

Agenda Item:

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Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	13 September 2013
Officer	Director for Adult and Community Services
Subject of Report	Update from Dorset HealthCare University NHS Foundation Trust on Care Quality Commission Inspections and Closure of Betty Highwood Unit
Executive Summary	<p>At the last meeting of the Committee Members discussed a number of matters pertaining to mental health care services provided by Dorset HealthCare University NHS Foundation Trust.</p> <p>This paper provides an update for the Committee on the latest position regarding inspections by the Care Quality Commission to a number of the Trusts services. Details are also provided on the temporary closure of the Betty Highwood Unit (Blandford) and plans to re-open this in October.</p>
Impact Assessment :	<p><u>Equalities Impact Assessment</u></p> <p>NHS responsibility if applicable.</p>
	<p><u>Use of Evidence</u></p> <p>Report provided by Dorset HealthCare University NHS Foundation Trust.</p>
	<p><u>Budget</u></p> <p>There is an impact on the Council's resources due to the lack of in-patient beds resulting from the temporary closure of the Betty Highwood Unit in Blandford.</p>

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	<p><u>Risk Assessment</u> Not applicable NHS report.</p>
	<p><u>Other considerations</u> None.</p>
Recommendation	That the Committee scrutinises and comments on the report.
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 and children.
Appendices	<ol style="list-style-type: none"> 1. Report from Dorset HealthCare University NHS Foundation Trust – CQC Visits and Betty Highwood Ward. 2. Inspection Report from CQC on Forston Clinic dated August 2013
Background Papers	<ol style="list-style-type: none"> 1. Report by Director for Adult and Community Services to Dorset Health Scrutiny Committee, 30 May 2013 - 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
Report Originator and Contact	<p>Name: Lucy Johns, Health Partnerships Officer Tel: 01305 224388 Email: lucy.johns@dorsetcc.gov.uk</p>

Appendix 1



PAPER FOR DORSET HEALTH SCRUTINY COMMITTEE

Care Quality Commission (CQC) Visits and Betty Highwood Ward

Report to provide an update on CQC Inspections and closure of Betty Highwood Unit.

PURPOSE OF THE PAPER

This paper will provide an update on Care Quality Commission visits to Dorset HealthCare Adult and Older Peoples Mental Health Units and the closure of Betty Highwood Ward.

RECOMMENDATIONS

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

AUTHORS

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1.0 Introduction

1.1 The Dorset Health Scrutiny Committee have requested an update regarding recent inspections of inpatient mental health services, operated by Dorset HealthCare.

1.2 This report will detail visits and improvements made since the last report to Committee in May 2013.

2.0 Betty Highwood (Blandford): Date Inspected: 8th March 2013

2.1 This unit is temporarily merged with Chalbury Ward in Weymouth pending recruitment of additional staff.

2.2 Betty Highwood is a 12 bedded unit in Blandford Community Hospital, providing acute care for older people with organic illnesses. The Care Quality Commission

(CQC) made an unannounced inspection of the ward in April 2013 and raised concerns about agency staff, with no long term knowledge of patients, being left in charge of the ward. Dorset Healthcare took immediate action and the ward was temporarily closed pending resolution of staffing problems. The five patients and staff on the ward at the time were relocated to Chalbury Ward in Weymouth.

2.3 The decision to merge the wards was taken on the basis that there was less than 50% occupancy of Betty Highwood (5 patients) and the needs of these patients could be better met on Chalbury Ward; the number of beds available on Chalbury ward was increased from 14 to 18 to help accommodate these additional patients. The additional transfer of staff from Betty Highwood would enhance the number of employed nurses available to look after all patients and reduce use of agency.

2.4 While this interim measure was in place, Dorset Healthcare undertook a county wide recruitment drive which included multi-media coverage, two recruitment open days and an UK wide search for staff. A strategy to re-open Betty Highwood in October 2013 was agreed with in line with the timeframe identified for recruitment of additional staff to safely manage the two wards.

3.0 Chalbury Ward (Weymouth):

Date Inspected: December 2012 and June 2013

3.1 CQC revisited Chalbury (June 2013) and we are still awaiting the compliance report.

4.0 Waterston (Forston)

Date Inspected: 02 July 2013, 10 June 2013, 09 June 2013, 08 June 2013

4.1 The Care Quality Commission re-inspected this ward in June and July 2013. A full report is awaited.

5.0 Alderney: Compliant.

Date Inspected: 31st August 2012

6.0 Florence House: Compliant

Date Inspected: 23rd April 2013

7.0 Nightingale Court: Compliant

Date Inspected: 23rd April 2013

8.0 Linden (Weymouth):

Date Inspected: 24th April 2013

8.1 The Care Quality Commission visited on 24th April 2013 and raised minor concerns in relation to Staffing and Assessment and Monitoring Quality. An action plan was agreed with the CQC. There are currently three actions pending completion.

- Recruitment is still on target for 2 staff to take up post in September, 1 staff nurse vacancy, 1 staff nurse and 1 HCA long term sick.
- The operational manager has established monthly meetings and a draft agenda reflecting the Trust Governance and Reporting processes has been implemented.

9.0 Glendenning (Maiden Castle): Compliant
Date Inspected: 23rd April 2013

10.0 Assurance

10.1 Dorset HealthCare takes the concerns raised by the CQC regarding the care we provide very seriously.

10.2 The Trust has set up a robust monitoring process to ensure that compliance with the CQC Essential Standards is achieved. Each ward and department completed Provider Compliance Assessments (PCA) and these were in place by the end of May 2013, giving the Trust a clear vision of the standards of care being provided and actions required for improvement.

10.3 A review process will be embedded into organisational culture by:-

- Review of two PCAs by all teams on a monthly basis, ensuring a review of all PCAs has been completed within 8 months.
- Discussion of reviews at monthly Management Group Meetings (including Patient Safety Meeting)
- Support will be provided to all teams in reviewing and completing action plans to ensure improvement of standards.

10.4 Changes have been made to the monthly reporting processes to ensure that discussions reflect the CQC Essential Standards and that performance and quality is discussed at all levels from wards to board and these items become embedded into the culture of the organisation.

11.0 Recommendations

11.1 The Dorset Health Scrutiny Committee is asked to note this report.

James Barton
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