

Care Quality Commission (CQC) Improvement Actions

June 2021

The CQC inspections in January

- In January, CQC inspectors visited:
 - three wards at Roseberry Park
 - one ward at Cross Lane Hospital and
 - one ward at West Park Hospital
- The CQC had concerns about our risk management processes, which they felt were complex and difficult to follow.

Our action plan

- Whilst work to address these concerns was already underway, making rapid progress has been a priority for us.
- We developed an improvement programme, which is overseen and reviewed by an external quality assurance board which includes representatives from NHS England and Improvement, commissioners and the CQC.
- 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. We are hugely grateful to our staff for their hard work and to our partners for your ongoing support.

Actions

We have:

- Introduced new, simpler, safety (risk management) summaries and safety plans for our patients in both inpatient and community settings.
- 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.

Actions

We have:

- 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.

Assurance and oversight

- We have provided assurance to the Care Quality Commission (CQC) that effective systems are in place in our wards to help keep patients safe - and that further improvements are already underway.
- The Trust's improvement programme is overseen and reviewed by an external quality assurance board which includes representatives from NHS England and Improvement, commissioners and the CQC.
- New assurance schedule launched in April includes ongoing supportive audit and programme of improvement
- Directors visits monthly focussed on learning from incidents
- Peer review took place in May

Further actions

Launch of Our Journey To Change

journey to change

Our Journey To Change

Tees, Esk and Wear Valleys
NHS Foundation Trust

1 Why we do what we do
We want people to lead their best possible lives.

2 What people have told us about the sort of organisation we were in 2020
We have a lot to be proud of, yet we don't always provide a good enough experience and at times let down those who use our services, their carers and their families.

3 The kind of organisation we want to be

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We will co-create safe and personalised care that improves the lives of people with mental health needs, a learning disability or autism, involving them and their carers as equal partners. We will listen, learn, improve and innovate together with our communities and will always be respectful, compassionate, and responsible.

5 We are committed to three big goals for the next five years

Goal 1 To co-create a great experience for our patients, carers and families, so you will experience:

- **Outstanding** and compassionate care, all of the time.
- **Access** to the care that is right for you.
- **Support** to achieve your goals.
- **Choice** and control.

Goal 2 To co-create a great experience for our colleagues, so you will be:

- **Proud**, because your work is meaningful.
- **Involved** in decisions that affect you.
- **Well led** and managed.
- That your workplace is **fit for purpose**.

Goal 3 To be a great partner, so we will:

- Have a **shared understanding** of the needs and the strengths of our communities
- Be **working innovatively** across organisational boundaries to improve services.
- Be **widely recognised** for what we have achieved together.

Your opinions are important to achieve our goals. Get involved

Respect

- Listening
- Inclusive
- Working in partnership

Compassion

- Kind
- Supportive
- Recognising and celebrating

Responsibility

- Honest
- Learning
- Ambitious

The most important way we will get there is by living our values, all of the time

www.tevv.nhs.uk/our-journey-to-change