**

The Board of Directors is asked to:

- note the progress of the review into the embeddedness of the Trust's response to the outcomes of CQC inspections in, 2019 and 2020
- note the intention to report the outcomes of this report to a joint MHLC/QSC meeting in December

**Beverley Fearnley**  
**Interim Deputy Director of Patient Safety, Compliance and Risk**  
**19 November 2020**