

Hampshire Hospitals NHS FT Update of Progress since CQC Inspection July 2018

Julie Dawes – Chief Nurse

Sarah Mussett – Head of Quality Programme

This is where we were.....

CQC published inspection to HHFT in September 2018:

Section 31 notice of decision(urgent and emergency care)

Section 29a warning notice (privacy and dignity, equipment, training)

8 requirement notices

A number of 'must-do's'

Our Progress.....

Our weekly meeting reviews the key issues we are concerned about and reviews the Quality Recovery Plan Dashboard to ensure we are regularly reviewing progress.

Our CQC action plan has the following status to its actions:

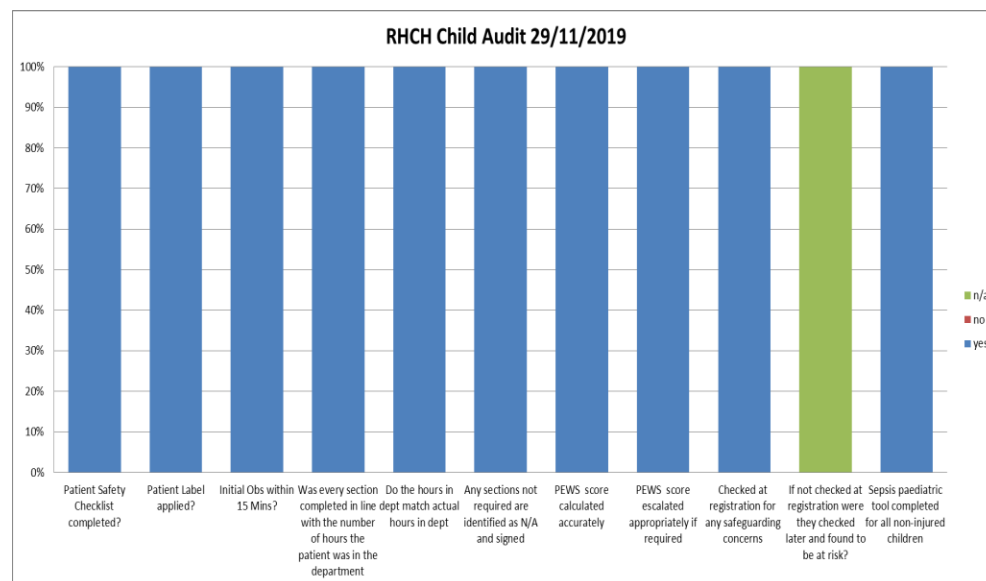
| | |
|--|------------|
| Overdue | 0 |
| Partially met | 26 |
| On track | 0 |
| Complete | 190 |
| New actions | 0 |
| Completed but needs to be monitored | 13 |
| Total number of actions | 229 |

Our Progress – Emergency Care

We are delighted to report that CQC lifted the section 31 notice to improve on our Emergency Departments.

They have recognised the improvements that have been made in all the 5 conditions from the 2018 inspection and the 4 must dos from the January 2019 inspection to Basingstoke.

- Paediatric Care
- Staff Recruitment
- Safety Checklist
- Paediatric Environment
- Staff Training



Our Progress – Emergency Care

Environmental Changes

Both Emergency Departments have;

- New Rapid Assessment and Treatment areas (RAT's) to help the flow of patients
- New Paediatric Assessment Units



Our Progress – Mental Health and Learning Disabilities

Recruitment of Lead Nurses for Mental Health and Learning Disabilities

- Educate staff
- Provide specialist advise on patient care
- Link with the Mental Health and Learning Disabilities services

Core24 Mental Health Liaison Services

- Now agreed with CCG and in place

Mental Health Act Manager

- Expert in the application and paperwork supporting the

Mental Health Act

Our Progress – Medical Equipment and Health & Safety

- Separate Committees reporting directly to Quality and Performance Committees – Executive Oversight
- Equipment asset tagging, servicing and training improved
- Capital replacement programme
- Environmental risk assessments – all clinical areas
- Ligature management programme

Mandatory Health and Safety Training

HHFT Mandatory Health and Safety Training

H&S Risk Assessment

This course aims are to give an understanding of the importance of risk assessment and current applicable legislation, to promote awareness and understanding of what constitutes a hazard,

to promote understanding of the 5 steps of carrying out a risk assessment, and to give an understanding of different control measures and how these might be implemented.

By the end of this session, candidates will understand the importance of risk assessment and current applicable legislation, understand what constitutes a hazard, understand the hierarchy of controls, and be able to carry out a risk assessment.



Our Progress – Good Governance

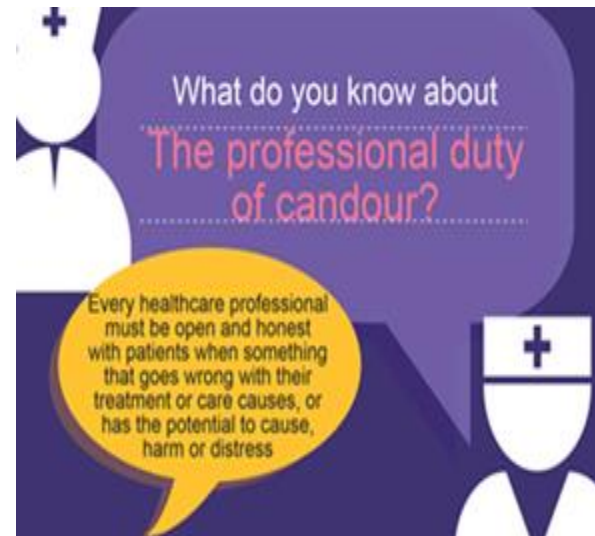
- Duty of Candour Training
- Mental Capacity Training
- Implementing Accessible Information Standard
- Improving complaints handling
- Reduction in Mixed Sex Accommodation Breaches

Your information your way

Do you need information
in a different way?



Do you need support?



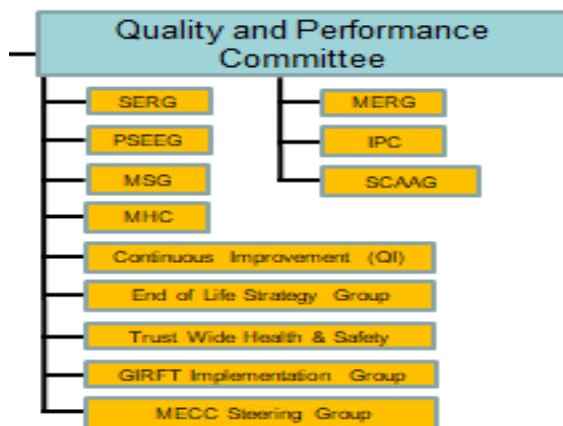
Our Progress - Well-Led Domain

Recruitment of Two Non-Executive Directors for Quality

Simon Holmes
and Ruth Williams



New Quality and Performance Committee & Quality Structure



Key

- PSEEG** – Patient safety effective experience group
- PEG** – Patient Experience Group
- DTC** – Drugs and Therapeutics Committee
- H,S&R** – Health, Safety and Risk
- TRAPAG** – Trust Radiation Protection Advisory Group
- PAG** – Policy Approval Group
- SERG** – Serious Event Review Group
- EOLC** – End of Life Care
- MERG** – Medicines Event Review Group
- IPC** – Infection Prevention Committee
- HTA** – Human Tissue Authority
- MCEG** – Membership and Community Engagement Group
- MSG** – Mortality Surveillance Group
- MHC** – Mental Health Committee
- IPC** – Infection, Prevention and Control
- SCAAG** – Safeguarding Children and Adults Assurance Group

Our Progress – Continuing to Improve

- Staff Engagement / Culture Change Programme
- Appraisal rates currently 84% against a 90% target
- Board Assurance Framework Revised – Divisions now renewing their Risk Registers
- Complaints response time – now a Quality Improvement project
- Clinical Recruitment – Overseas Nurses Recruitment and support in place
- Estate maintenance
- Continued focus on Mental Health Act training
- Patient Flow / Bed Moves

Forthcoming Inspection

- CQC inspection will take place during January 2020
- Focus groups took place in November
- Unannounced inspection
- Four core service lines
- CQC attending January Trust Board and Quality and Performance Committee
- Well-led interviews with the Board and key members of staff scheduled for 11 / 12 February 2020
- Report and outcome for factual accuracy – April / May 2020

Rating at Previous Inspection

| | Safe | Effective | Caring | Responsive | Well-led |
|-----|----------------------|----------------------|--------|----------------------|----------------------|
| CQC | Requires Improvement | Requires Improvement | Good | Requires Improvement | Requires Improvement |

Trust Self-Assessment prior to Inspection

| | Safe | Effective | Caring | Responsive | Well-led |
|---------------|---------------------------|-----------|--------|---------------------------|----------|
| Provider wide | Requires Improvement ↔ | Good ↑ | Good ↔ | Requires Improvement ↔ | Good ↑ |