

REPORT TO THE TRUST BOARD: PUBLIC
30 January 2020

Title	Quality Assurance Committee 4 November 2019 and 6 January 2020: Committee 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 4 November 2019 and 6 January 2020.

Issues to be brought to Board's attention

At its meeting on 4 November 2019 the Committee considered a range of items including quality and safety report for Forensic Services; Legal Claims annual report; Internal Audit report; Quality Report 2019-2020 preparation plans; and the Board Assurance Framework: quality and safety risks relating to the Trust's strategic objective of improving patient experience.

The Committee wished to draw the Board's attention to its discussions on:

- **Quality and safety report for Forensic Services:**
 - Focus on population health, e.g. involvement of external providers such as housing associations, work placements for Forensic patients to provide work experience and potential references to assist with obtaining external employment
 - New Community Pilot Team has achieved expected levels of discharges from hospital
 - Large reductions in out of area placements
 - Quality Improvement initiatives with meaningful service user co-production and addressing 'taboo' issues
 - Challenges include periods of high acuity, medical recruitment, new models of care arrangements where the Trust is both provider and commissioner) and impact of new psychoactive substances
- **Legal Claims annual report:** the Committee requested further consideration be given to 'no fault compensation' for staff claims
- **Internal audit report:**
 - Assurance on the 'lessons learnt' report specifically in relation to the systems for monitoring that lessons learnt from incidents (assurance systems and culture) are embedded in practice
 - Horizon scanning briefings including Trust in the Boardroom and Catch 22 Digital Transformation and Cyber Security. With regards to the latter briefing, the Committee requested that the Trust assesses itself against 'what good looks like as detailed in the publication

At its meeting on 6 January 2020 the Committee considered a range of items including quality and safety reports for Adult Mental Health Services; update reports covering restraint/restrictive practice, learning from deaths, Internal Audit progress, small teams; Quality Impact Assessment for Creating a Centre of Excellence for Continuing Care at the East Ham Care Centre; and the Board Assurance Framework: quality and safety risks relating to the Trust's strategic objective of improving patient experience.

The Committee wished to draw the Board's attention to its discussions on:

- **Quality and Safety Report –Adult Mental Health Services:** The presentations and discussions covered City & Hackney, Newham, Tower Hamlets and focused on key achievements, priorities and challenges. The challenges with the lack of support for the provision of street triage in Newham were highlighted
- **Quality and Safety Report (Cross Cutting Themes) – Restraint /Restrictive Practice:** In discussion the Committee received assurance on the lessons learnt on the trauma-informed

approach to share, the reinforcing of the 'safety culture bundle' and the human rights-based approach, and the benefit of identifying intermediate spaces to permit de-escalation of situations, as well as the priority of learning from incidents through rigorous debriefing.

- **Small Teams Progress Report**

- A review of the engagement of 'smaller' teams in quality assurance (QA) processes and their connectedness to other services locally and across the Trust as well as the quality of these services has been undertaken
- For Community Health Services many small teams felt connected with other services and the wider Trust and most engaged with QA processes
- For Mental Health Services some teams feel disconnected from others and do not take advantage of the opportunity for networking or working collaboratively
- The QA team is undertaking an in-depth project to support these services to ensure they are able to measure and understand the quality of the services they are providing. The processes redesign work offers opportunities for the generation of learning networks to better support and align the work, improve learning and sharing across geographies and similar services.

- **Complaints Process:** The process for handling complaints from receipt to Board reporting was reviewed. The Committee requested that the flowchart be updated to include informal complaints management and also that further consideration be given to the reporting of Ombudsman findings to the Board.

- **Research and Innovation Annual Report:**

- Innovation and research is a key part of the work of the NHS, to ensure that patients continue to benefit from improved and 'modern' services, and to help deliver better outcomes to patients
- A range of peer reviewed scientific papers have been published including the largest study ever conducted about a specific aspect of continuity of care (*Epidemiology an Psychiatric Sciences*); a service user and carer research group in collaboration with clinicians and researchers published *Research Involvement and Engagement*
- The Committee commended the significant work being undertaken at the Trust including a focus on promoting a more widespread culture of enquiry throughout the Trust.

- **Board Assurance Framework:** The Committee noted the actions being taken to mitigate the risks in relation to the Trust's strategic objective *improved experience of care* and agreed there should be no changes to the risk scorings. A detailed update is included in the Integrated Quality & Performance Report.

- **QAC Minutes:** The approved Minutes of the Quality Assurance Committee meeting held on 9 September and 4 November 2019 are available on request by Board Directors from the Associate Director of Corporate Governance. It is also intended that these will be available in a separate folder for approved minutes on BoardPack.