

## BOARD OF DIRECTORS MEETING - Open

Date: 10<sup>th</sup> May 2017

Item Ref: 10

<b>TITLE OF PAPER</b>	<b>CQC Comprehensive Inspection November 2016: Trust Wide Action Plan (May 2017)</b>
<b>TO BE PRESENTED BY</b>	Liz Lightbown, Executive Director of Nursing, Professions and Care Standards
<b>ACTION REQUIRED</b>	To receive the report for information.

<b>OUTCOME</b>	For Information and assurance
<b>TIMETABLE FOR DECISION</b>	No decision required by Board
<b>LINKS TO OTHER KEY REPORTS/ DECISIONS</b>	Reports to EDG and QAC
<b>LINKS TO THE NHS CONSTITUTION &amp; OTHER RELEVANT FRAMEWORKS BAF, RISK, OUTCOMES</b>	<ul style="list-style-type: none"> <li>• Health and Social Care Act 2008 (Regulated Activities)</li> <li>• Care Quality Commission's Fundamental Standards</li> <li>• Care Quality Commission's Enforcement Policy</li> <li>• Mental Health Act 1983</li> </ul>
<b>IMPLICATIONS FOR SERVICE DELIVERY &amp; FINANCIAL IMPACT</b>	Conditions on the Trust's registration with the CQC would affect service delivery
<b>CONSIDERATION OF LEGAL ISSUES</b>	Non-compliance with the action plan could also result in conditions to the Trust's registration with the CQC.

<b>Author of Report</b>	Denise Woods
<b>Designation</b>	Interim Director of Care Standards
<b>Date of Report</b>	3 <sup>rd</sup> May 2017

## SUMMARY REPORT

**Report to:** Open Board of Directors

**Date:** 10 May 2017

**Subject:** CQC Comprehensive Inspection November 2016: Trust Wide Action Plan (May 2017)

**From:** Liz Lightbown, Executive Director of Nursing, Professions and Care Standards

**Author:** Denise Woods, Interim Director of Care Standards

### 1. Purpose

<i>For Approval</i>	<i>For a collective decision</i>	<i>To report progress</i>	<i>To seek input from</i>	<i>For information</i>	<i>Other (please state below)</i>
				✓	Assurance
<p>The Trust Wide Action Plan sets out the actions being taken by the Trust in response to the CQC Comprehensive Inspection Reports to address the identified Regulatory Breaches (Must Do's).</p> <p>The Trust Wide Action Plan was received and discussed by EDG on 27<sup>th</sup> April 2017, updated by Liz Lightbown on 2<sup>nd</sup> May, signed off by Liz Lightbown and Kevan Taylor (CEO) on 2<sup>nd</sup> May and submitted to the CQC by the required deadline (2<sup>nd</sup> May 2017).</p> <p>The submitted Action Plan was received at EDG on 4<sup>th</sup> May 2017.</p>					

### 2. Summary

Following the CQC Quality Summit held on 6<sup>th</sup> April 2017 the next stage of the process was to develop the detail beneath the high level actions.

The Core Service Reports have been used to compile the Trust-wide Action Plan as it was highlighted to the CQC that the Provider Report was incorrect and contained inconsistencies and errors.

A new version of the Provider Report was reinstated on the CQC website in the late April. (Please follow this [link](#)).

The Trust Wide Action Plan documents the following information:

1. Actions already / being taken to address Regulatory Breaches (Must Do's) with clickable links to each Core Service Report (& the corresponding regulation).

2. The current status of actions (BRAG Rated) in terms of whether they are on track re: timescales for delivery.
3. The Trust-wide Action Plan is made up of information from the following SHSC sources:
  - a. Action plan templates completed by core services and quality assured at an internal Care Standards Summit held on 19<sup>th</sup> April (EDG represented by Clive Clarke and Mike Hunter)
  - b. The Draft High Level Action Plan discussed at the CQC Quality Summit on 6<sup>th</sup> April with the CQC and stakeholders
  - c. Action plan templates completed by core services during the CQC inspection week of 14<sup>th</sup> – 18<sup>th</sup> November 2016
  - d. The action plan created from receipt of the “Urgent letter of concern” from the CQC dated 8<sup>th</sup> December 2016.

All the action plan templates listed in the above have now been superseded by the Trust-wide Action Plan. A separate Action Plan is being developed for the Clover Group in response to the inspection report.

### 3. Next Steps

- The Care Standards team are in the process of incorporating the “Should” actions from the CQC inspection reports into the Trust-wide Action Plan .
- Relevant sections of the action plan will be shared with the named Leads/Teams, in order for actions to be owned and completed by the service.
- Each core service action plan has been produced in collaboration with the service & will be used by the relevant managers to monitor delivery via each Directorate’s governance arrangements.
- The action plan will be shared with the CQC regularly through the Joint Engagement meetings.
- A 6 month Task & Finish Oversight Group will be established (with effect from June 2017, chaired by Liz Lightbown / Denise Woods). The Group will meet monthly to engage managers, oversee delivery of required actions & manage delivery/performance. The Trust Management Group (TMG) will be briefed monthly on progress.
- Evidence that actions have been delivered will be assessed & quality assured through bespoke Care Standards Peer Inspections, routine use of governance data, testing through observation & discussion and at the quarterly Service Reviews.
- An Executive Summary report, including the updated Trust Wide Action Plan will be received quarterly at the Quality Assurance Committee for information & assurance.
- The Trust’s Care Standards Team will continue to facilitate and support this process.

#### **4. Required Actions**

Receive for information and assurance.

#### **5. Monitoring Arrangements**

Progress on actions will be monitored by the Trust's Care Standards Team and:

- Within each Directorate's governance arrangements
- At the Task & Finish Oversight Group (monthly)
- Via reporting to the TMG (monthly)
- Via the Quality Assurance Committee (QAC) Quarterly / or sooner by exception if required.
- To Board via the QAC Significant Issues Report

#### **6. Contact Details**

For further information, please contact:

- Liz Lightbown, Executive Director of Nursing, Professions and Care Standards
- Contact telephone number: 0114 271 6713
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