

Stockton Borough Council

Adult Social Care and Health Select Committee



Tees, Esk and Wear Valleys
NHS Foundation Trust

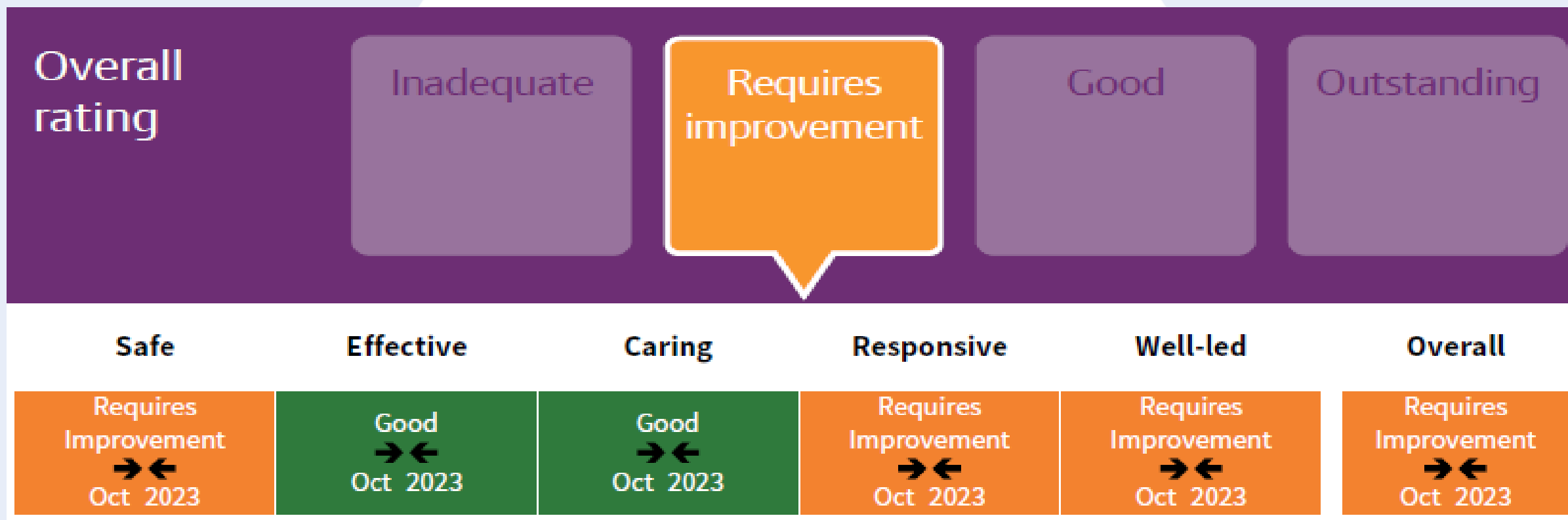
CQC Inspection 2023 findings & Improvement Plan progress 2023/24

David Jennings

Chair of the Board of Directors, Chair of the Council of Governors

21 May 2024

CQC Core Service and Well-led Inspection – October 2023



The overall Trust rating remains as: **Requires Improvement**

A reflection on our journey so far...



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NHS Foundation Trust

CQC inspection

Dec 2021

Oct 2023

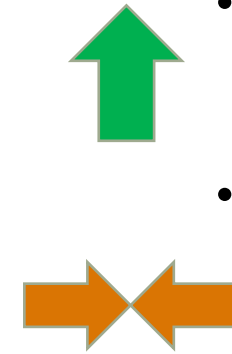
	Safe	Effective	Caring	Responsive	Well-led	Overall
Specialist eating disorders service	Requires Improvement	Outstanding ☆	Good	Good	Good	Good
Specialist community mental health services for children and young people	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement
Community mental health services with learning disabilities or autism	Good	Requires Improvement	Outstanding ☆	Good	Good	Good
Community-based mental health services for older people	Good	Good	Good	Good	Good	Good
Mental health crisis services and health-based places of safety	Good	Good	Good	Good	Good	Good
Wards for people with a learning disability or autism	Inadequate	Inadequate	Requires Improvement	Requires Improvement	Inadequate	Inadequate
Forensic inpatient or secure wards	Inadequate	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Long stay or rehabilitation mental health wards for working age adults	Requires Improvement	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Requires Improvement	Good	Good	Good	Requires Improvement	Requires Improvement
Acute wards for adults of working age and psychiatric intensive care units	Requires Improvement	Good	Good	Good	Requires Improvement	Requires Improvement
Community-based mental health services for adults of working age	Good	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement

	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires Improvement ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Requires Improvement ↔ Oct 2023	Requires Improvement ↔ Oct 2023
Community-based mental health services of adults of working age	Requires Improvement ↓ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Requires Improvement ↔ Oct 2023	Good ↑ Oct 2023	Requires Improvement ↔ Oct 2023
Wards for older people with mental health problems	Requires Improvement ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023
Long stay or rehabilitation mental health wards for working age adults	Requires improvement Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020
Community mental health services for people with a learning disability or autism	Requires Improvement ↓ Oct 2023	Good ↑ Oct 2023	Good ↓ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023
Forensic inpatient or secure wards	Requires Improvement ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023	Good ↑ Oct 2023
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Community-based mental health services for older people	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020	Good Mar 2020
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Mental health crisis services and health-based places of safety	Good Dec 2021	Good Dec 2021	Good Dec 2021	Good Dec 2021	Good Dec 2021	Good Dec 2021

CQC Core Service and Well-led Inspection 2023 - ratings

	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires Improvement ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Good ↔ Oct 2023	Requires Improvement ↔ Oct 2023	Requires Improvement ↔ Oct 2023
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Of the 6 Core Services inspected:



- **3** Overall Core Service ratings have improved (MHSOP, ALD Inpatient, and Secure Inpatient Services)
- **3** Overall Core Service ratings have remained the same (AMH Acute and PICU, AMH Community and ALD Community)
- There have been **12** CQC domains across the core services inspected that have improved, **15** which have remained the same, **3** where the rating has decreased.



Positives

- ✓ Clear vision and strategic direction, that staff understood.
- ✓ Staff demonstrated the trust's values in the care they provided.
- ✓ Positive changes in leadership and culture.
- ✓ Continued good engagement with staff, stakeholders and partners.
- ✓ Innovative practice.
- ✓ Person-centred care.
- ✓ Multi-disciplinary working.
- ✓ Environmental changes.
- ✓ Medication management.
- ✓ Risk management.
- ✓ Governance.

Areas for Improvement

- Staffing.
- Mandatory/Statutory training.
- Complaints/PALs compliance.
- Supervision.
- Waiting times.
- Physical health monitoring.
- Serious Incident processes (including Duty of Candour).

Summary

- The CQC recognised that significant improvements had been made since 2021.
- The report demonstrates that our strategy and leadership is right, and that we have staff who are making a difference - we see this as a firm foundation from which to keep moving forward.
- Patients and carers told the CQC that the care they received from our staff was kind and compassionate, and that they were actively involved in their care planning.
- We know there's more to do, and we're committed to making these changes and are already making progress.
- The historical backlog of series incidents has been cleared, and sustainability plan is in place to make sure it doesn't happen again.
- A new Patient Safety Incident Response Framework (PSIRF) has been implemented, which actively supports multi-disciplinary learning from incidents.
- Staffing was another area of concern, and whilst this isn't unique to TEWV, we've got a real grip on this.
- We recently welcomed 150 newly qualified nurses – we've recruited to over 1,780 positions – and reduced our reliance on agency staff by 10%.
- Our retention rate is something we're proud of - TEWV are in the top 10 of mental health trusts in England on retaining staff.
- We are committed to staying focussed and to continuous improvement, and to providing safe and kind care every day.



Thank you
any questions?





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NHS Foundation Trust

Supplemental information on the role of governors and accountabilities – for information only

The Role of a Governor

- **Governors** have a unique role within the NHS whose duties are specified in two acts of Parliament (*National Health Service Act 2006* and *Health and Social Care Act 2012*).
- They **are not** employees of the Trust however hold certain duties within the organisation's governance.
- Governors **are not** responsible for operational decisions or managing staff. They must not represent their own interests, nor can they deal with complaints or act as an advocate for people.

Governor accountabilities 1/2

- Approve / remove the Trust's external auditor.
- Receive the Trust's annual accounts, any report of the auditor on them and the annual report.
- To hold the Non-executive Directors individually and collectively to account for the performance of the Board.
- Appoint, and if appropriate remove, the Chair and Non-executive Directors.
- Decide the remuneration and allowances, and the other terms and conditions of office, of the chair and the other Non-executive Directors.
- Approve the appointment of the Chief Executive.

Governor accountabilities 2/2

- Approve amendments to the Trust's Constitution.
- Be consulted on the future plans for the Trust and of any significant changes to the way services are provided.
- Approve “significant transactions” and approve an application by the Trust to enter into a merger, acquisition, separation or dissolution.
- Decide whether the Trust's non-NHS work would significantly interfere with its principal purpose, which is to provide goods and services for the health service in England, or performing its other function.
- To represent the interests of members of the trust as a whole and the interests of the public.

**More information is available
on our website**

Becoming a Trust Governor - Tees Esk
and Wear Valley NHS Foundation Trust
(tewv.nhs.uk)