

**Rotherham Health  
Select Committee**

**16 April 2015**

**‘Quality Matters’**

**Karen Cvijetic**



# What is a Quality Report?

- Nationally mandated
- 2014/15 is our seventh Quality Report



# 2014/15 Quality Performance

- **Care Quality Commission (CQC)**

- Registered with no conditions



- **CQC Inspections**

- 1 inspection of Trust services – Rotherham Learning Disability: Cranworth Close

- **Compliant with all essential standards of quality and safety reviewed**

- **CQC Mental Health Act Monitoring visits**

- 12 monitoring visits of Trust mental health inpatient services – 6 in Rotherham

- **Compliant with some minor improvement actions**



# 2014/15 Quality Performance

## ● Commissioner led quality visits

- 2 visits to mental health and community services in Doncaster – Woodlands (Older Peoples Mental Health), Swallownest Court (Adult Mental Health)
- Positive feedback :
  - Positive patient interaction
  - Staff demonstrated competence and confidence in care planning, commitment and compassion in care delivery
  - Environment was clean, with staff doing activities with patients
  - Patient feedback forms available on the ward and the patients knew how to complain
- Areas for improvement:
  - Develop training plan to help increase staff awareness on how to recognise and help patients with a learning difficulty
  - Easy read should be used whenever possible for patient information
  - Look at how the ward areas help prevent the spread of infections



# Quality Improvement Strategy 2014-16

## Patient Safety

### ● Sign up to Safety

Sign up to Safety is:

a National Campaign led by NHS England

that aims to deliver harm free care for every patient, every time, everywhere

it champions openness and honesty and supports everyone to improve the safety of patients

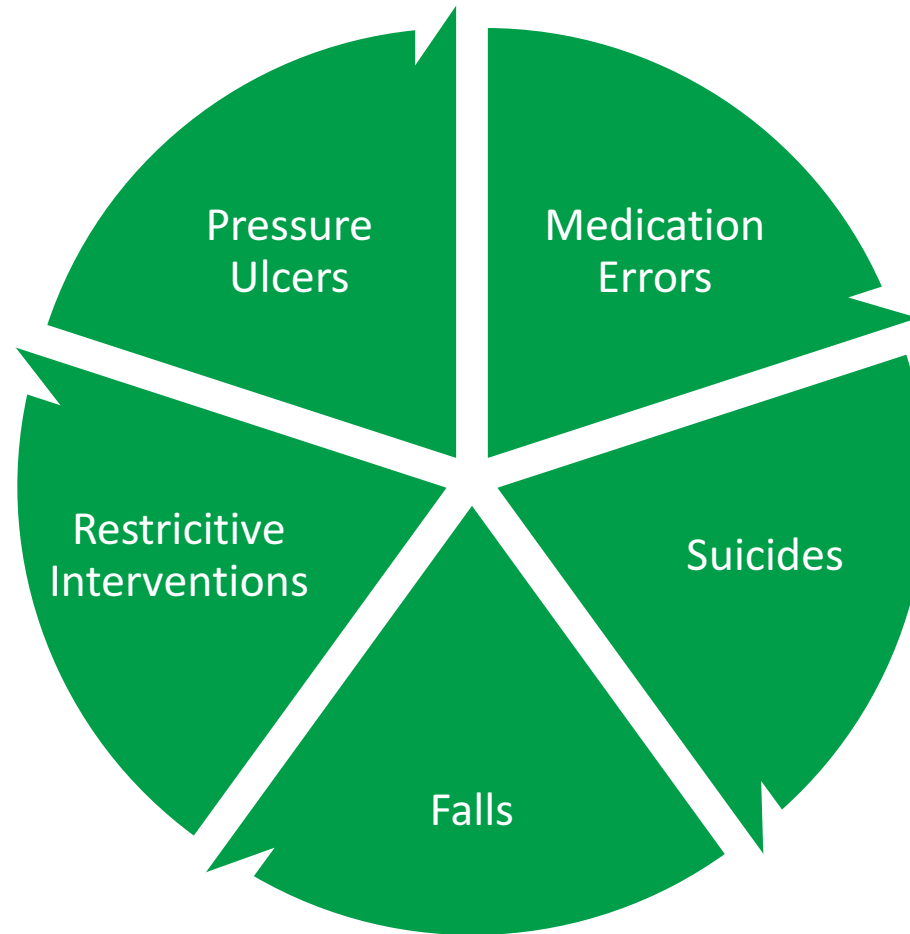
Sign up to Safety's 3 year objective is to reduce avoidable harm by 50% and save 6,000 lives.



# Quality Improvement Strategy 2014-16

## Patient Safety

- Five key areas:





# Quality Improvement Strategy 2014-16

## Clinical Effectiveness

- Care Pathways and Packages
- Commissioning for Quality Indicators (CQUIN)
- NICE



# Quality Improvement Strategy 2014-16

## Patient Experience

- Commissioning for Quality Indicators (CQUIN)
- Listen to Learn
- National Mental Health Service User Survey
- NHS Friends and Family Test





# Quality Improvement Strategy 2014-16

## Our Staff

- Safer Staffing
- Leadership
- Professional Strategy
- Leading the Way with Quality
- NHS Staff Survey



## Francis Declaration

- Trust Francis Declaration jointly signed off by Board of Directors and Council of Governors in December 2013
- Four Francis priorities for 2014:
  - Culture
  - Engagement
  - Non professionally qualified staff
  - Whistleblowing



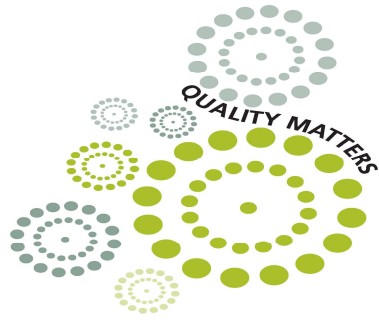
## Local Commissioning Priorities 2014/15

- Consideration of investment in priority areas
- A review of mental health and learning disability services
- A review of the Learning Disabilities Assessment and Treatment Unit and community services
- Development of a comprehensive CAMHS strategy
- Development of care pathways and packages (Mental Health Payment and Pricing Systems)



## Next Steps

- Receive HSC comments for inclusion in the Quality Report – May 2015
- Report to Board of Directors – 30 April 2015
- Report to Council of Governors – 15 May 2015
- Report to Monitor – 29 May 2015
- Review by Audit Commission – April/May 2015



Thank you

Any questions