

Quality Improvement Plan (CQC inspection 2018)

OUR VALUES



CORE SERVICE	Safe	Effective	Caring	Responsive	Well-led	Overall
	2018					
OVERALL PROVIDER RATING	RI	RI	G	G	RI	RI
Community health services for adults	G	G	O	G	G	G
Community health services for children & young people	G	G	G	G	G	G
Community health inpatient services	G	G	G	G	G	G
Community end of life care	G	RI	G	G	G	G
Urgent care	G	G	G	G	G	G
Acute wards for adults of working age & PICUs	RI	G	G	G	RI	RI
Long-stay or rehab mental health wards	G	G	G	O	O	O
Forensic inpatient or secure wards	G	G	G	G	G	G
Child and adolescent mental health wards	RI	G	G	G	RI	RI
Wards for older people with MH problems	RI	RI	G	I	RI	RI
Wards for people with a learning disability/autism	G	G	O	O	G	O
Community-based mental health services	G	RI	G	G	G	G
MH crisis services / health-based places of safety	G	RI	G	G	RI	RI
Community mental health services for older people	G	RI	G	G	G	G
Community services for people with a learning disability/autism	G	G	O	G	G	G
Eating Disorder service (not inspected in 2018)	G	G	G	G	G	G
Perinatal services (not inspected in 2018)	O	O	O	O	O	O

CQC Inspection Report 2018

- Community services now rated 'Good' overall
- Learning Disabilities inpatient and Long Stay Mental Health wards rated as 'Outstanding' overall.
- 26 improvements in the core services
- 6 Outstanding ratings
- 43 Core Services remained at a consistent level
- 'Caring' and 'Responsive' domains rated as good overall.

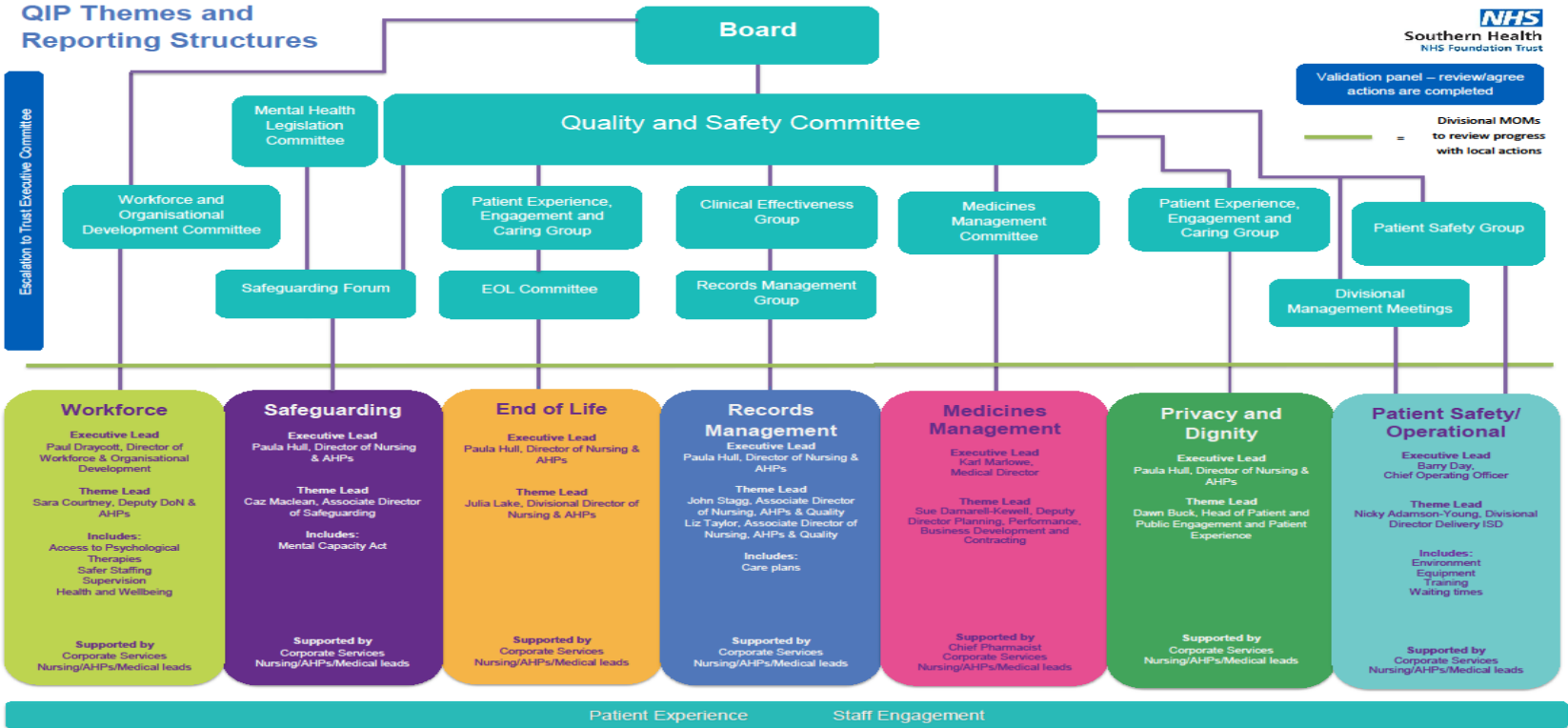
CQC recommended:

- 20 'must' actions
- 74 'should' actions
- A Quality Improvement Plan covering all the actions was developed and submitted to CQC in November 2018

OUR VALUES



Themes and Reporting Structures



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Quality Improvement Plan (CQC) 2018 Dashboard

RAG status	Overdue (P/O): 6% 3%		At risk (P/O): 3% 3%		On track (P/O): 52% 75%		Unvalidated (P/O): 15% 10%		Completed (P/O): 24% 10%											
	Nov-18		Dec-18		Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19	
	Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome		Process / Outcome	
Overdue	0	0	1	1	4	2	5	3	4	2										
At risk	0	0	0	0	0	0	0	0	2	2										
On track	64	67	56	61	48	60	40	55	37	53										
Complete- Unvalidated	0	0	7	5	8	4	13	7	11	7										
Completed	7	4	7	4	11	5	13	6	17	7										
TOTAL	71	71	71	71	71	71	71	71	71	71	0	0	0	0	0	0	0	0	0	0

OUR VALUES



Patients & people first



Partnership



Respect

Next Steps

- 🌀 Quality Improvement Methodology and Approach
- 🌀 Focus on outcome measures and actions being embedded into Business as Usual
- 🌀 New roles of experts by experience / Working in Partnership



Any Questions?

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