

GATESHEAD METROPOLITAN BOROUGH COUNCIL
CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE
MEETING

Thursday, 16 May 2019

PRESENT: Councillor S Green (Chair)

Councillor(s): M Charlton, M Hood, I Patterson, J Simpson,
J Wallace, J Lee and K McClurey

APOLOGIES: Councillor(s): W Dick, K Ferdinand, B Goldsworthy,
M Goldsworthy, R Mullen, A Wheeler, P McNally, M Hall and
Gibson

CHW136 QUALITY ACCOUNTS 2018-19

The OSC were invited to comment on the Quality Accounts for Gateshead Health NHS Foundation Trust, and Northumberland Tyne and Wear NHS Foundation Trust.

Overview and Scrutiny Committees, along with Healthwatch, are invited on a voluntary basis, to review the Quality Accounts of relevant providers and supply a statement commenting on the Account – based on the knowledge they have of the provider.

The Committee considered the Draft Quality Accounts for Gateshead Health NHS Foundation Trust and Northumberland Tyne and Wear HNS Foundation Trust.

Taking into account of the OSC's work during the previous year the OSC may wish to comment on the following for each respective account:-

- the Quality Account
- whether they believe that the Account is representative
- whether it gives comprehensive coverage of provider services
- whether they believe that there are significant omissions of issues of concern that had previously been discussed with providers in relation to Quality Accounts

RESOLVED – that the information be noted

CHW137 GATESHEAD HEALTH NHS FT QUALTY ACCOUNT 2018-19

The Committee received the Gateshead Health NHS Foundation Trust Quality Account for 2018-19.

Based on Gateshead Care, Health and Wellbeing OSC's knowledge of the work of

the Trust during 2018-19 the OSC were able to comment as follows:-

Quality Priorities for 2019-20

OSC expressed its support for the Trust's 12 proposed Quality Priorities for improvement for 2019-20.

Progress Against Quality Priorities for 2018-19

Clinical Effectiveness – Reducing variation in Clinical Practice – Getting it Right First Time (GIRFT)

OSC was very pleased to note that the work which had taken place in this area has been very successful in reducing variation and achieving improvements and as a result the Trust had recently been highlighted as one of the GIRFT leaders.

Patient Safety

OSC expressed concern that the improvements made last year in reducing incidents of pressure damage and the percentage of falls resulting in harm had not been sustained and the Trust had not met its targets in these areas. OSC acknowledged the challenges the Trust and the wider system faced in these areas, as a result of the high, frail, elderly population but was keen that these areas continued to be a priority area of focus for the Trust. OSC noted that the Trust had carried out a deep dive to better understand the situation in relation to incidents of pressure damage and was provided with assurances that the Trust was continuing to prioritise/take all actions it could to reduce levels of both pressure damage and fall in general and particularly the percentage of harmful falls.

OSC was however, pleased to note that the work the Trust had carried out during this period in relation to improving discharge medicines delivery to wards had resulted in a 57% reduction in delays. This ensured a minimal delay in discharge of patients from hospital due to waiting for medicines. OSC congratulated the Trust on the improvements achieved in this area.

Infection Control

OSC considered that this a priority area of focus and noted that whilst handwashing containers are placed outside each ward they do not appear to be in place at entry points into the hospital. OSC asked the Trust to explore the feasibility of installing additional containers for hand washing near to the points of entry into the hospital.

CQC Inspection Outcomes

OSC noted that the Care Quality Commission has not taken enforcement action against Gateshead Health NHS Foundation Trust during 2018/19.

RESOLVED - that the information be noted.

CHW138 NTW QUALITY ACCOUNT 2018/19

The Committee received the Northumberland Tyne and Wear NHS Foundation Trust Quality Account for 2018/19.

Based on the OSC's knowledge of the work of the Trust during 2018/19, the OSC were able to comment as follows:-

Quality Priorities for Improvement 2019-20

The OSC was supportive of all the quality priorities outlined for 2019-20 but expressed particular support for quality priorities 1. Improving the inpatient experience and quality priority 2. Improving waiting times.

In relation to quality priority 1. – improving the inpatient experience, OSC noted that as part of the Trust's service improvement and developments during 2018-19 the Trust had been working with other agencies across Newcastle and Gateshead to redesign mental health services to ensure that people can easily access the right care and treatment for their needs within the community.

OSC acknowledged that for a variety of reasons implementation of this work was not occurring at the pace originally anticipated. However, OSC indicated that it was particularly keen to receive regular information from the Trust on the various stages of implementation and timeframes for this work during 2019-20. OSC planned to consider progress on this work as part of its 2019-20 work programme.

Progress against Quality Priorities in 2018-19

Safety – Improving the Inpatient Experience

The OSC has previously raised concerns with the Trust regarding the availability of inpatient beds and the fact that some service users are having to be admitted to beds outside their home locality/go out of the area and was pleased to note that there has been a reducing trend in the number of inappropriate out of area bed days during 2018-19. However, the OSC was keen that the position continues to be monitored to ensure that this good work is sustained.

Improving Waiting Times

OSC has previously raised concerns in relation to waiting times and was pleased to note that in Gateshead there have been improvements across waiting times for all service areas. OSC was particularly pleased to note the significant reduction in the number of children waiting for treatment and that none were waiting more than 18 weeks as at 31 March 2019. However, the OSC noted that changes to the provider arrangements for children's services (with NTW bow acting as lead provider and sub-contracting with other providers as required) may impact on waiting times going forward. Changes in national reporting will also affect waiting times. It felt that this situation should be closely monitored and mitigating actions put in place as appropriate.

CQC

The OSC congratulated the Trust on achieving an overall rating of Outstanding from CQC and being one of only two mental health provider Trusts nationally to have achieved this rating.

The OSC was very pleased to note that all the Trust's core services have been rated as either good or outstanding and was pleased to note that the Trust's Children and Adolescent Mental Health Wards have now been re-categorised as Good in the Safe category due to reductions in restrictive practices and that wards for older people with mental health problems have been re-categorised to Good in the Effective category due to improvements in personalisation of care plans having both previously been rated as requires improvement.

However, the OSC noted that, during this period, acute wards for adults of working age and psychiatric intensive care units have been rated as "Requires Improvement" in terms of the category of Safety but received reassurances around actions being taken by the Trust to address this situation. The OSC also noted that the Trust has been accredited by the Accreditation for Working Age Wards (AIMS) and the Quality Network for Psychiatric Intensive Care Unit.

RESOLVED - that the information be noted.

Chair.....