

Escalation and Assurance Report

<p>Agenda Item 12.0.2</p>
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Report from the: **Quality & Safety Committee**

Date of meeting: **16th June 2022**

Report to the **Board of Directors**

Key escalation and discussion points from the meeting

Alert:

- Transition of Wakefield 0-19 services: There has been a delay in the handover of services, this is being managed and concern has been escalated to local commissioners.
- A 52-week breach in the children SLT and this is being addressed as part of the transformation work.
- Continued workforce challenges around vacancies and recruitment and retention across all services, professionally qualified roles.
- Continued increase in referrals rates into specialist CAMHS (caseload increase now at 73%).
- BANDS loss of staffing and lack of resilience within service. Referral increases, in May we had no staff to support triage of ASD cases going into June.
- Still issues with ADHD arm of BANDS service, ICS meetings as a shared issue looking at system solutions set up.
- Continued pressures seen in Acute inpatients LOS, demand and OOA – WY ICS shared issue. NHSE visit being planned in August with Collaboration Executives to discuss challenges with national team.

Advise:

- The committee welcome the strengthening of the oversight of complaints and note feedback from our Involvement Partner that complaint letters to service users continue to lack empathy and compassion. Action to be taken.
- Reintroduction of the smoke free policy to be supported by Kaizen team to mitigate risk of increase in V&A and increased in AWOL
- Concern about how we are communicating with people on the IAPT waiting list and the pressures on clinician time to do this well.

Assure:

- QSC Annual report approved
- Committee approved the 0-19 Quality Assurance Framework
- Committee were assured of close working with partners in LA re residential units.
- Workforce plans in place, new ways of working however need more support around incentives and retention schemes awaiting strategies to be agreed.
- Clinical SOP and process in place to oversee waits with proactive check ins and newly commissioned VCSE service to offer wrap around support whilst waiting.
- CYP a system sign up to address the growing demand across all CYP pathways.

- BANDS perspective, partnership model now in place and active with SWYFT, shared posts and shared triage also taking 100 cases from the ASD list and are now being assessed.
- Outsourcing 200 cases to Clinical Partners across this year. Increasing capacity where possible. Shared risk and task and finish group with CCG and LA.
- BDCFT and system actions in place that include daily multi agency delayed discharges communications cell, inpatient QI work, increasing safer space capacity, mobilising crisis beds (sept 22), specialist housing advisors seconded in from Complex Housing Team (1 at each site) to commence July 22. Some complex cases with long LOS have planned discharge dates over next 2 weeks following significant work with providers and LA which will impact on average LOS actions starting to have impacts.

Risks discussed:

New risks identified:

Report completed by:

Alyson McGregor, MBE

Committee Chair and Non-Executive Director

26th May 2022