

Meeting: Governing Body			
Meeting Date	24 January 2018	Action	Receive
Item No.	11b	Confidential	No
Title	Quality Dashboard		
Presented By	Catherine Jackson, Executive Nurse		
Author	Catherine Jackson, Executive Nurse Carolyn Trembath, Quality Monitoring and Performance Lead Dr. Cathy Fines, Executive Lead for Safeguarding		
Clinical Lead	Cathy Fines/Catherine Jackson		

Executive Summary
<p>The Quality Dashboard provides an overview of:</p> <ul style="list-style-type: none"> • Fairfield General Hospitals Perfect Fortnight • Pennine Acute and Pennine Care updates • General Practice update • Nursing Home update
Recommendations
<p>It is recommended that the Governing Body:</p> <ul style="list-style-type: none"> • Receive the report for information; • Note the main focus areas raised; and • Note the recommendations and take action where required.

Links to CCG Strategic Objectives	
To empower patients so that they want to, and do, take responsibility for their own healthcare. This includes prevention, self-care and navigation of the system.	<input type="checkbox"/>
To deliver system wide transformation in priority areas through innovation	<input checked="" type="checkbox"/>
To develop Primary Care to become excellent and high performing commissioners	<input checked="" type="checkbox"/>
To work with the Local Authority to establish a single commissioning organisation	<input type="checkbox"/>
To maintain and further develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning.	<input type="checkbox"/>
To deliver long term financial sustainability in partnership with all stakeholders through innovative investment which will benefit the whole Bury economy.	<input type="checkbox"/>
To develop the Locality Care Organisation to a level of maturity such that it can consistently deliver high quality services in line with Commissioner's intentions.	<input checked="" type="checkbox"/>
Supports NHS Bury CCG Governance arrangements	<input checked="" type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	Yes

GBAF

- GBAF 2.2
- GBAF 2.3

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>Add here if yes</i>						
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any associated risks?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Increased waiting times in some community services that are currently being reviewed with Pennine Care NHS Foundation Trust Timeliness of responses to CQC action plans by both Pennine Acute Hospitals NHS Trust and Pennine Care						

Governance and Reporting		
Meeting	Date	Outcome
Quality and Performance	10/01/2018	Recommended for submission to Governing Body

QUALITY REPORT

Governing Body - January 2018

January update – Perfect Fortnight – Fairfield General

- During **January 2018**, Bury and Rochdale Care Organisation will run a '**Perfect 365**' exercise.
- This will be a 'Perfect Fortnight' where extra support and focus will be deployed from managerial and leadership staff as well as colleagues from external partner agencies to support urgent care and patient flow.
- Senior staff will work alongside ward teams and A&E to really understand the pressures that they encounter on a daily basis; the factors that can prevent timely flow and discharge and impact on patient experience.
- This will also focus on how the wider health and public sector can support achieving improved outcomes for patients.
- The aim is to make sure there are sustainable solutions to all issues and delays so they are improved permanently, not just for the short-term, to have a Perfect day every day! **#Perfect365**.
- The aim is a 'Perfect Fortnight' with a difference!

Pennine Acute Hospital Trust (PAHT)

Greater Manchester Health and Social Care Partnership (GMHSCP) Improvement Board continue to have overview of the risks on stability and quality improvement for the Trust. The sub-group - Clinical Quality Leads (CQL) feeds into the Improvement Board where progress is under scrutiny.

The CQC undertook unannounced inspections during October 2017. Verbal feedback has been shared with no immediate serious concerns identified. A draft report will be provided to PAHT on 11th January 2018 for comment before final publication.

Safeguarding update

- The restructure in the service and linking staff to particular specialties has enabled an increase in the workforce. The roles are across the new Northern Care Alliance enabling joint work with Salford Royal NHS Foundation Trust (SRFT).
- Adult and child safeguarding training has been reviewed to ensure it is fit for purpose and CQC compliant. The training includes Mental Capacity Act (MCA) and the Wellness Recovery Action Plan (WRAP).
- The safeguarding children audit plan is now in place. The plan has an increased accountability and links to record keeping guidance and also captures the voice of the child.
- All staff require core competencies for both adult and children safeguarding. MCA training is a requirement for all staff involved with patients that are over the age of 16.

IM&T update

- PAHT has recently shared its road map for upgrading and improving its Information Technology (IT) systems and platforms across the Northern Care Alliance.
- There is also a renewed focus on records management to support this.
- A five year investment plan is being developed linking with that in Salford Royal FT.

Pennine Care Foundation Trust (PCFT) - Community Services

CQC inspection (June 2016)

- PCFT's CQC inspection identified 11 'must dos' (legal requirements) and 11 'should dos' (recommendations) for community services.
- Bury community services were not further inspected during 2017.
- A Recovery Board and a Quality Assurance Board has been established to oversee delivery of the Trust Wide CQC Action Plan in early 2017 which has a greater focus on Mental Health Services but included Community Services.
- Locally the CCG has oversight and scrutiny of Community Services Quality through the local Commissioning and Quality meetings and Serious Incident panels.
- A pressure ulcer identification, recording and reporting review is underway with a quality deep dive being held in January 2018.

Pennine Care Foundation Trust (PCFT) - Mental Health Services

CQC inspections (June 2016, June 2017)

- A Recovery Board and a Quality Assurance Board has been established to oversee delivery of the Trust Wide CQC Action Plan in early 2017 which has a greater focus on Mental Health Services but included Community Services.
- Limited progress has been made on the provision of single sex accommodation.
- Limited progress on where patients are looked after when a decision to admit from A&E has been made but no bed is available.

Quality Deep Dives

- Trust wide quality deep dives are being established on a quarterly basis (led by HMR CCG).

Young People's Services (Healthy Young Minds)

- Bury's transition service for 16 to 18 year olds is due to launch in April 2018 and include new link workers to support schools and colleges.
- A trainee psychological therapist is being recruited for the new Bury model

CQUIN 2017/18 (improving physical health care)

- Bury is the only borough to use the Summary Care Record to share information. Bury is the only CCG where Greater Manchester physical health standards have been applied to the GP contract.

General Practice Update

Quality in Primary Care Contract

Review of Local Commissioned Service (LCS) has now been completed. Performance monitoring and analysis is now underway for all primary care contracts.

The Primary Care Team are now reviewing commissioning decisions for the new financial year with the proposed Quality in Primary Care (QinPC) Phase 3 and Combined LCS going live in general practice from 1 April 2018.

Friends & Family Test (FFT) Results

93% of practices submitted FFT results in October 2017. A total of 470 responses were received with 89% of patients recommending their GP practice to friends and family.

CQC

Peel GPs were inspected by CQC in November 2017 and have maintained their overall rating of good.

Primary Care Quality Visits

The Primary Care Team are starting to plan the quality visits for 2018 with the first round of visits commencing in March.

Nursing Home Update

Nursing Home Quality and Safeguarding Dashboard - Bury CCG

Safeguarding Investigations													
Type	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Neglect		1	1	3		5	4		3				17
Physical	4	1		5	1		1	2	2				16
Sexual		1											1
Psychological							1						
Financial				1					1				2
Organsational						1							1
Total	4	2	2	9	1	6	5	2	6				37

Nursing Home Forum Attendance												
Home	2016/17						2017/18					
	Apr	Jun	Aug	Oct	Dec	Feb	Apr	Jun	Aug	Oct	Dec	Feb
Ainsworth	y	y	y	y	y			y	y		y	
Bank House		y	y	y	y	y	y	y	y	y	y	
Burrswood House			y	y	y		y	y		y		
Cameron House	y			y			y			y		
Gorsey Clough		y	y	y	y	y	y	y	y			
Healthlands	y	y	y	y	y	y	y	y	y		y	
Nazareth House		y		y		y		y		y		
Oak Lodge	y	y			y	y	y				y	
Regency Care						y	y		y	y		
Rose Court				y		y	y	y	y	y		
The Elton Unit	y	y	y	y				y	y	y	y	
Bury Hospice			y	y			y			y		

Most Recent CQC Inspections			
Home	Date	Outcome	Comments
Ainsworth	06/12/2016	Requires Improvement	
Bank House	25/11/2016	Good	
Burrswood House	07/04/2016	Good	
Cameron House	20/04/2015	Good	
Gorsey Clough	06/12/2016	Good	
Healthlands	07/10/2017	Good	Outstanding in responsive
Nazareth House	29/11/2016	Good	
Oak Lodge	16/07/2016	Good	
Regency Care	08/06/2016	Good	
Rose Court	15/11/2017	Good	Outstanding in well-led
The Elton Unit	02/05/2017	Good	

Most Recent Local Authority/CCG Assurance Visits			
Home	Date	Outcome	Comments
Ainsworth	29/06/2017	Partially Assured	Awaiting assurance on children's safeguarding policy
Bank House	06/06/2017	Fully Assured	
Burrswood House	31/07/2017	Fully Assured	
Cameron House	17/05/2017	Fully Assured	
Gorsey Clough	28/07/2017	Fully Assured	
Healthlands	23/05/2017	Fully Assured	
Nazareth House	31/10/2017	Fully Assured	
Oak Lodge	05/09/2016	Partially Assured	Follow up visit to take place 22/11/2017
Regency Care	31/07/2017	Fully Assured	
Rose Court	19/07/2016	Fully Assured	
The Elton Unit	21/07/2017	Fully assured	

Nursing Home Update cont

Clinical Supervision Attendance									
	2016/17			2017/18			2018/19		
	Sept	Jan	May	Sept	Jan	May	Sept	Jan	May
Home									
Ainsworth	Y								
Bank House	Y	Y							
Burrswood House	Y								
Cameron House									
Gorsey Clough	Y	Y							
Healthlands	Y		y						
Nazareth House	Y								
Oak Lodge									
Regency Care				y					
Rose Court	Y								
Elton Unit/Priory		Y							
Beenstock (OOA)		Y							

Most Recent Infection Control Audit			
Home	Date	Outcome	Comments
Ainsworth	Apr-17	97%	
Bank House	Mar-17	96%	
Burrswood House	Dec-17	89%	
Cameron House	Sep-16	93%	
Gorsey Clough	May-17	89%	
Healthlands	Jun-17	97%	
Nazareth House	Aug-16	87%	
Oak Lodge	Apr-17	98%	
Regency Care	Jun-17	92%	
Rose Court	Mar-17	98%	
The Elton Unit	Jul-17	96%	

Quality and Resilience:

Divisional Director of Nursing, Fairfield General Hospital (FGH) attended the Nursing Home Forum for discussions about discharges from FGH and will be attending future forums to establish positive relationships with home managers and clinical leads.

She has invited home managers to attend Ward Managers meeting at FGH to further relationship building; plan is to attend in January 2018.

Quality Report Forward Planner

Quality Dashboard 2018												
Contents	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Regular updates for:												
Monthly strategic update	√	√	√	√	√	√	√	√	√	√	√	√
General Practice	√	√	√	√	√	√	√	√	√	√	√	√
PAHT	√	√	√	√	√	√	√	√	√	√	√	√
PCFT Mental Health	√	√	√	√	√	√	√	√	√	√	√	√
PCFT Community Services	√	√	√	√	√	√	√	√	√	√	√	√
Nursing Homes	√		√				√				√	
Additional Information												
Transforming Care			√			√			√			√
CHC Update						√				√		
PHBs update					√				√			
Public Health update					√		√			√		
Walk Around reports		√	√	√				√		√		
Provider Quality Accounts						√						
Quality Premium			√				√				√	
CQUIN update			Q3			Q4			Q1			Q2
LD Mortality update				√						√		
Mortality (HSMR/SHMI)		√						√				