

PAPER FOR DORSET HEALTHCARE SCRUTINY COMMITTEE

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. Introduction

- 1.1 The Dorset Overview and 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 September 2013.

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

- 2.1 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.
- 2.2 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.
- 2.3 Dorset Healthcare undertook a county wide recruitment drive which included multi-media coverage, two recruitment open days and an UK wide search for staff (see Recruitment below). Recruitment has resulted in the employment of only one additional qualified nurse and regrettably, the temporary closure has been extended for 6 months whilst further recruitment drives are undertaken. All staff have been informed. Whilst the ward is closed to Mental Health patients, it will be temporarily used to delivery physical healthcare.

3 Chalbury Ward (Weymouth):

Date Inspected: December 2012 and June 2013

- 3.1 The Care Quality Commission (CQC) carried out an inspection of Chalbury Ward on 30th June 2013 to check whether the ward complied with the standards below.. A copy of the inspection report is attached at Appendix A.

	Standard Inspected	Finding	Concern level
1	Consent to care and treatment	Standard met	
2	Care & welfare of people who use the services	Standard met	
3	Safeguarding people who use the services from abuse	Standard met	
4	Cleanliness and infection control	Standard met	
5	Requirements relating to workers	Standard met	
6	Assessing and monitoring the quality of service provision	Standard met	
7	Records	Action needed	Minor Impact

- 3.2 A report on actions required to meet essential standards is attached at Appendix B.

4 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.
- 4.2 The Care Quality Commission (CQC) carried out an inspection of Waterston Ward on 8th – 10th June and 2nd July 2013 to check whether the ward complied with the standards below. A copy of the inspection report is attached at Appendix C.

4.3 Following extensive work, the Trust now believes it is meeting all Essential Standards and is awaiting re-inspection. A summary of actions undertaken is attached at Appendix D

	Standard Inspected	Finding	Concern level
1	Respecting and involving people who use the service	Standard met	
2	Consent to care and treatment	Standard met	
3	Care & welfare of people who use the services	Action needed	Moderate
4	Safeguarding people who use the services from abuse	Action needed	Moderate
5	Cleanliness and infection control	Standard met	
6	Management of medicines	Standard met	
7	Safety and suitability of premises	Standard met	
8	Staffing	Action needed	Moderate
9	Supporting workers	Action needed	Minor
10	Assessing and monitoring the quality of service provision	Action needed	Moderate

5 Linden (Weymouth):

Date Inspected: 24th April 2013

5.1 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 and all actions have been completed with the exception of recruitment of one qualified nurse for which recruitment attempts continue.

6 St Ann's Hospital 2013

6.1 The Care Quality Commission (CQC) made a routine inspection of five wards of the six wards at St Ann's Hospital, on 5th February 2013. This visit was a routine, unannounced inspection. A copy of the inspection report is attached at Appendix A and findings set out in the table below.

	Standard Inspected	Finding	Concern level
1	Consent to care and treatment	Met this standard	
2	Care & welfare of people who use the services	Action needed	Minor
3	Safeguarding people who use the services from abuse	Action needed	Minor
4	Management of Medicines	Met this standard	
5	Safety and suitability of premises	Action needed	Minor
6	Complaints	Met this standard.	

6.2 A report on actions required to meet essential standards is attached at Appendix E.

6.3 The Care Quality Commission made a further inspection on 25th and 26th April 2013 in response to anonymous information of concern posted on the CQC website. The CQC

visited four of the hospital's six wards: two separate wards for male and female patients, a mixed acute admission ward and a male low secure forensic ward. A copy of the inspection report is attached at Appendix C and findings set out in the table below.

	Standard Inspected	Finding	Concern level
1	Respecting and involving people who use the services	Action needed	Minor
2	Staffing	Met this standard	
3	Assessing and monitoring quality of service provision	Met this standard	
4	Records	Met this standard	

6.4 A report on actions required to meet essential standards is attached at Appendix F.

6.5 St Ann's Hospital was visited again on 8th October 2013 and we await the report.

7. Recommendations

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

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