

REPORT TO THE TRUST BOARD: PUBLIC
13 March 2019

Title	Quality Assurance Committee 28 February 2019 – Chair’s Report
Committee Chair	Mary Elford, Committee Chair
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Purpose of the report

To bring to the Board’s attention key issues and assurances discussed at the Quality Assurance Committee (QAC) meeting held on 28 February 2019.

Issues to be brought to Board’s attention

The following key items and assurances were considered by the Committee at its meeting on 28 February 2019:

- **Quality & Safety Report – Adult Community Health Services (CHS), Tower Hamlets, Newham and Bedfordshire:** The Committee noted:
 - Priorities for 2018/19 include reducing violence and aggression experienced by staff in the community, ensuring electronic patient record system – EMIS – used in Bedfordshire supports safe and effective care, and working with acute Trusts to improve discharge experiences
 - Integration between Community Health Services and Mental Health Services in Bedfordshire is planned to be part of the Trust’s objective in Year 3; learning from Tower Hamlets Together may be helpful, as also lessons from the Newham ‘Building Healthier Communities’ initiative
 - The Workforce Steering Group is looking strategically at staffing priorities in the three areas, and liaising with staff at City University
 - Committee agreed to review at its meeting in September the cultural and organisational steps required and other work being undertaken to address the high level of violence to staff in community settings.

- **Cross Cutting Themes – Foot Health Services:** The Committee noted:
 - The focus of resources in all three areas is on those most at risk of ulceration and infection
 - PUFFIN service (Pressure Ulcer Foot First Initiative) has recently been shortlisted for an award
 - The varying actions being taken in different areas to try to assist members of the public who struggle to afford private chiropody, for example, the work in training carers in safe toenail cutting
 - The emphasis on a holistic approach by District Nurses in order to spot potential concerns prior to becoming sever
 - The innovate university course training Apprentices to carry out ‘technical work’ under supervision.

- **Mental Health Law Update:** The Committee received a detail update report on Mental Health Law building on the Annual Report presented to the Board in November 2018. Key points noted and discussed included:
 - The Trust very rarely has unlawful detentions nor undertakes unlawful treatment
 - Future reports to the Quality Committee will focus on improving the recording of

patients' consent to treatment and on ensuring that inpatients understand their rights

- Recommendations from the national review of the Mental Health Act are being taken forward including replacing 'Deprivation of Liberty Safeguards' with 'Liberty Protection Safeguards'
 - The information that the Trust wants to know in respect of the quality of decision making re detentions and discharges, staff knowledge in applying the law, and patient involvement in detention decisions as well as thematic analysis of reports, incidents and complaints
 - The assurance that the Trust requires through the Mental Health Law Scheme of Delegation
 - It was agreed that the Quality Assurance Committee would receive an annual update on Mental Health Law in addition to the annual report presented to Board.
- **Evaluation of the Tower Hamlets Neighbourhood Care Team (NCT):** A report on the qualitative evaluation by University College London Partners and economic evaluation of the Tower Hamlets Neighbourhood Care Team (NCT) pilot which ran from May 2017 to August 2018 using the principles of the Buurtzorg model of care. Key points noted and discussed included:
 - Qualitative evaluations found that service user and carer, and staff experience was significantly improved in the pilot. This was due to the time nurses were able to spend with service users, the person-centred nature of the teams' approach, joined up health and social care, the continuity of care and the teams' accessibility
 - The evaluation found there were a number of challenges including the hierarchy within the NHS and the nursing profession in the context of self-management, team dynamics, caseload and administration
 - The scalability assessment found that the NCT approach is significantly more expensive than business as usual and although there are potential wider system savings, further evidence is needed
 - The assessment found that the area where cost-effectiveness is most likely is for service users with both nursing and reablement needs
 - The intention is to form a working group to determine how to adopt some of the practical findings of the evaluations into practice.
 - **CQC:** The Committee noted that the date for the next CQC inspection visit has not yet been confirmed, and as a Provider Information Request has not been received would expect this to be around three months ahead. All 'should do' recommendations from the previous inspection have been implemented and 'CQC readiness' preparations are in progress with those services that have not previously been inspected and with new NEDs and Governors.

Glossary

QAC	Quality Assurance Committee
CQC	Care Quality Commission
NCT	Neighbourhood Care Team
PUFFIN service	Pressure Ulcer Foot First Initiative