

Stockton-on-Tees Borough Council: Adult Social Care and Health Select Committee  
22<sup>nd</sup> June 2021

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## **RE: An Update on our Care Quality Commission (CQC) Action Plan**

Following an unannounced Care Quality Commission (CQC) inspection on some of our adult inpatient wards in January, the CQC published a report from those inspections on Friday 26<sup>th</sup> March 2021. You can read the full report here <https://www.cqc.org.uk/provider/RX3>

In January the CQC visited three wards at Roseberry Park in Middlesbrough, one ward at Cross Lane Hospital in Scarborough and one ward at West Park Hospital, Darlington. Following the inspections we received correspondence from the CQC relating to concerns about our risk management processes, which they felt were complex and difficult to follow. This is detailed in the report.

Due to these concerns, and subsequent enforcement action, the CQC has rated our acute wards for adults of working age and psychiatric intensive care units 'inadequate' for both safe and well-led. This rating is an individual service rating and does not affect our overall trust CQC rating which remains 'requires improvement'.

I wanted to share with you some of the significant steps we have taken over the last few months.

Whilst work to address a number of these concerns was already underway, making rapid progress has been a priority for us and we have made improvements across both inpatient and community services in all of our localities.

Embedding such large-scale change quickly – and in the midst of a pandemic - is clearly a challenge and I am hugely grateful to our staff for their hard work and to our partners for your ongoing support.

I thought it would be helpful to summarise just some of the work that we have been doing as part of our action plan, which is overseen and reviewed by an external quality assurance board including representatives from NHS England and Improvement, commissioners and the CQC.

We have:

- Introduced new, simpler, safety (risk management) summaries and safety plans for our patients in both inpatient and community settings. We've also reviewed safety summaries and plans for approximately 56,000 patients who are currently under our care.
- Ongoing assurance schedules and more regular ward safety audits, which are carried out by different groups of staff – both senior management and staff peers – to ensure the new procedures are being fully implemented.

- Introduced masterclasses about the simpler processes, with over 1,500 frontline staff attending sessions. We have also developed a new mandatory and statutory training package, which will be delivered via e-learning and we are delivering suicide prevention training.
- Extended the use of Oxehealth Digital Care Assistant, which provides sensory monitoring of patients in their rooms, from three wards to a further 12 wards.
- Launched a recruitment programme. We have committed £5.4 million for extra staffing for our inpatient wards and these posts are currently being advertised.
- Established a practice development team, a new clinical supervision working group and additional leadership development.

We have provided the CQC with evidence of our improvements. As with all enforcement action, the notice will remain in place until the CQC is able to re-inspect and review the particular areas of concern. However, we have already made great progress and we are committed to making continued improvements across our services.

We were also already well underway developing Our Journey to Change, our new strategic direction, which has now launched. This has improving the experience for people who use our services, families, carers, staff and partners at the heart of everything we do and will help us to embed this work. Ultimately our focus is to work collaboratively, to promote and uphold a culture of compassion, respect and responsibility and importantly, to ensure we deliver safe and personalised care, which means a great experience for the people who use our services, their families and carers.

We'll continue to keep you updated but please do get in touch if you'd like to talk about this in more detail with me or a member of the team.

Many thanks

Brent Kilmurray  
Chief executive  
Tees, Esk and Wear Valleys NHS Foundation Trust