



Sheffield Health and Social Care

NHS Foundation Trust

Minutes of the 30th Council of Governors' meeting of the Sheffield Health and Social Care NHS Foundation Trust held on Tuesday 4th February 2014 in the Mayfield Suite of the Fulwood House Training and Conference Centre, Fulwood House, Old Fulwood Road, Sheffield, S10 3TG

Council of Governors
8th April 2014
Item 3

PRESENT

Name	Governor Constituency	Name	Governor Constituency
Professor Alan Walker	Trust Chair	Sue Highton	Staff Side
Jean-Michel Bellas	Young Service User/Carer	Jules Jones	Public (SE)
Leon Ballin	Carer	John Kay	Service User
Teresa Barker	Appointed	Neel Khan	Service User
Tyrone Colley	Service User	Tina Levitt	Public (SW)
Dorothy Cook	Public (SE)	Pat Molloy	Service User
Joan Davies	Staff (Psychology)	Dr Abdul Rob	Appointed (PMC)
Cllr Roger Davison	Appointed	Sue Roe	Carer
Ian Downing	Carer	Russell Sheppard	Service User
Abbey George	Young Service User/Carer	Kate Steele	Service User
Joan Healey	Appointed (Sheffield Hallam)	Nev Wheeler OBE	Service User
Diane Highfield	Staff (Clinical Support)		

APOLOGIES

Name	Governor Constituency	Name	Governor Constituency
Cllr Jenny Armstrong	Appointed	Geraldine Mountain	Staff (Social Worker)
Elaine Hall	Staff (AHP)	Stephanie Pursehouse	Staff (Support Worker)
Elliott Hall	Staff (Central Services)	Tamsin Ryder	Public (SW)
Dr Paul Harvey	Public (NW)	Trudie Smallwood	Public (NE)
Dave Jones	Public (NE)	Sam Stoddart	Membership Manager
Vin Lewin	Staff (Nursing)	Myra Wilson	Service User
Dr Paul Miller	Staff (Medical & Clinical)	Sue Wood	Public (NW)
Jean Nicholson	Carer		

IN ATTENDANCE

Name	Role	Name	Role
Tony Clayton	Non Executive Director	Cllr Mick Rooney	Non Executive Director
Clive Clarke	Deputy Chief Executive	Martin Rosling	Non Executive Director
Dr Katy Kendall	Clinical Director-Community	Jason Rowlands	Director of Governance, Planning and Performance
Dali Magrill (J Sullivan)	Appointed (Sheffield MENCAP)	Sharon Sims	PA to Board Secretary (Notes)
Liz Lightbown	Chief Operating Officer/Chief Nurse	Kevan Taylor	Chief Executive
Rosie McHugh	Board Secretary	Mervyn Thomas	Non-Executive Director
Sue Rogers	Non-Executive Director		

MEMBERS/PUBLIC

Name	Name	Name	Name
Peter Hartley	Lynne Holmes	Julie Forrest	Nigel Hughes
Surinder Kaur	Victor Kilduff		

Minute Note	Item	Action
COG 30/1	<p>Chair's welcome and apologies</p> <p>The Chair welcomed everyone, and in particular the newly appointed governor, Teresa Barker from Age UK Sheffield who was attending her first meeting. He also reported that Sue Sibbald and Dr Amir Afzal (Clinical Commissioning Group) had both decided to resign from Council. He thanked them for their support and contribution. The CCG have been asked to identify another representative.</p> <p>Apologies for the meeting were received and noted. The Chair reported that Sam Stoddart would be off work until mid March and wished her a speedy recovery.</p>	All to Note
COG 30/2	<p>Declarations of Interest</p> <p>Kevan Taylor declared an interest in item 4c Learning Disabilities Service Update. He explained that this wife works within the directorate, but not in the area that is being discussed.</p>	
COG 30/3	<p>To receive and approve the minutes of the Council of Governors' meeting held on 12th December 2013</p> <p>Minutes CoG29/11: Respite Care amendment to notes – should read Janet Sullivan not Myra Wilson.</p> <p>The minutes of the meeting held on 12th Decmeber 2013 were agreed as a correct record subject to the above amendments.</p>	All to note
COG 29/4	<p>Matters Arising from the meeting held on 12th December 2013</p> <p>(a) Board Review Update The Chair reported that the 360 feedback project had been completed and thanked those who participated. The Board will receive and discuss the report at the next Board Development Session on 11thFebruary 2013. The Board will then agree the best way of sharing the findings with Council.</p> <p>(b) Governor and Members response to Trust objectives John Kay reported that he had read the Members' survey results and felt it was very positive in relation to the objectives. He encouraged members to read the report and bring back any questions to the next meeting.</p> <p>(c) Learning Disabilities Service update The Chair reported that the Crown Court case for the individual involved in financial irregularities at Wensley Street was scheduled for 12th February 2014 and for legal reasons the details of the case cannot be disclosed. A letter from the Chair will be sent to Governors when the outcome of the court case is known.</p> <p>The Chair also reported that an independent audit of all the Trust's residential sites had been commissioned.</p> <p>(d) Respite Care Update Clive Clarke updated Council on the power outage that had occurred at Longley Meadows. Sheffield Teaching Hospitals NHS FT has stated that the cause of the outage was due to fire alarm testing undertaken by sub-contractors.</p>	Alan Walker

Minute Note	Item	Action
	<p>Clive reported that the unit's electrical circuit was checked and declared unsafe. The outage had damaged some equipment and computers which will need to be replaced. A total of 12 bed nights had been lost whilst the unit was closed.</p> <p>Dali Magrill, representing Janet Sullivan reported that this incident highlighted that there is no other provision in the city for the most complex service users in any emergency situation.</p> <p>(c) Any other matters arising</p> <p><u>Autism Service</u> Both Jules Jones and John Kay asked if the Council could have an update on the new Autism Service. Jules Jones also asked if a Consultant Psychiatrist has been appointed to the service. Clive Clarke agreed to circulate the details.</p> <p><u>Staff Awards</u> Dorothy Cook asked if there had been any development on her suggestion to acknowledge all staff that had been nominated in the staff awards. Sue Rogers reported that the Workforce and Organisation Development Committee will be looking at staff awards at its meeting in March.</p>	<p>Clive Clarke</p> <p>Sue Rogers</p>
<p>COG 30/5</p>	<p>CMHT Reconfiguration Review</p> <p>The Chair welcomed Dr Katy Kendall, Clinical Director of Community Services to the meeting. She had been invited to give an update on the reconfiguration of Community Mental Health Teams (CMHT's).</p> <p>Dr Kendall presentation included background information, developments and data to support the progress made in the following areas:</p> <ul style="list-style-type: none"> • Reduction in waiting times lengths from referral to first assessment • Reduction in service users taken onto scheduled care pathway • Increase in discharges from access/assessment (inc short term care) • Stabilisation of home treatment episodes • Slight increase in contracts to Out of Hours services • Decrease over 12 months of initial assessments to scheduled care pathway • Large increase in referrals over last 12 months from 4,200 to 5,500 • Referrals rates increasing with caseloads decreasing, a review of the EIS function will be carried out • Decrease in complaints and serious incidents <p>Dr Kendall also reported on the progress of the project and gave examples to show that performance against targets had greatly improved. Work on CPAs has improved and there is a plan to review this further. She also reported that £1.1m savings had been achieved which equates to 10% of the overall budget.</p> <p>Council had a lengthy discussion about the reconfiguration, the progress made and the next steps. The following points and questions were raised:</p> <p>John Kay asked if there was a way to identify where the people who do not get referred for assessment are from, e.g.: primary care, and how much time is spent on rejecting these. Dr Kendall responded that it was difficult to identify those specifically from primary care and time is spent signposting those who do not get</p>	

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	<p>referred for assessment to alternative services.</p> <p>Leon Ballin asked what the impact had been on staff with the changes in relation to stress and sickness levels. Dr Kendall responded that there has been a slight increase in some teams which is being looked and that sickness rates for each team are routinely monitored. She acknowledged that some teams had found the adjustment difficult and to support this an improved supervision programme had been developed.</p> <p>Jean Michel Bellas asked if service users being discharged into the community have a discharge plan and see a Discharge Facilitator as part of the 7 day follow up. Dr Kendall responded that all service users discharged should be seen for follow up and they should have a shared care plan.</p> <p>Dr Kendall also reported that a review of Out of Hours services is being undertaken in line with a Government report , to look at 24/7 services. She confirmed that this would include the role and function of the home treatment service. She reported that an out of hour’s pilot project has already been set up by South Yorkshire Police. An Approved Mental Health Professional (AMHP) is now available between 4pm and midnight to accompany the Police when they are called to any incidents that they feel might require intervention by a mental health practitioner.</p> <p>Kate Steele asked if there was assurance that people are getting appropriately referred with all the cuts in Primary Care and IAPT, and are GPs referring the right people. Dr Kendall responded that the CMHT’s are interacting well with Primary Care to support and ensure that GPs are referring people to the right parts of the service for the right treatment. For example, someone may be seen by both IAPT and CMHT. She also explained that there are a lot of GP practices in Sheffield and they have different ways of working.</p> <p>Nev Wheeler asked if bringing nursing and social care staff together had been a positive move. Dr Kendall responded that for working age adults the integration had worked well as everyone is using the same systems. She reported that this may be different for older adults as the Trust system and those used by Local Authority are not compatible.</p> <p>Abbey George asked why there were fewer complaints or serious incidents being reported. Dr Kendall responded that this could be attributed to the success of the reconfiguration and the improvements that have been made to services, but this is unconfirmed.</p> <p>Dr Kendall also reported that there is a wider scoping exercise on the evaluation of the reconfiguration scheduled over the Summer.</p> <p>The Chair thanked Dr Kendall for the presentation and the agreed that the reconfiguration was developing well and changes being noted.</p>	
<p>COG 30/6</p>	<p>Involving Service Users to Improve Quality: update from quality event in October 2013</p> <p>Jason Rowlands shared with Council a letter that Prof Tim Kendall had written to those that attended the “Working with Service Users to Improve Quality” session in October. The letter outlined the progress and developments that have been</p>	

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	<p>made since the session.</p> <p>He reported that the Board agreed to support a three year plan to develop a Service User Experience Team. Seven key improvement areas have been identified and there will be a new appointment to lead this team. Once this appointment has been made a reference group will be set up and Jason will be asking for Governor representation on this group.</p> <p>Nev Wheeler asked if there will be a survey undertaken to identify people that sit on different groups. Jason responded that he thought that this will be undertaken by the new team.</p> <p>Dali Magrill asked if this team will cover Learning Disabilities. Jason responded that it would cover the whole Trust.</p> <p>The Chair assured Council that all services would be covered. It is early days and Governors would be kept up to date with developments of the team.</p>	<p>Jason Rowlands</p>
<p>COG 30/7</p>	<p>Performance Report</p> <p>Jason Rowlands updated Council on Trust performance. Overall there has been good progress made. He reported that Trust performance will be looked at in more detail at the Performance Overview Group being held from 10am to 12 noon on 19th February.</p> <p>He highlighted some key areas for this meeting:</p> <p><u>Performance</u></p> <ul style="list-style-type: none"> • Bed pressures are stabilising with a reduction in out of town needs, and admissions for over 65 year olds have decreased. • Work on delayed discharges continues and a joint housing strategy is being developed with the Local Authority. • Improvement plan continues with CPA reviews. <p><u>New initiatives</u></p> <p>New indicators for both Acute and Community directorates will be introduced. These include timely access to services and making the best use of resources and care which will be well co-ordinated and focused on need.</p> <p><u>Safety</u></p> <p>Reduction in the number of incidents. A decrease in the number of falls and issues relating to medication incidents and infections had stabilised. Incidents of abuse and intimidation are also being monitored. The number of seclusions was slightly higher and Jason reported that Quality Assurance Committee have this on their agenda for their meeting in February. Feedback from this discussion will be shared with Council.</p> <p>Victor Kilduff (member) asked what kinds of incidents of abuse were being monitored. Jason responded that this included all incidents, service user to service user, service user to staff and vice versa.</p> <p>Sue Highton asked if the data on falls covered all services. Jason confirmed that the data had been collated trust-wide and could be broken down by directorate or team.</p>	<p>Jason Rowlands</p>

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	<p>John Kay asked if there were quality statements. Liz Lightbown reported that performance frameworks are being developed for each directorate and will be broken down by team/service. These will include directorate objectives and will feed into the overall Trust objectives. They will be shared with Governors once they have been fully implemented.</p>	Jason Rowlands
COG 30/8	<p>Chief Executive Update</p> <p>Kevan Taylor updated the Council on some key issues.</p> <p><u>Closing the Gap Report</u> Kevan reported that there is connectivity to Right First Time in this report which looks at the strategic drivers for equality in both mental and physical health. <i>There are copies available.</i></p> <p><u>Values</u> Work is ongoing on the Trust's values and the input from Governors has been welcomed. Feedback from staff was that more was needed on their roles and the satisfaction they get from the work they do. Dorothy Cook asked if these will be published. Kevan reported that these will be shared with Council. Rosie McHugh added that the values will be agreed by the Board and then shared with the Governors.</p> <p><u>Dementia</u> Dorothy Cook asked if dementia-friendly initiatives were being looked at in line with the ones the Local Authority will be promoting. Kevan reported that the Trust will be looking at dementia and raising awareness.</p> <p><u>NHS Change Day</u> Jules Jones asked if the Trust were partaking in the NHS Change Day. Kevan responded that an email has gone to all staff outlining how they can get involved.</p>	<p>All to note</p> <p>Rosie McHugh</p>
COG 30/9	<p>Governor Feedback</p> <p>a) <u>Feedback from Governor activities</u></p> <p>The Chair reported that a number of feedback forms had been received from Council members following attendance at meetings and events. (Dorothy Cook, Jules Jones, Myra Wilson and Sue Roe).</p> <p>b) <u>Feedback from Board Questions</u></p> <p>The Chair reported that the feedback to "Ask the Board" questions for December 2013 and January 2014 had been circulated with today's papers.</p> <p>Martin Rosling reported that he had attending a meeting of the Non Executive Directors and Council members prior to this Council meeting. Three questions had been raised in the meeting, which could not be answered and he had agreed to take these questions, on behalf of Council to the Board of Directors meeting on 5th February 2014.</p>	Martin Rosling
COG 30/10	Any Other Urgent Business	

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	<p>a) NHS Change Day Joan Davies reported that details of the NHS Change Day and how to register a pledge had been circulated to Council. Anyone can pledge, not just NHS staff. People are thinking of different initiatives to support this and she mentioned that the IAPT Team has a tree and the pledges people make form the leaves.</p> <p>b) Audit Contract Martin Rosling in his capacity as Chair of the Audit and Assurance Committee reported that the current contract with the Trust Auditors, KPMG expires on 31st March 2014 and Council have the responsibility to appoint the Trust Auditors.</p> <p>He explained that when the Audit Commission was abolished, KPMG were appointed by the Commission to the end their contract term under their original terms and conditions.</p> <p>There are two options to be considered for 1st April 2014. The first would be to undergo a new tendering exercise and the second would be to extend the contract with KPMG for a further 1-2 year period.</p> <p>Martin reported that the Audit and Assurance Committee has discussed this and they will make the recommendation to Board to extend the contract of KPMG. He stated that they have worked well with the Trust and also employed some of the senior staff from the Audit Commission to ensure continuity of services. The contract extension would be for 12 months with an option for a further 12 months.</p> <p>Council discussed the options and questioned the costs involved for this service. Martin responded that a new contract price would be negotiated and discussed with the Director of Finance and reported back through Finance and Investment Committee and to Council.</p> <p>Sue Highton stated that if service delivery and performance is good then a contract extension would be the best course of action. A number of Governors were also in agreement in principle to the extension.</p> <p>Martin stated that the next step is for the Board to consider the recommendation, which will then be fed back to Council which has responsibility to make the overall decision.</p> <p>c) Governor Elections The Chair reminded Governors that there are two workshops being held for new/potential Governors where they can come along and learn more about the role and how to apply. The first is on Wednesday 5th February at 2pm in the Boardroom at SHSC Headquarters, and the second on Tuesday 11th February at 5pm in the Quaker Meeting House. Governors are encouraged to attend and share their experiences of what it's like to be an SHSC Governor.</p> <p>The Chair also reminded Governors that are standing for re-election that the closing date for submission of applications is Wednesday 5th March.</p> <p>d) SHSC Trust Charity</p>	<p>Martin Rosling</p> <p>All to note</p> <p>All to note</p>

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	<p>The Chair reported that the SHSC Charity has been launched and a stall has been set up outside the Mayfield Suite with information and staff available to ask any questions.</p> <p>The Chair thanked everyone for their attendance and brought the meeting to a close.</p>	All to note

Date of Next Meeting: Tuesday 8th April 2014, 2:45pm to 4:45pm Mayfield Suite

Apologies to Sharon Sims, PA to Board Secretary, sharon.sims@shsc.nhs.uk Tel: 0114 2716370