

Dorset HealthCare University NHS Foundation Trust - Further update on progress against action plans following CQC and Monitor involvement.

Introduction

The Dorset Health Scrutiny Committee is aware through previous discussions that Dorset Health University NHS Foundation Trust (DHUFT) is in non-compliance with its Terms of Authorisation as a Foundation Trust. The regulator, Monitor, therefore required actions to be taken to restore the Trust to compliance with its Terms of Authorisation. This report summarises the progress to date.

The original concerns related to inspections carried out by the Care Quality Commission in 2012/13 regarding improvements that needed to be made in Waterston ward at Forston Clinic. Unfortunately, the Trust's process of governance and assurance were such that the Board gave false assurance to the regulators that these issues had been resolved, when they had not.

Sir David Henshaw was appointed by the regulator as the Interim Chairman on 7th October 2013.

Since the last Trust report to the Dorset Scrutiny Panel in October 2013, significant progress has been made. In the formal meetings with Monitor the Trust is demonstrating progress and is hopeful that the necessary assurance is provided to the regulator by May/June 2014 such that the Trust will no longer be in breach of its Terms of Authorisation.

Sir David has successfully recruited four new high calibre Non-Executive Directors all of whom have now taken up appointment (Appendix 1).

Ron Shields has with effect from 28th October 2013 been appointed as the Interim Chief Executive.

Interviews for a permanent Trust Chairman have taken place. Ann Abraham has been appointed as the new Chair of the Trust by the Council of Governors. Ann brings with her a wealth of public sector and parliamentary experience and will begin her new role on 7th April. Ann held the position of Parliamentary Ombudsman for the UK and Health Service Ombudsman for England. She is currently a Non Executive Director of DHC

Arrangements are in hand to recruit a permanent Chief Executive on the 13th March 2014.

Trust Recovery Plan

The latest position in respect of the Trust Recovery Plan as at 21 February 2014 is in the table below.

Number of actions submitted to Monitor 27.09.13	302
Number of new actions	29
Total	331
Number of outstanding actions as at 21.02.2014	23
• Red- open and missed deadline date	10
• Red/Amber- open but not on track to deliver on time	13
• Amber- open and on track to deliver on time	
Completed actions	308
Total	331

CQC update

In relation to the CQC concerns raised in relation to Waterston ward arising from their visit in November/ December 2012, 5 of the 10 outcomes assessed although improved still required further work and improvement to be fully compliant in their revisit in June/ July 2013. Significant work has been undertaken to address the remaining concerns. An audit programme has been undertaken reported internally to the Quality Assurance Committee and to the Trust Board with significant assurance and evidence to show that the trust is fully compliant. Feedback from patient, carer's and staff has been positive and we believe with are in a state of readiness for reassessment.

In relation to the CQC concerns raised in their visits to the inpatient wards in four of Dorset Community Hospitals all those CQC action plans are completed with internal assurance provided as set out in the paragraph above and the trust is in a state of readiness for reassessment.

In addition in January 2014 the Trust identified that it was non-compliant with the provision of appropriate gender separation in eight of the Trust wards. Six of these have now been addressed through changes in operational arrangements and the remaining two, Flaghead Unit and Stanley Purser Ward, Swanage Hospital will be compliant through small building schemes that are already underway and nearing completion.

Next steps

The Trust Board is working with external consultants to develop the Business Plan for 2014/15 and a 5-Year Strategy and Blueprint for the Trust.

DHUFT is essentially a provider of community services in addition to which it is responsible for the running of 11 community hospitals and the county's inpatient mental health services. At the heart of the Trust's strategic ambitions will be to deliver more personalised, integrated care in localities. It is actively engaging with Local Authority colleagues and with GP commissioners to make that vision a reality for the people of Dorset.

Val Graves

Acting Chief Executive

21st February 2014

DORSET HEALTHCARE UNIVERSITY NHS FOUNDATION TRUST

Non-Executive Appointments

Name	Start Date
Ann Abraham	01.12.13

Ann Abraham was Parliamentary Ombudsman for the UK and Health Service Ombudsman for England from 2002 to 2011. During her time in office she published a number of high profile reports that identified failings in NHS care, including the care of older people (*Care and compassion?*) and people with learning disabilities (*Six lives*).

Ann was Legal Services Ombudsman for England and Wales from 1997 to 2002 and Chief Executive of the National Association of Citizens Advice Bureaux (now Citizens Advice) from 1991 to 1997. Her earlier career was spent in local government and the Housing Corporation, where her particular focus was on housing and services for people with special needs.

Ann served on the UK Committee on Standards in Public Life from 2000 to 2002 and was Chair of the British and Irish Ombudsman Association (now the Ombudsman Association) from 2004 to 2006.

Currently Ann is a Non-Executive Director of Health Education England, an Arms-Length Body of the Department of Health, which provides national leadership, and funding, for the education and training of the healthcare workforce. She is also a Trustee of the Picker Institute Europe, a not-for-profit organisation that works with patients, professionals and policymakers to make patients' views count in healthcare.

Name	Start Date
Lynne Hunt	01.12.13

Lynne qualified as a nurse in Dorset and after completion of her training she moved to London. She worked in a range of clinical roles including as a Charge Nurse and Modern Matron. She was the Associate Clinical Director of Forensic Services in Ealing. As Director of Nursing and Quality at West London Mental Health NHS Trust, Lynne's role included responsibility for services at Broadmoor Hospital. She worked in this role for a number of years leaving the organisation in 2001 to take up the role of Executive Director of Nursing and Service Development at Barnet, Enfield and Haringey Mental Health NHS Trust and she also took on the remit of the Deputy Chief Executive in this organisation.

After three years Lynne moved into the role of Deputy Chief Executive, Director of Nursing and Partnerships and Chief Operating Officer at East London NHS Foundation Trust. Lynne now lives in Dorset and has been working full time in independent consultancy within the healthcare sector. Lynne is also a member of the National Coastwatch Institution, giving her time as a volunteer watch keeper.

Name	Start Date
Ian Cordwell	09.12.13
<p>Ian trained with Coopers and Lybrand and after a variety of accounting roles, including working for M & S Financial Services as Finance Director, where the culture was all about caring for the customer and adding value.</p> <p>Ian joined Liverpool Victoria, eventually being appointed Managing Director of the Life and Pensions business, as well as the LV Bank.</p> <p>After two years in an interim position with the Pensions Regulator, Ian was appointed substantively to his current role as Finance Director of the Police Mutual – he feels a strong connection with the organisation as it is a membership organisation set up by, and run for the membership.</p>	
Name	Start Date
David Brook	23.01.14
<p>David joined the RAF in 1987 and held early roles as an Engineering Officer. He spent time in Saudi Arabia and then as Senior Engineering Officer.</p> <p>After completing his MA in Defence Studies, David led the formulation and development of RAF engineering strategy and policy.</p> <p>In 2004, David was appointed to RAF Odiham as Officer in Commanding Forward Support Wing. In 2006, David was promoted to Group Captain and moved to HQ Strike Command.</p> <p>David spent a significant amount of time in the North East of Scotland during this time and was ultimately responsible for the procurement of technical accommodation, upgrade of runways and aircraft operating services, security systems, domestic accommodation, upgrade of electrical, water and drainage systems.</p> <p>In 2007 he joined the RNLI as Engineering and Supply Director. Reporting to the CE and Board, David is now the Chief Technical Officer and a member of the Executive Team and leads the technical department of over 400 personnel dispersed throughout the UK and Republic of Ireland.</p>	