



Rotherham Health Select Committee

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Sign up to
.....
SAFETY
LISTEN LEARN ACT

Quality Report

- Nationally mandated
- 2015/16 is our eighth Quality Report

Our CQC ratings (September 2015)...



Last rated - 19 January 2016



	Safe	Effective	Caring	Responsive	Well-led	Overall
10a/10b Station Road	Good	Good	Good	Good	Good	Good
88 Travis Gardens	Good	Good	Outstanding	Good	Good	Good
Domiciliary Care	Good	Good	Good	Good	Good	Good
Substance misuse services	Requires improvement	Requires improvement	Good	Good	Good	Requires improvement
Community health services for children, young people and families	Good	Good	Good	Outstanding	Outstanding	Outstanding
Community health inpatient services	Requires improvement	Good	Good	Good	Good	Good
Forensic inpatient/secure wards	Good	Good	Good	Good	Good	Good
Community-based mental health services for adults of working age	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement
Mental health crisis services and health-based places of safety	Good	Outstanding	Good	Outstanding	Good	Outstanding

Our overall rating ...

Overall
Requires
improvement

[Read overall
summary](#)

Safe	Requires improvement ●
Effective	Requires improvement ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

What the CQC said we do well ...

Learning Disability Services

- Solar Centre - commended by patients and carers
- 88 Travis Gardens – Outstanding for Caring

Adult Mental Health Services

- Mental Health Crisis Teams – Rated Overall by CQC as Outstanding
- Mulberry House – Introduction of the 'Perfect Week'
- Doncaster Perinatal Service
- Rotherham dedicated service for deaf patients with mental health problems

Children & Young People's Mental Health Services

- Safeguarding Advisor in post and training at a high level across all services
- Out of hours duty system provides excellent coverage of emergency/crisis calls
- Peer Support Workers assist with transition to adult mental health services

Drug & Alcohol Services

- Peer Mentor Scheme developed, including training packages to provide service users with the skills and knowledge to become Peer Mentors
- Peer Mentors from New Beginnings worked across the services in Doncaster and three had progressed into paid employment

Older People's Mental Health Services

- Community-based services for Older People rated as Outstanding for Caring
- Young Onset Dementia Day Care offering carer respite and patient engagement
- Male Carers Support Group for patients with Huntington's Disease
- Cognitive Stimulation Programme – support patients with cognitive functioning
- Kings Fund advice and guidance to make wards Dementia Friendly

Our approach and response ...

September 2015 - Immediate actions were taken and action plan drafted following initial feedback from CQC.

November 2015 - Trust Quality Improvement Plan developed following receipt of draft CQC reports.

December 2015 - Executive director leads identified for all quality improvement actions.

February 2016 - Trust Quality Improvement Plan shared at Quality Summit

March 2016 - Action Plan submitted to Care Quality Commission

Our governance arrangements ...

- Published CQC Reports to the Board of Directors meeting on 28 January 2016
- Monthly action plan updates to Board of Directors
- Monitoring and oversight by Executive Management Team (EMT)
- Divisional action plans monitored through Trust Board of Directors' Sub Committees
- Divisional-level action plans to address local issues and share learning

PATIENT SAFETY

Quality Metric	BASELINE 2014/15	AIM	Q1 2015/16	Q2 2015/16	Q2 2015/16
PATIENT SAFETY					
Sign Up to Safety					
Number of serious incidents*	88	Aim to reduce major/moderate medication errors to 0 by March 2018	24	17	18
			2015/16 forecast :	82	
Number of Trust reported suicides/suspected suicides*	21		4	5	2
			2015/16 forecast :	18	
Number of Trust reported suicides/suspected suicides expressed as a rate per 100,000 England population*	0.05		0.01	0.01	0.01
			2015/16 forecast :	0.01	
Number of Grade 3 pressure ulcers*	29		2	0	4
			2015/16 forecast :	8	
Number of Grade 4 pressure ulcers*	5		0	0	0
			2015/16 forecast :	0	
Number of restrictive interventions	Not reported in 2014/15	417	301	345	
		2015/16 forecast :	1436		
Number of falls (serious incidents)	2	1	1	2	
		2015/16 forecast :	4		
Number of medication errors	45	8	3	Reported quarter retrospective	
		2015/16 forecast :	32		

PATIENT EXPERIENCE

Quality Metric	BASELINE 2014/15	AIM	Q1 2015/16	Q2 2015/16	Q3 2015/16
Patient Friends and Family Test					
Percentage of service users/patients who would 'be extremely likely / likely to recommend our service to friends and family if they needed similar care or treatment'	95.6% (Q4, 2014/15)	To achieve % above national average	84.7%	87.3% (July/August 2015)	88.3%
Complaints					
Number of complaints received	124	Aim to reduce by 5% (117 in 2015/16)	33	24	34
			2015/16 forecast : 114		
Percentage of complaints 'upheld'	17%	Reduce by 5% (16% in 2015/16)	9.1%	12.5%	Reported quarter retrospective
			2015/16 forecast : 10.5%		
Annual Community Mental Health Survey					
Score for 'Overall care received in the last 12 months' (CQC annual community mental health survey)	7.3 (About the same as other Trusts)	Aim to be 'better than other Trusts'	Annual survey results published Autumn 2015	Annual survey results published Autumn 2015	7.2
Score for 'were you involved as much as you wanted to be in agreeing what care you will receive?' (CQC annual community mental health survey)	7.9 (About the same as other Trusts)	Aim to be 'better than other Trusts'	Annual survey results published Autumn 2015	Annual survey results published Autumn 2015	7.7
Score for 'were you involved as much as you wanted to be in discussing how your care is working' (CQC annual community mental health survey)	8.1 (About the same as other Trusts)	Aim to be 'better than other Trusts'	Annual survey results published Autumn 2015	Annual survey results published Autumn 2015	7.7
Percentage of service users who responded to annual community mental health survey	26%	Aim to increase response rate above national average	Annual survey results published Autumn 2015	Annual survey results published Autumn 2015	32%

CLINICAL EFFECTIVENESS

South Humber
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Quality Metric	BASELINE 2014/15	AIM	Q1 2015/16	Q2 2015/16	Q3 2015/16
CQUIN					
Percentage of CQUIN achieved in Mental Health and Learning Disability services	96%	Aim to achieve 100%	100%	100%	Reported quarter retrospective
Percentage of CQUIN achieved in Community services	100%	Aim to achieve 100%	100%	100%	Reported quarter retrospective
Percentage of CQUIN achieved in Forensic services	100%	Aim to achieve 100%	100%	100%	Reported quarter retrospective
Clinical Audit					
Percentage of clinical audits rated as 'Outstanding'	To be developed in 2015/16	To be developed in 2015/16	22%	25%	0%
Percentage of clinical audits rated as 'Good'	To be developed in 2015/16	To be developed in 2015/16	33%	25%	50%



Finally ...

- Receive HSC comments for inclusion in the Quality Report – May 2016
- Report to Board of Directors – 28 April 2016
- Report to Council of Governors – 13 May 2016
- Report to Monitor – 27 May 2016
- Review by Audit Commission – April/May 2016

Thank you

Any questions?

Rotherham Doncaster and South Humber
NHS Foundation Trust

