

Council of Governors: Summary Sheet

11th February 2015
Item No 12b

Title of Paper:

Governor Questions to the Board

Presented By:

Chair, Professor Alan Walker

Action Required:

For Information

For Ratification

For a decision

For Feedback

Vote required

For Receipt

To which duty does this refer:

Holding non-executive directors individually and collectively to account for the performance of the Board	X
Appointment, removal and deciding the terms of office of the Chair and non-executive directors	
Determining the remuneration of the Chair and non-executive directors	
Appointing or removing the trust's auditor	
Approving or not the appointment of the trust's chief executive	
Receiving the annual report and accounts and auditor's report	
Representing the interests of members and the public	X
Approving or not increases to non-NHS income of more than 5% of total income	
Approving or not acquisitions, mergers, separations and dissolutions	
Jointly approving changes to the trust's constitution with the Board	
Expressing a view on the Trust's forward plans	
Consideration on the use of income from the provision of goods and services from sources other than the NHS in England	
Monitoring the activities of the Trust to ensure that they are being conducted in a manner consistent with its terms of authorisation and the constitution.	X
Monitoring the Trust's performance against its targets and strategic aims	X

How does this item support the functioning of the Council of Governors?

Putting questions to the Board allows governors an additional measure to hold the Trust to account for its performance and to ensure that the views of governors and members are heard and responded to at the highest level.

Author of Report:

Sam Stoddart

Designation of Author:

Deputy Board Secretary

Date:

27th January 2015

Question from Diane Highfield, Staff Governor

Learning disability services are going through a torrid time at the moment. We have lost Handsworth and Cottam Road and the other Home's look under threat also. Front line staff are under extreme stress with the worry of losing their job with the Trust. Although there has been support and communication from line management, does the board agree that some form of communication should come from you, to front line staff, if only to offer support and understanding of the difficult times being experienced by all?

Response from Kevan Taylor, Chief Executive

The following letter was sent to all staff within supported living and residential care services on 30th December 2014

Dear All

As we go into 2015 I wanted to write to you all to let you know how very much we are aware that this year will be a period of significant uncertainty and change for all of you working in supported living and registered residential care.

The Board of Directors' has asked me to assure you that we are very well aware of the stress and anxiety the current retendering for services is causing for all staff within your service as well as the tenants and their family members.

We have worked hard to ensure that our tenders have been competitive and we have committed resources to ensure that our tenders are of the highest quality. Regular staff communication and feedback sessions will continue throughout the tender period, which is likely to continue for the next 12 months.

We would like to thank you all for your continued commitment to providing quality services to our tenants during this time of uncertainty.

If you have any ongoing queries or anxieties through this unsettling time please make sure you seek support from your manager or contact Workplace Wellbeing. More information about the service and what they offer can be found on the staff intranet and the external website (www.shsc.nhs.uk) and you can contact them on (0114) 2261810.

With best wishes
Kevan Taylor, Chief Executive

Question from Gill Holt, Carer Governor

While we wait for action to be taken on the extension of the psychiatric liaison service, are there any other measures that can be taken, such as mental health awareness training for STH staff to improve the experience of mental health service users in A&E?

Response from Michele Fearon, Service Director, Specialist Directorate

As part of our commissioned service within adult and older adult liaison services we provide regular rolling programmes of training to staff employed by Sheffield Teaching Hospitals (STH) working in both A&E and

on hospital wards. We have to provide this on a regular basis as the Doctors and indeed some of the nurses regularly rotate so are working in an area for more short spells of time.

The training is highly commended by STH staff. As well as formalised training, members of the multi-disciplinary team often provide “one off” specific advice on mental health related matters, to staff working in STH where this is more relevant and a referral is not required.

Question from Pat Molloy, Service User Governor

Is there any independent appeal system against a CQC decision on the grounds that it is perverse?

Response from Tania Baxter, Head of Integrated Governance

Enforcement Action

Providers and registered managers can make written representations to the CQC in respect of any 'notice of proposal' that they wish to make, such as limiting the way an activity is carried on or managed or suspending or cancelling a registered person's registration. Once a 'notice of decision' has been issued by the CQC, providers or registered managers can appeal to a First-tier Tribunal (Health, Education and Social Care Chamber). These are completely independent from the CQC.

Warning Notices

When the CQC issues warning notices, eg if there has been a breach of regulation, providers or registered managers can make representations to the CQC based upon 'inaccurate facts', errors or unfairness etc. There is no right of appeal against a Warning Notice.

The CQC have produced guidance on both of these areas and I have attached them for your convenience.

Please note that the CQC's Enforcement Policy and Guidance will change when the new regulations come into effect from 1 April 2015.

If you would like any further information regarding this, please do not hesitate to contact me.

Alternatively, additional information on CQC enforcement, can be found on their website

<http://www.cqc.org.uk/content/how-we-enforce>