

# Care Quality Commission (CQC) Update

**Stockton Borough Council - Adult Social  
Care and Health Select Committee**

February 2022

# What we'll cover today

- An update on our recent core service of :
  - Community Child & Adolescent Mental Health Services
  - Community Adult Mental Health Services
  - Crisis and Health Based Places of Safety
  - Secure Inpatient Services
- Update on the CQC well-led inspection
- Progress update on the actions we've taken to date
- Our future direction and longer term actions
- An opportunity to ask any questions

# Secure Inpatient Service Inspection Progress

- Key issues identified by the CQC (Warning Notice Section 29A):
  - Staffing (01<sup>st</sup> March 2022)
  - Safeguarding (30<sup>th</sup> November 2021)
  - Governance systems for quality and safety (30<sup>th</sup> November 2021)
- Key Actions Taken by 30 November 2021
  - Reviewed the use of restrictive practices
  - Further work undertaken to embed the use of safety summaries and safety plans
  - Improvements in compliance with Level 3 Safeguarding Training and Safeguarding Lead based on site

# Secure Inpatient Service Inspection Progress

- Key Actions Taken by 30 November 2021
  - Electronic system (SafeCare) implemented to support the management of safe staffing
  - Improving the flow of patient safety information (including incidents and safe staffing) through daily and monthly management and assurance processes
  - Robust monitoring and, when necessary, improvements in the delivery of psychological therapies, activities and leave
  - Continuation of the cultural work that has taken place within the service
- Further actions due by 01 March 2022
  - Recruitment and retention
  - Further work to support e-rostering in the service
  - Development of Workforce Councils

# Community Child & Adolescent Mental Health Services Inspection Progress

- Key issues identified by the CQC (Warning Notice Section 29A):
  - Staffing levels to meet the demands of the service (1<sup>st</sup> March '22)
  - Systems for review of young people waiting for treatment including specialist assessments (1<sup>st</sup> November '21)
  - Mandatory training compliance (1<sup>st</sup> March '22)
- Key actions taken by 1 November 2021:
  - Review of all young people waiting for treatment
  - New system in place for Keeping in Touch processes and ongoing review of potential risks

# Community Child & Adolescent Mental Health Services Inspection Progress

- Further actions due by 01 March 2022
  - Caseload analysis to 'level load' between teams or clinicians and identify additional resource that may be required
  - Focus on mandatory training – making good progress
  - Recruitment to all vacant posts (on-going) with some agency support in the short term
- Additional actions
  - An electronic solution for Keeping in Touch as been designed and piloted – to be implemented June 2022
  - We will be evaluating the new Keeping in Touch process with young people, families and carers in May 2022

## **Crisis and Health Based Places of safety Inspection Feedback**

- A number of areas of good practice were highlighted within the inspection report. Areas for improvement include systems for the storage of medication in one crisis team.
- The Crisis/ HBPOS services received an overall rating of good

## **Community Adult Mental Health Inspection Feedback**

- A number of areas of good practice were highlighted within the inspection report. Areas for development identified included timely access to services and consistency of approach to caseload management.
- The Community AMH service received an overall rating of requires improvement.

# AMH and PICU Follow Up Inspection Progress

- Key issues raised by the CQC:
  - Complex systems for risk assessment and risk management
- Key actions taken:
  - Quality Assurance Programme implemented to provide quality oversight of clinical risk assessment and risk management
  - System redesign for recording of risk assessment and risk management
  - Roll out to embed the systems for new risk assessment and risk management processes in all other specialties
- A follow up inspection was undertaken by the CQC 25 -27 May 2022
  - The CQC were assured by the progress and the service was subsequently re-rated as Requires Improvement



# Well-led Inspection Progress

- Key issues identified by the CQC:
  - Governance Systems and structures
  - Develop the work to progress 'Our Journey to Change Programme'
  - Response to allegations of discriminatory and/or inappropriate behaviours
  - Learning from incidents and complaints
  - Corporate risk register
- Key actions taken:
  - Board Development Programme
  - Board Assurance Framework
  - Restructure
  - External support and oversight

# Our Journey To Change

**journey to change**

**Our Journey To Change**

**NHS**  
 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**  
 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.

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

**Respect**

- Listening
- Inclusive
- Working in partnership

**Compassion**

- Kind
- Supportive
- Recognising and celebrating

**Responsibility**

- Honest
- Learning
- Ambitious

**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

[www.tevv.nhs.uk/our-journey-to-change](http://www.tevv.nhs.uk/our-journey-to-change)

**Thank you**

**Any questions?**