

COMMITTEE TITLE:	Nottinghamshire County Council – Health Scrutiny Committee
DATE OF MEETING:	25 February 2020
TITLE:	Briefing: Responding to the Care Quality Commission (CQC) Core and Well-Led Inspection report published
PRESENTING OFFICER:	Dr John Brewin (CEO)

1. PURPOSE OF THE REPORT

This briefing is intended to update members with the progress being made by the Trust in response to the Care Quality Commission (CQC) report published in May 2019 and relating to the inspection of our services in January 2019 to March 2019 inclusive.

Acute wards for adults of working age and psychiatric intensive care units
 Community-based mental health services for adults of working age
 Child and adolescent mental health wards
 Community mental health services for people with a learning disability or autism
 Mental health crisis services and health-based places of safety
 Forensic inpatient or secure wards

This briefing covers the findings from the inspection, actions being taken and how actions and improvements will be assured. It assumes that the reader has read the inspection report, which can be found on the CQC website here:

https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ0482.pdf

2. BACKGROUND

The CQC carried out unannounced inspections at various sites across the Trust to look at the quality of care delivered by the six core service types mentioned above. The final inspection report was published on 24 May 2019 and highlighted a number of areas for improvement.

If the CQC find that a registered provider is in breach of the regulations, they act to make sure they improve. The action they take is proportionate to the impact that the breach has on the people who use the service and how serious it is. (*CQC Enforcement Policy - February 2015*). The CQC's judgement following their 2019 inspection was that the breach of regulations they found did not warrant the use of enforcement action against the Trust. They decided that the most appropriate method of addressing the improvements required was to issue requirement notices (Must do's) and recommendations (Should do's) to improve practice.

The CQC rate NHS Trusts at a core service level not an individual hospital or service level. For example, three forensic in-patient hospitals were inspected however only one overall rating was applied which incorporated all three hospitals.

The CQC made a total of 25 requirement notices (Must do's) against seven Health and Social Care Act 2008 (Regulated Activity) Regulations (2014) and the six core services inspected were rated as follows:

Table 1: Core service ratings following the 2019 CQC inspection:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Inadequate ↓ May 2019	Requires improvement ↔ May 2019	Requires improvement ↔ May 2019	Requires improvement ↔ May 2019	Inadequate ↓ May 2019	Inadequate ↓ May 2019
Forensic inpatient or secure wards	Inadequate ↓ May 2019	Good ↔ May 2019	Good ↔ May 2019	Requires improvement ↔ May 2019	Requires improvement ↓ May 2019	Requires improvement ↓ May 2019
Child and adolescent mental health wards	Good ↑ May 2019	Requires improvement ↔ May 2019	Good ↔ May 2019	Good ↔ May 2019	Good ↑ May 2019	Good ↑ May 2019
Community-based mental health services for adults of working age	Good ↑ May 2019	Good ↑ May 2019	Good ↔ May 2019	Good ↔ May 2019	Good ↑ May 2019	Good ↑ May 2019
Mental health crisis services and health-based places of safety	Requires improvement ↓ May 2019	Good ↔ May 2019	Good ↔ May 2019	Good ↔ May 2019	Good ↔ May 2019	Good ↔ May 2019
Community mental health services for people with a learning disability or autism	Good ↑ May 2019	Good ↔ May 2019	Good ↔ May 2019	Requires improvement ↓ May 2019	Good ↔ May 2019	Good ↔ May 2019

An aggregation of the core service ratings led to the Trusts rating going down to 'Requires Improvement' overall:

Table 2: Overall rating for the Trust: 2019:

Overall rating for this trust	Requires improvement
Are services safe?	Requires improvement
Are services effective?	Good
Are services caring?	Good
Are services responsive?	Requires improvement
Are services well-led?	Requires improvement

Since the inspection itself and the subsequent publication of the results the Trust has been working hard to address issues raised by inspectors as well as highlight and showcase services which are providing outstanding practice.

3. FINDINGS AND ACTIONS

The CQC has rated 12 of the Trusts 16 core services as good overall. This includes the previous ratings of services not inspected this time. An action plan was developed against all of the requirements and recommendations. Progress is monitored monthly and has been shared with CQC.

Adult Mental Health Inpatient services: Five of the eight actions have achieved the required standard. Bespoke risk assessment training packages and learning from improvements to care planning which were introduced in other services within the Trust will underpin the improvements in the remaining three actions.

Community based mental health services for adults of working age: Services were found to have made significant improvements since the last core inspection where services were rated inadequate in the Safe domain. The service is now rated 'Good' across all five domains. Internally, the single requirement notice issued by the CQC in respect of safe medicine storage has now been assessed as compliant.

Child and adolescent mental health wards: This core service received one requirement notice in respect of keeping patient information on white boards etc confidential. This has now been signed off as complete and the solution has been rolled out to other services within the Directorate.

Community mental health services for people with a learning disability or autism: The single 'Must' do in the CLDT was delayed due to staff shortages within PALS to take forward the development of accessible complaints information. Patients do however have access to routine complaint information in accessible formats which is provided at their initial assessment therefore this action is considered to be complete. We will seek patient feedback to ensure the action we have taken meets individual requirements.

Mental health crisis services and health-based places of safety: There were three 'Must' do's two of which have been completed. The remaining issue relates to building works to improve sound proofing in the S136 suite.

Forensic inpatient services (medium and low secure): Ten Must do's actions were issued at the last inspection. Of this number three have been signed off as complete. The main compliance challenges for the services relate to staffing and the impact this has on outcomes for patients. Two actions which were previously considered to have been met were recently re-opened. One was in response to a patient safety incident which revealed that some staff were confident in using new procedures. The second is linked to the provision of electronic hand-held observation devices, the deployment of which has been unavoidably delayed.

Reviews, which are independent of the Divisions are planned during February and March 2020 to assess progress against all of the requirements the CQC made.

4. REPORTING AND MONITORING

The post inspection improvement plan includes a robust process to monitor our progress. Each outcome has a designated executive lead and clinical lead who is responsible for the completion. Regular updates and evidence are supplied to the Trust's Quality Committee and to the Board of Directors.

5. CONCLUSION AND RECOMMENDATIONS

The Trust has made significant progress on its improvement journey since the CQC Inspection between January and March 2019. The Trust's transformation programme has started to deliver improvements across our services and we are confident that patients and staff will be starting to feel the benefits of these improvements.

The Health Scrutiny Committee is asked to take assurance on the actions the Trust is taking to bring about sustainable improvements following the CQC inspection.

6. REFERENCES, SUPPLEMENTARY READING & APPENDICES

CQC 2019 Inspection Report of Nottinghamshire Healthcare NHS Foundation Trust:
https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ0482.pdf