

Agenda Item:

Dorset Health Scrutiny Committee

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Dorset County Council



Date of Meeting	30 May 2013
Officer	Director for Adult and Community Services
Subject of Report	Dorset Healthcare University NHS Foundation Trust - Care Quality Commission visits and reports update and implementation of changes to Adult Mental Health Urgent Care services in the west of Dorset
Executive Summary	<p>Dorset Healthcare University NHS Foundation Trust has provided a report to update members on the visits and reports made by the Care Quality Commission (CQC) in respect of the Trust's services at Minterne Ward (renamed Waterston Acute Assessment Unit); the Chalbury Ward, Weymouth and the Betty Highwood Unit, Blandford. The report (Appendix 1) details the concerns raised by the CQC and the action taken by the Trust to address the concerns.</p> <p>In addition the Trust, as requested by members at the March meeting of Dorset Health Scrutiny Committee, has provided a copy of its Audit Committee Inquiry into possible governance failings relating to Minterne Ward, Forston Clinic (Appendix 2).</p> <p>The Trust in conjunction with its commissioners (Dorset Clinical Commissioning Group) has also provided an overview of the implementation of the changes to services as a result of the review undertaken last year of Adult Mental Health Urgent Care Services in the west of Dorset. Members will recall that the review was subject to scrutiny by a task and finish group appointed by the Committee which made a final report to Committee in May 2012. This earlier report can be accessed via the following link: http://www1.dorsetforyou.com/COUNCIL/commis2009.nsf/F0CEEF909676404C80257A010036316D/\$file/May1209report.pdf</p>

	A member of the service provider (Dorset Healthcare NHS FT) and the service commissioner (Dorset Clinical Commissioning Group) will attend the meeting of the Committee to answer members' questions.
Impact Assessment:	<p><u>Equalities Impact Assessment</u></p> <p>An Equalities Impact Assessment was undertaken by the Trust, as part of the review, and scrutinised by the Committee.</p>
	<p><u>Use of Evidence</u></p> <p>Joint report provided by Dorset Healthcare University NHS Foundation Trust and Dorset Clinical Commissioning Group.</p>
	<p><u>Budget/ Risk Assessment</u></p> <p>None.</p>
Recommendation	That the Committee notes and comments on the reports provided;
Reason for Recommendation	The work of the Committee contributes to the County Council's aim to protect and enrich the health and well-being of Dorset's most vulnerable adults.
Appendices	<ol style="list-style-type: none"> 1. Paper from Dorset HealthCare NHS Foundation Trust – Update on CQC inspections. 2. Dorset HealthCare NHS Foundation Trust Audit Committee Inquiry into possible governance failings relating to Minterne Ward, Forston Clinic, March 2013. 3. Paper from Dorset HealthCare NHS Foundation Trust and NHS Dorset Clinical Commissioning Group – Update on changes to Mental Health Urgent Care (MHUC) services, west of Dorset
Background Papers	<ol style="list-style-type: none"> 1. Report by the Acting Director for Adult and Community Services to Dorset Health Scrutiny Committee 11 March 2013 - Care Quality Commission visits and reports concerning Minterne Ward, Forston Clinic. 2. Report by the Director for Adult and Community Services to Dorset Health Scrutiny Committee 24 May 2012 Recommendations arising from the meeting of the Task and Finish Group on Mental Health Urgent Care Services in the West of Dorset.
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Dorset HealthCare NHS Foundation Trust

**PAPER FOR DORSET HEALTH SCRUTINY COMMITTEE
Update on CQC inspections**

PURPOSE OF THE PAPER

This paper will outline the work that has taken place in light of recent CQC inspections to inpatient services run by Dorset HealthCare

RECOMMENDATIONS

The Committee is requested to note the progress made and on any further specific work to be undertaken.

AUTHOR AND CONTACT

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1. INTRODUCTION

- 1.1 The Dorset Overview and Scrutiny Committee has requested an update regarding recent inspections of inpatient mental health services, operated by Dorset HealthCare.
- 1.2 Inspections of Minterne Ward and Melstock House and Chalbury in December 2012, and Betty Highwood in March 2013, highlighted some improvements for the Trust to make in relation to the care provided.
- 1.3 This report will detail the concerns raised and the action that has been taken to ensure the care provided meets the standards Dorset HealthCare expects for people who use our services.

2. MINTERNE WARD AND MELSTOCK HOUSE

- 2.1 In December 2012 the Care Quality Commission (CQC) undertook an unannounced inspection of Minterne ward and Melstock house, based at Forston clinic in Dorchester.
- 2.2 Their inspection highlighted a number of concerns relating to the quality of care provided within Minterne ward and a few concerns relating to the environment and staffing at Melstock house.
- 2.3 A full version on these reports is available at <http://www.cqc.org.uk/directory/RDYEW>
- 2.4 Dorset HealthCare took the concerns raised by the CQC very seriously and after considering the environments of these inpatient services and the need to increase and retrain staff within these units, the Trust took the decision to close Minterne ward to inpatient admissions.
- 2.5 The Trust then undertook an extensive refurbishment of the Minterne ward (approximately £1.1 million investment was made) and to make some necessary changes to the Melstock environment.
- 2.6 These changes included improvements to the water supply, redesigning the seclusion area, enhancing the finish and decoration of the ward and improving facilities for patients. Alarm systems were also fitted to both units.
- 2.7 Staffing within the units was increased by 39% and all staff underwent tailored training focusing on the fundamental values of care and the practices associated with care such as safeguarding, capacity and the proactive management of violence and aggression.
- 2.8 The Minterne ward was renamed, to enable a new identity for the care environment to be established; it is now called the Waterston Acute Assessment Unit.
- 2.9 The Trust felt it was important to hold an open day for stakeholders, the media and the public to highlight the improvements that had been made.
- 2.10 The actions that Dorset HealthCare took to address the concerns raised by the CQC were presented to the CQC in a response to their report. Having reviewed the steps the Trust took to improve the quality of care provided; the CQC accepted the Trust's representations and concluded that no further action was required.

3.0 CHALBURY WARD

- 3.1 The CQC carried out an unannounced visit on Chalbury ward on 14 December 2012.

- 3.2 They raised concerns regarding Mental Health Act documentation, care planning, the environment, use of agency staff and training.
- 3.3 The Trust undertook work to address the environmental issues as well as offering intensive training to staff relating to the practices associated with high quality care. This included training in relation to the Mental Health Act and Mental Capacity Act.
- 3.4 The Trust has established a new process to ensure Chalbury ward use the centralised Nurse Bank system to ensure only appropriate, approved agencies are used as well as introducing a check list for all agency staff who work on the ward.
- 3.5 There is now a dedicated ward manager for this unit, a new Service Manager for Older people's services, an operational manager and a clinical lead.

4.0 BETTY HIGHWOOD

- 4.1 The CQC carried out an unannounced visit to Betty Highwood in March 2013.
- 4.2 They raised concerns regarding staffing, leadership, care planning, Mental Health Act documentation and the use of agency staff.
- 4.3 To address the leadership concerns the Trust appointed an interim ward manager and the management restructure within the organisation has now taken place; a service manager, operational manager and clinical lead are now in place for Pan-Dorset Older People's inpatient services.
- 4.4 The Trust has established a new process to ensure Betty Highwood use the centralised Nurse Bank system to ensure only appropriate, approved agencies are used as well as introducing a check list for all agency staff who work on the ward.
- 4.5 A review of all care plans and mental health act documentation was undertaken.
- 4.6 A need for additional staffing was identified and the establishment was increased, however, the Trust has not been able to recruit to these posts as of yet.
- 4.7 Due to the number of vacancies across both units being higher than average, the Trust assessed the risk of keeping both units operational.
- 4.8 The risk assessment highlighted that if Dorset HealthCare were to maintain the two units with a low level of substantive staff, quality and continuity of care would suffer.

4.9 The Trust therefore decided to temporarily close Betty Highwood and amalgamate the staff teams, whilst focused recruitment is undertaken to improve the staffing establishment.

5.0 ASSURANCE

5.1 Dorset HealthCare takes the concerns raised by the CQC regarding the care we provide very seriously. In every individual circumstances action has been take to address the concerns, however, the Trust also wanted to better understand how our assurance and governance processes could have failed in identifying the instances of sub-standard care.

5.2 The Trust undertook an internal audit of our governance processes, the report is attached.

5.3 Furthermore Monitor, the Health Care regulator, requested that Dorset HealthCare commission an external review of its governance processes.

5.4 Similarly, the CQC has undertaken its own review of our governance and assurance processes.

5.5 Dorset HealthCare will use the outcome of these reports to make significant changes to our assurance processes, to ensure that staff who deliver care are able to deliver high quality, effective patient care and that barriers to them achieving this are identified and communicated with senior managers, who are able to take steps to remove such barriers.

6. RECOMMENDATIONS

6.1 The Joint Scrutiny Committee is asked to note this report.

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