

BAF Risk 4	If essential standards of quality and safety are not maintained, this may result in the provision of sub-optimal care and increases the risk of harm						
Strategic Priority	Improved experience of care						
Review Date	28 February 2022						
Executive Lead	Chief Nurse						
Lead Committee	Quality Assurance Committee						
Risk Score 2021/2022							
Residual	Apr/May	Jun/Jul	Aug/Sept	Oct/ Nov	Dec/ Jan	Feb	Target
15	12 ↓	12 ↔	12 ↔	12 ↔	12 ↔	12 ↔	9
Context							
<ul style="list-style-type: none"> Covid-19 and flu: <ul style="list-style-type: none"> Government's announcement to 'living with Covid' removing legal requirements to self-isolate, test and wear masks Decreasing number of infection rates in the community Plans for implementation of VCOD paused CQC activity: <ul style="list-style-type: none"> Trust retained outstanding rating Action plan (1 Must Do/13 Should Do actions) developed PFDs: <ul style="list-style-type: none"> 2 notices issued: two deaths of service users known to Bedfordshire MHS and Newham MHS PFD actions plans monitored through Patient Safety Forum Increased clinical activity as a result of Omicron and increased demand in crisis services and bed occupancy, and longer waits for assessments and treatment MHA Implementation Group established in relation to Use of Force Act 							
Gaps in Control or Assurance							
<ul style="list-style-type: none"> Framework created to enable teams to have a consistent way to ensure that processes are in place to effectively manage referrals and waiting lists to minimise harm G1 CHS and primary care clinical practice assurance programme G2 Support a reduction in SIs G3 Improve learning from patient safety incidents and issues. Patient Safety Forum started August 2021 as a Trust-wide operation forum to monitor progress of patient safety related workstream – reporting to Quality Committee G4 Embedding and understanding of primary care services and ensure corporate functions support adequately G5 Comprehensive CQC readiness including well-led. CQC preparation process with plan for overview of quality, safety and leadership with smart actions to monitor and track progress 							
Progress							
What's going well inc future opportunities	What are the current challenges inc future risks			How are these challenges being managed			
<ul style="list-style-type: none"> Escalation and sharing of evolving Covid incidence across inpatients Joint and coordinated management of bed occupancy, flow and discharges in line with Covid safe practices ICS level partnership work which supports our out of hospital offer Virtual CQC MHA visits continue on inpatient wards. Awaiting written feedback from virtual interviews with staff on Crystal ward in Newham Centre of Mental Health, Galaxy ward, Coborn Unit CAMHS, and Rosebank ward, Tower Hamlets Staff absences have continued to decrease with average of 50 since last update Executive walkrounds have continued with teams NED walkround process now standardised 	<p>Demand in operational services continues to increase including waiting lists:</p> <ul style="list-style-type: none"> In winter period alongside continuing Covid, its associated disruptors, staff absences increasing, isolation requirements and caring responsibilities <p>Workforce:</p> <ul style="list-style-type: none"> Recruitment challenges due to vacancies with additional requirements for MH transformation work Training uptake requiring release of staff due to covering of wards and increased training needs linked to infection control/prevention and the PFD <p>Complaints: high number of overdue complaints which following a targeted response has now been cleared</p>			<ul style="list-style-type: none"> Services continue to review delivery based on risks of patients group and staff availability New analytics in PowerBI released to support community-based teams using RiO to view and manage their caseload and waits in real-time Standardised recovery plans for waiting lists and backlogs, overseen through the internal performance management structures, led by the CQO Complaints: review of complaints management including strengthening process and oversight, establishment of a complaints group meeting, and redesigning corporate structure. QI project will recommence to review complaints management and timelines CQO is hosting webinars for team leads on the topic of nurturing team health and wellbeing 			