

Escalation and Assurance Report (AAA+D)

Report from the: Quality & Safety Committee
Date of meeting: 17 November 2022
Report to the: Board of Directors

**Agenda
Item
12.0.1**

Key escalation and discussion points from the meeting

Alert	Action (to be taken)	By Whom	Target Date
Workforce & safe staffing with high (although slightly reduced levels of sickness) and an increase in labour turnover. Particular concern in Palliative Care, SALT, HV, School nursing and DN services and a recognition that stretched teams face burnout.	Innovative and pragmatic approaches are being taken across services to help to mitigate risk. Risk registers to be updated to reflect current demand and pressures Workforce Plan to be reported through WEC	QSC/WEC	Monitored monthly
Demand and complexity coupled with workforce impacting upon waits and performance	Board to remain sighted		
High use of agency to support safer staffing levels	To be kept under review	Exec Lead /HR	

Advise:

- Increased risk in delivering on SO1.1 Your Voice Matters due to multiple factors. The risk is understood and plans are in place to take a collaborative approach to rebuilt and strengthen the Trusts commitment to Involvement Partners and the wider involvement strategy. Short term ways of maintaining relationship with trusted partners is also recognised.
- Low uptake in Covid booster alongside increase in flu increases the risk in capacity to deliver due to staff sickness. A number of plans are in pace to mitigate this risk.
- The transition to a new national reporting system for Patient Safety Events presents two risks; the first of staff having to spend longer, the second that the system is not fit for purpose in MH Trusts and potentially could mean that additional data would need to be collected to meet our needs. A number of steps to mitigate are in place.
- Increase in statutory reviews from 9-23 last month
- E-rostering procedures will be revised to reduce reporting errors

Assure:
<ul style="list-style-type: none"> • A rigorous programme of quality visits have been carried out in response to national media attention on Closed Cultures in MH Trusts and recommendations made. Focus will be given in December QSC • Continued positive performance in LTP for MH(EIP,CYP,ED, IPS) • Risk register reflective of all care group alerts with appropriate action in place & overseen by QuOps • Assurance that the ATU build is on track • We congratulate the team on the high quality Guidance on Paediatric Dental Neglect • The STOMP, EIP and dental work audits provided great assurance
Decisions / Recommendations:
<p><u>Risks discussed:</u></p> <ul style="list-style-type: none"> • SO1 • SO3 • •
<p><u>New risks identified:</u></p> <ul style="list-style-type: none"> • SO1.1- delivery of Your Voice Matters •

Report completed by:

Alyson McGregor
Committee Chair and Non-Executive Director

17th November 2022