

Quality Report

1.0 Introduction

- 1.1 This report presents the key quality issues identified by the Quality and Clinical Governance Committee (QCGC) during 22 May and 18 June 2014. The committee receives a monthly dashboard and Quality report providing assurance that provider compliance to contractual quality requirements is monitored and actions are taken where appropriate.
- 1.2 Monthly Clinical Quality Review meetings (CQRM) are held with providers commissioned to deliver healthcare services to the population of North East Hampshire and Farnham. The main providers are Frimley Park Hospital NHS Foundation Trust (acute services), Southern Health (community services), Virgin Care Ltd (community services), Surrey and Borders Partnership NHS Foundation Trust (mental health and learning disability services) and Sussex Partnership NHS Foundation Trust (Children and Adolescent Mental Health Services).
- 1.3 The quarterly Quality report to the Quality and Clinical Governance Committee continues to develop and reflects compliance against the contractual requirements for 2013/14. The report reflects quality data from the provider based on the NHS contract. Information is also included from provider Clinical Governance Committees and other Quality networks within the system. The dimensions of patient safety, patient experience, clinical effectiveness and prevention are explored, with triangulation of the data available from the regulators of the service. The report benchmarks data from similar providers across Berkshire, Hampshire and Surrey is enabling further analysis and assurance. The report also provides an insight into the collaborative working across the Clinical Commissioning Groups (CCGs) and provider performance against the CCG Quality Premium indicators. The 2013/14 quarter four reports were presented at the first joint quality meeting with Surrey Heath CCG on 22 May.
- 1.4 The monthly dashboard continues to develop to present the quality data against indicators in the 5 domains of the NHS Outcomes Framework. These are
 - Domain 1 - Preventing people from dying prematurely
 - Domain 2 - Enhancing quality of life for people with long-term conditions
 - Domain 3 - Helping people to recover from episodes of ill health or following injury
 - Domain 4 - Ensuring that people have a positive experience of care
 - Domain 5 - Treating and caring for people in a safe environment; and protecting them from avoidable harm.

2.0 Key highlights

The key highlights to report identified during May and June 2014 are:

2.1 Safeguarding

The Quality Leads from the Hampshire and Surrey CCG networks continue to work collaboratively to further strengthen safeguarding arrangements for children and adults. In Surrey, Surrey Downs CCG host the Safeguarding Adults Team and Guildford and Waverley CCG the Safeguarding Children's Team. In Hampshire, West Hampshire CCG hosts both the Safeguarding Children and Adult Teams.

Quality indicators enhance monitoring and clarify areas for improvement. Processes for ensuring that safeguarding incidents closely align with Serious Incident reporting

are included within this work. The Quality Leads are also working with the Wessex and Surrey and Sussex Area Teams to optimise safeguarding arrangements across the healthcare system.

The Designated Nurses for Safeguarding Children and for Adults from Hampshire and Surrey are working in partnership to ensure consistency and enhance learning across the county borders for the population of North East Hampshire and Farnham CCG.

The arrangements for further development of the Multi-Agency Safeguarding Hub (MASH) for Surrey and Hampshire continue to develop. In Surrey, the aim is to build on the work undertaken by Children's Services, Surrey and Borders Partnership NHS Foundation Trust and Police to develop the original Police Central Referral Unit into a Safeguarding Hub. The benefits of multiagency information sharing to protect the vulnerable are well documented in evaluations of other multi-agency hubs that have been created nationally. The next steps are for other key agencies to join the newly created Safeguarding Hub, and ensure it interacts with and supports each key agency and its operating model in addition to the Supporting Families programme as it develops across Surrey. The allocation of a project manager to lead on the developments has been agreed. In the short term, a Project Board will be held monthly and an operational group established including health representation. The MASH will be outcome focused with measurable outputs. Across Surrey there is an ambition to ensure the safeguarding hub supports vulnerable children and adults.

The Hampshire Multi Agency Safeguarding Children's Hub went live in February 2014. The MASH brings together professionals (and their information) from a range of agencies into an integrated multi agency setting (Local Authority, Health and Police) in order to identify risks to children at the earliest possible point and respond with the most effective intervention.

Health is a significant partner in the Hampshire MASH and the service is currently being delivered by Southern Health. West Hampshire CCG and Southern Health are working closely together to ensure that we have the right capacity to meet the needs of this new service. Work is also being done to raise the awareness of MASH amongst health practitioners and a full report will be going to the Vulnerable persons Committee in July.

Discussions continue in regards to the future vision and operationalisation of the new Looked After Children service model across Surrey. The enhanced service will be accountable for:

- Overseeing or directly delivering health interventions to all Surrey Looked After Children and striving to ensure that all Looked after Children receive child centred, timely and equitable services irrespective of placement locality or type.
- Overseeing or directly delivering health assessments and health advice to all Surrey Looked After Children irrespective of placement.
- Evaluating and reporting on safeguarding concerns that arise for Looked After Children placed by other councils within Surrey

As hosts, Guildford and Waverley CCG are leading the discussions with the providers working closely with the CCG Quality Leads and keeping the Surrey CCG collaborative informed of progress. The Annual Report Safeguarding Children's Report for Surrey was received by the Quality and Clinical Governance Committee on 20 June 2014.

2.2 Winterbourne View

Transforming Care, published in December 2012, was the Government's national response to the events at Winterbourne View Hospital. This draws together a programme of actions, to transform services for people with learning disabilities or autism and mental health conditions or behaviours described as challenging. The Vulnerable Adults Team hosted by West Hampshire CCG and the Surrey Learning Disabilities Health Care Planning Team hosted by Surrey Downs CCG, have developed a work plan to deliver the appropriate key actions detailed in Transforming Care on behalf of the Hampshire and Surrey CCGs respectively. Priorities have been set in line with the Winterbourne View Concordat time line.

Registers are held by the Vulnerable Adult/Health Care Planning Teams of people with learning disabilities or autism and mental health conditions, or behaviours described as challenging, whose care is fully or part funded. The Director of Quality and Nursing for the CCG has regular contact with a named link within the hosted teams to ascertain progress and assessment for the North East Hampshire and Farnham individuals.

Working with the CCGs, the Vulnerable Adults Team in Hampshire and the Healthcare Planning Team in Surrey, are responsible for submitting the data to NHS England according to national timeframes identified within the Transforming Care document. One individual remains out of area in North East Hampshire and the Director of Quality and Nursing is kept updated on progress and plans.

2.3 Infection Prevention and Control

By the end of May 2014, Frimley Park Hospital NHS Foundation Trust had reported one case of C Difficile against a trajectory of 18 for 2014/15 and one case of Methicillin Resistant Staphylococcus Aureus Bacteraemia (MRSAB) against zero tolerance. Actions are in place to minimise the occurrence of further cases, with the commitment to review all from 2013/14 cases to highlight and share the learning to minimise recurrence.

For 2014/15, the CCG objective for C Difficile cases for North East Hampshire and Farnham CCG has been set at 33 cases. During April 2014, 5 cases were reported and 5 in May. Focus is required to minimise C Difficile infections within the community. The Director of Quality and Nursing and the CCG GP Quality Lead are working closely with the Infection Prevention and Control Manager from South Commissioning Support Unit, the medicines management team and colleagues within partner CCGs to ensure member practices are kept updated and equipped with appropriate tools to ensure learning is captured and shared.

2.4 Nursing Homes

The quality of care provided within Nursing Homes remains a focus for the CCG. The quality team are linking closely with the community matrons and the local authority to ensure care is optimised and areas of concern escalated as appropriate. Staff from Nursing Homes within North East Hampshire and Farnham CCG remain active participants in the Nursing Home Forum shared with Surrey Heath CCG.

Meetings are held bi-monthly between Hampshire County Council, Care Quality Commission and CCG's with the aim of establishing a shared approach for quality assurance in Hampshire care homes. This has enabled the group to understand the responsibilities and duties of each organisation and gives an opportunity to highlight

key risks and discuss concerns in care homes to enable the identification of emerging risks and is well attended.

2.5 Friends and Family Test

Following the introduction of the Friends and Family Test in April 2013, the results from Frimley Park Hospital NHS Foundation Trust and the Royal Surrey County Hospital NHS Foundation Trust continue to overall reflect that the respondents are satisfied with the services provided. The test asks the following standardised question: *“How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?”*

From October 2013, the Friends and Family Test was extended to include maternity services. The Test for Maternity Services comprises of 4 stages where the same question is asked of antenatal, labour, and postnatal services (ward and community). Scores are awarded for each question rather than the amalgamated score produced in the A&E and Inpatients Tests.

Frimley Park Hospital NHS Foundation Trust continues to perform well when benchmarked against neighbouring Trusts in Surrey, Berkshire and Hampshire. Southern Health NHS Foundation Trust, Virgin Care Limited and Surrey and Borders Partnership NHS Foundation Trust are on track to implement the test according to national requirements. National guidance is expected by end June 2014 in support of the implementation to GP Practices in October 2014.

2.6 Community Services

Southern Health NHS Foundation Trust

- The CCG continues to work closely with Southern Health NHS Foundation Trust to improve the quality of service provision. Progress continues to be monitored through the monthly Clinical Quality Review meetings with the Trust.
- Progress continues with recruitment although vacancies remain.
- On 5 June, the Chief Officer, Director of Delivery and Director of Quality and Nursing met with members of the Executive Team and the Clinical Director of the North East Division of Southern Health NHS Foundation Trust, to take forward the strategic discussions on appropriate investment in community services fit for the present and future. Southern Health NHS Foundation Trust remain committed to supporting the work on integrating health and social care and to reviewing current provision to meet the demands and standards expected.

Virgin Care Limited

- Virgin Care Limited and North West Surrey CCG (Lead commissioners) continue to work to develop a community nursing service that addresses the variation in delivery and staffing across the CCG areas and optimise patient safety and care. This is in liaison with associated CCG nursing leads. Virgin Care Limited continue to be actively involved in the CCG work reviewing the

community service provision and what is needed to optimise integrated care provision in the future.

2.7 Mental Health Services

As host commissioners for adult Mental Health Services for the Surrey CCG Collaborative and for Children and Adolescent Mental Health Services for the Hampshire Five CCGs, North East Hampshire and Farnham CCG take a leading role in reviewing the quality of services provided. Key areas are:

Surrey and Borders Partnership NHS Foundation Trust

- The Care Quality Commission (CQC) will be inspecting the Trust commencing on the 7 July 2014. This will be under the new style of inspection. The Quality Team has submitted a statement on behalf of the Surrey CCG Collaborative. The statement will contribute to intelligence that will inform the inspection. In addition, the outputs from an Intelligence Sharing meeting held with statutory agencies including commissioners, CQC and other agencies will inform the inspection. This highlighted examples of positive improvements, engagement and excellent care provision together with themes for potential improvement. These have been shared with the Trust.
- On 4 June, the CQC published an inspection report on the Willows, a facility in Woking caring for end stage dementia patients. The report reflected the findings of a follow-up inspection undertaken in January 2014 with the initial inspection in August 2013. The report assigned 3 enforcement actions against the following standards:
 - Respecting and involving people who use services
 - Care and welfare of people who use services
 - Staffing

Action was also identified to improve the safety and suitability of the premises.

- Assurance has been received that the patients are safe and well cared for, which included a site visit by Commissioners and discussions with staff, patient families and carers. It has been identified that further organisational support could have strengthened the Trusts response to the initial inspection. The facility is currently undergoing consultation for closure and North East Hampshire and Farnham CCG as lead commissioners are working to expedite the process for transferring the remaining patients to suitable placements. Progress is formally monitored through the monthly Clinical Quality Review Group Meetings held with the provider.
- Surrey and Borders Partnership NHS Foundation Trust continue to make good progress with reducing the backlog of Serious Incident closures. Since April 2014, the review and closure of Serious Incidents has formed Part A of the monthly Clinical Quality Review meeting with the Trust with strengthened representation from safeguarding and the local authority. This aims to enhance focus and learning and is managed by the shared Quality Team with North East Hampshire and Farnham CCG.
- Surrey and Borders Partnership NHS Foundation Trust is the main provider of Children and Adolescent Mental Health Services (CAMHS) for Farnham. Guildford and Waverley CCG lead the commissioning of the services working

collaboratively with the Surrey CCGs. Monthly Clinical Quality Review meetings have been established with health and social services with representation from the Quality Team.

Sussex Partnership NHS Foundation Trust

- Children and Adolescent Mental Health Services (CAMHS) provided by Sussex Partnership NHS Foundation Trust for the Hampshire CCGs continue to experience challenges with managing the capacity required. Emergency referrals are prioritised, with achievement of 100% of emergency and urgent GP referrals seen within the timescales. An action plan to support recruitment is monitored through the monthly Clinical Quality Review Group Meeting with the provider.

2.8 Serious Incidents

15 Serious Incidents have been reported during April and May 2014 involving North East Hampshire and Farnham patients. These related to 6 patient falls, 2 unexpected patient deaths, 1 Maternity Service - Unexpected Admission to Neonatal Intensive Care and 6 Pressure Ulcers (5 Grade 3 and 1 Grade 4). Investigations are underway to establish the root cause and identify appropriate actions to prevent recurrence. The Quality and Clinical Governance Committee will be updated on progress and learning.

3.0 **CCG Quality Service**

Due to the increasing demands and focus on quality, the shared Director of Quality and Nursing role across North East Hampshire and Farnham CCG and Surrey Heath CCG has been reviewed. From 21 July 2014, the Director of Quality and Nursing, Alison Huggett will transfer to work full time within Surrey Heath CCG. Over the next few months, Alison will work closely with the newly appointed Interim Director for Quality and Nursing at North East Hampshire and Farnham CCG to ensure a seamless service is maintained and the revised CCG quality structures have been established.

4.0 **Recommendations**

The Governing Body is requested to accept and note the report