

Meeting:	Health and social care overview and scrutiny committee
Meeting date:	6 July 2016
Title of report:	2gether NHS Foundation Trust Care Quality Commission inspection
Report by:	Joint commissioning manager

Classification

Open

Key decision

This is not an executive decision.

Wards affected

County-wide

Purpose

To review the performance of 2gether NHS Foundation Trust in providing mental health and learning disability services in Herefordshire in the light of the recent Care Quality Commission (CQC) Inspection

Recommendation(s)

THAT:

- (a) The performance of 2gether NHS Foundation Trust be reviewed;**
- (b) The committee makes recommendations to the trust and to CCG and council commissioners in relation to further improvements required in relation to performance; and**
- (c) Any items for further attention be identified for addition to the Committee's work programme.**

Alternative options

- 1 It is open to the committee to make recommendations regarding further actions to improve performance.

Reasons for recommendations

- 2 To enable the committee to fulfil its functions by reviewing the performance of 2gether NHS foundation trust in relation to outcomes for local people and communities, policy objectives and performance targets.

Key considerations

- 3 The CQC inspected 2gether NHS FT between 26th and 30th October 2015. Their inspection reports have been published and the trust achieved an overall 'Good' grading; however the report identified some areas for improvement, These areas of concern were not specifically focused on services in Herefordshire in the main but are still of interest to local commissioners. .
- 4 The trust held a quality summit on the 25 February 2016, involving CQC, Herefordshire Council, Herefordshire CCG, representatives from Gloucestershire and NHS England to immediately develop solutions to the issues raised in the CQC report.
- 5 This report provides highlights of the overall reports and reports of the services inspected. There are details of generic issues and those particular to Herefordshire patients. It also details the things that the CQC has said that the trust must do.
- 6 The trust was rated as 'Good' overall. However 'Safe' was rated as 'Requires Improvement'
 - Are Mental Health Services safe? Requires improvement
 - Are Mental Health Services effective? Good
 - Are Mental Health Services caring? Good
 - Are Mental Health Services responsive? Good
 - Are Mental Health Services well-led? Good
- 7 The CQC rated the trust as 'Good' as two of the 10 core services that were inspected were rated 'Outstanding' overall and seven 'Good' overall.
- 8 The majority of patients and carers were positive about their experiences of receiving care and treatment. Staff were caring, enthusiastic and committed to delivering high quality care and treating patients and carers with dignity and respect.
- 9 The trust was well-led with an experienced, skilled and committed board, including an inspirational, astute and dedicated executive leadership team, insightful and supportive non executives and a dedicated board of governors who provided a robust level of challenge.
- 10 Overall, the trust was rated as 'Requires Improvement' for the key question 'are

services safe'? There were pockets of poor practice and poor services that needed improvement in wards for older people, rehabilitation wards, and wards for people with learning disabilities and community services for older people and those for adults of working age. None of these were generic in nature or widespread across the trust.

Community impact

- 11 Mental health is one of the priorities within the Herefordshire Health and Wellbeing Strategy, the Herefordshire Children and Young People's Plan; and recognised nationally as an area of importance in terms of health inequalities, addressing stigma and cost to the economy.

Equality duty

- 13 The CQC report did look at services for people detained under the Mental Health Act, people with learning disabilities and provision for vulnerable people and their families.

Financial implications

- 14 There are no financial implications for Herefordshire Council.

Legal implications

- 15 There are a number of legal regulations that the trust has not met. The CQC has told the Trust to take action in relation to these and to inform the CQC when this has happened. These are covered in the Quality action plan. In relation to Herefordshire, these are:

The environment at Oak House was of a poor standard and the building layout did not facilitate safe observation of patients. Staff could not easily observe or respond to incidents.

The trust's cleaning arrangements did not ensure all areas were being adequately cleaned. The clinic room at 27a St Owen Street, Hereford was not being cleaned and the equipment in it was not being maintained. It was visibly dirty and liquid from an unused refrigerator was leaking onto medical equipment.

CT Learning Disabilities - The trust did not have appropriate systems and processes in place to ensure the quality of services were planned, monitored and maintained. There was no audit plan and staff did not participate in any local or national clinical audits (Herefordshire & Gloucestershire).

Staff in all community older adult teams were not updating electronic patient records accurately. Identified risk was not reflected in patient care plans. There were undue delays in adding information to patient records. Consent to treatment was not always present in care records (Herefordshire & Gloucestershire).

Patients were not routinely involved in decision-making as far as they are capable of doing so in relation to their own plan of care and Section 17 leave. Conditions of leave did not always take into account the patient's wishes, and those of carers, friends, and others who may be involved. There was not always evidence in patients files to show that the responsible clinician's had made a record of their assessment of the patient's capacity to consent at first administration of treatment for mental health.

Risk management

- 16 There are no known risks to Herefordshire Council arising from the CQC recommendations.

Consultees

- 17 2gether NHS Foundation Trust shall be presenting their Quality Action Plan developed in relation to the CQC findings. Herefordshire CCG has been a consultee to its development.

Appendices

- Appendix 1 – Presentation: Introduction to 2gether NHS Foundation Trust
- Appendix 2 – Presentation: CQC Report findings
- Appendix 3 – Presentation: Scrutiny presentation

Background papers

- None identified.