

**OPEN BOARD OF DIRECTORS
12 April 17**

BoD: 12.04.17 Item: 5 i

TITLE OF PAPER	Care Quality Commission (CQC) Provider Report and High Level Action Plan
TO BE PRESENTED BY	Liz Lightbown, Executive Director of Nursing, Professions & Care Standards
ACTION REQUIRED	To receive the reports for information and assurance

OUTCOME	Board Members will be assured of continuing progress
TIMETABLE FOR DECISION	April 2017 Meeting
LINKS TO OTHER KEY REPORTS/ DECISIONS	Reports to the Executive Director Group (EDG) and Quality Assurance Committee (QAC)
LINKS TO THE NHS CONSTITUTION & OTHER RELEVANT FRAMEWORKS BAF, RISK, OUTCOMES	<ul style="list-style-type: none"> • Health and Social Care Act 2008 (Regulated Activities) • Care Quality Commission's Fundamental Standards • Care Quality Commission's Enforcement Policy • Mental Health Act 1983
IMPLICATIONS FOR SERVICE DELIVERY & FINANCIAL IMPACT	Conditions on the Trust's registration with the CQC would affect service delivery
CONSIDERATION OF LEGAL ISSUES	Non-compliance with the action plan could also result in conditions to the Trust's registration with the CQC

Author of Report	Denise Woods
Designation	Interim Director of Care Standards
Date of Report	6 April 2017

SUMMARY REPORT

Report to: Open Board of Directors

Date: 12 April 17

Subject: Care Quality Commission (CQC) Provider Report and High Level Action Plan

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>
				✓	
To provide the Trust's Care Quality Commission (CQC) Comprehensive Inspection Provider Report following the November 2016 inspection, together with a High Level Action Plan, which was presented to the CQC and Trust's stakeholders at the CQC Quality Summit held on 6 th April 2017.					

2. Summary

In March the Trust received the final reports from the Care Quality Commission (CQC) for the November 2016 comprehensive inspection:

- Attached is the Provider report (in addition there are also 10 core service reports and a report for the Clover Group). It should be noted that there are inconsistencies in the CQC's Provider report compared to their reports on the 11 core services. The CQC have advised the Trust that this this version of the Provider report will be removed from the CQC website and replaced with a revised version, following cross referencing of the accuracy of the report to the core service reports.
- Also attached is the High Level Action Plan which was presented to the CQC and Trust's stakeholders at the CQC Quality Summit held on 6th April 2017. In summary:
 - the Safe Domain 'Requires Improvement'.
 - the Effective, Caring, Responsive & Well Led Domains are all 'Good'.
 - the overall rating for the score is 'Good'.

In more detail:

- 8 out of 10 core services are rated Good overall.
- Crisis and Health Based Place of Safety (HBPoS) are rated Requires Improvement.
- The Rehabilitation Wards for working age are rated Requires Improvement
- Clover Group Primary Care are rated Requires Improvement

Out of a total of 50 scores (10 core services times 5 Domains) the Trust has scored:

- 11 Requires Improvement & 37 Good ratings.
- The Trust achieved two 'Outstanding' ratings: one for Community based Mental Health Services for Older People in the Caring Domain; and the other in Substance Misuse in the Responsive Domain.
- The two Learning Disability Core Services, Community Mental Health Services for People with a Learning Disability or Autism and Wards for People with Learning Disabilities or Autism are the two core services to achieve Good across all 5 Domains.

3. Next Steps

The focus will be on areas which scored "Requires Improvement", in order to improve compliance, as well as ensuring continued improvement on those areas rated as "Good", to aim for "Outstanding". The priority is to focus on the "Safe" Domain in order to improve performance and safety. Overall the Trust is aspiring to be "Outstanding".

The formal CQC Action Plan needs to be submitted to the CQC by 25th April. The Care Quality team are co-ordinating this and will meet the required deadline.

4. Required Actions

Board Members are asked to receive the reports for information and assurance.

5. Monitoring Arrangements

The High Level Action Plan and more detailed Core Service Action Plans will be monitored on a monthly basis by the Executive Directors Group (EDG) and Quality Assurance Committee (QAC).

Quarterly updates will be provided to the Board of Directors.

6. Contact Details

For further information, please contact:

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