

# Dorset Health Scrutiny Committee

## Dorset County Council



Date of Meeting	14 November 2016
Officer	Sally O'Donnell, Dorset Healthcare University Foundation Trust
Subject of Report	<b>Dorset Healthcare University Foundation Trust CQC March 2016 inspection</b>
Executive Summary	The purpose of this report is to update the Dorset Health Scrutiny Committee on progress with the Quality Improvement Plans for Dorset Healthcare addressing the findings for the 16 core services from the CQC Comprehensive inspection as well as the re-inspection of 7 core services in March 2016.
Impact Assessment:	Equalities Impact Assessment: Not applicable.
	Use of Evidence: Report provided by Dorset Healthcare University Foundation Trust.
	Budget: Not applicable.
	Risk Assessment: Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk LOW

Dorset Healthcare University Foundation Trust CQC March 2016 inspection

	Other Implications:
Recommendation	<p>The committee is asked to note:</p> <ul style="list-style-type: none"> <li>• The progress made toward full implementation of the action plans and no red actions currently.</li> <li>• The updated position following the re-inspection in March 2016.</li> </ul>
Reason for Recommendation	The Dorset Health Scrutiny Committee requested an update on the March 2016 re-inspection.
Appendices	Appendix 1 shows the comparison between the ratings for each domain from the comprehensive inspection and the current ratings following the re-inspection.
Background Papers	8 <sup>th</sup> March 2016 – CQC Action Plan Update
Officer Contact	<p>Name: Sally O'Donnell          Tel: 01202 277127          Email: sally.o'donnell@dhuft.nhs.uk</p>

## 1. INTRODUCTION

- 1.1 The purpose of this report is to update the Dorset Health Scrutiny Committee on progress with the actions arising from the CQC comprehensive inspection undertaken in June 2015 and the re-inspection visit of seven core services in March 2016.
- 1.2 New action plans against the seven core services re-inspected in March 2016 were submitted to the CQC on 10 October 2016. Reporting against these plans will commence next month.

## 2. SUMMARY OF PROGRESS (June 2015 inspection)

- 2.1 The rating system used is:

<b>Complete</b>	Action completed – Action has been reported as green for three consecutive PMO updates.
<b>Green</b>	Action on target or met
<b>Amber / Green</b>	Work in progress, expected to meet deadline
<b>Amber</b>	Action in progress but at risk of not achieving the deadline
<b>Red</b>	Action not progressing and will not/has not met the deadline

- 2.2 Of the 60 'must do' recommendations:

- 50 (82%) are rated green or complete
- 3 (5%) are rated amber/green and are in progress and on target to meet the target date
- 8 (13%) are rated amber and are at risk of not achieving the target
- No actions are rated red.

- 2.3 Of the 88 'should do' recommendations:

- 66 (75%) are rated green or complete
- 9 (10%) are rated amber/green (coded blue) and are in progress and on track to meet the target date
- 13 (15%) are rated amber and are at risk of not achieving the target date
- No actions are rated red

- 2.4 The Trust's quality assurance team continues to undertake regular assurance visits to all teams. Each action plan has a senior manager leading the improvements and an Executive Director overseeing the progress. The Trust Board review progress on a monthly basis.

## 3. RE-INSPECTION March 2016

- 3.1 In March 2016 the CQC undertook a re-inspection of seven core services in order to review progress against the actions identified at the comprehensive inspection undertaken in June 2015.

3.2 The seven core services re-inspected were:

- Wards for older people with mental health problems
- Community based mental health services for adults
- Community based services for older people with mental health problems
- Long stay rehabilitation wards
- Crisis and health based places of safety
- Specialist community mental health services for children and young people (CAMHS Community)
- Urgent Care Services (Minor Injury Units)

3.3 The final reports were published on the CQC website on Wednesday 7 September 2016. The CQC presented their findings at a Quality Summit on Monday 3 October 2016

3.4 The Trust received no enforcement notices from the CQC during this inspection.

#### 4. CQC FINDINGS – RE-INSPECTION VISIT

4.1 Four of the core services re-inspected have moved from a rating of 'requires improvement' to a rating of 'good'. These are:

- Wards for older people with mental health problems
- Long stay rehabilitation wards
- Specialist community mental health services for children and young people (CAMHS Community)
- Urgent Care Services

4.2 Three core services that were re-inspected are still rated as 'requires improvement':

- Community based mental health services for adults
- Community based services for older people with mental health problems
- Crisis and health based places of safety

4.3 Appendix 1 shows the comparison between the ratings for each domain from the comprehensive inspection and the current ratings following the re-inspection.

4.4 The reports indicate that progress has been made across all of the services re-inspected. However, the three services where the rating did not change did not demonstrate that improvements had been made across all areas at the pace expected. The report states:

*“The Trust had made considerable progress since our last inspection however the lack of progress in community mental health services meant that although four services had their ratings changed to Good, the overall trust rating of Requires Improvement remains the same.”*

4.5 The table below highlights the changes to the rating since the comprehensive inspection in June 2016.

	October 2015	September 2016
<b>Core Service Areas</b>	<b>16</b>	<b>16</b>
Outstanding	2	2
Good	4	8
Requires Improvement	10	6
Inadequate	0	0
<b>5 Domains in 16 services (80 total)</b>		
Outstanding	4	4
Good	43	54
Requires Improvement	30	21
Inadequate (MIU and CAMHS Community safety domain)	2	0
Not rated	1	1

#### 4.6 Areas of good practice highlighted in the reports

- **Urgent care services**, which consist of the minor injuries units, had improved greatly. Staff felt engaged with the improvements and felt that leadership had improved.
- **Child and adolescent mental health services** now considered risk at every point in the child's pathway through services. Waiting lists were monitored and staff were enthusiastic about the changes and fully engaged in the improvements to the service.
- The Trust had addressed concerns around **privacy and dignity in older people's mental health wards**. This included addressing culture on the wards as well as environmental challenges. Staff were warm, kind and respectful when interacting with patients.
- CQC found a full and comprehensive programme of therapeutic, recovery focussed activities across the **long stay rehabilitation wards** of Nightingale court, Nightingale House and Glendinning ward.
- **Glendinning ward** had created a new arts and crafts room and had audited the success of its patient led activities program. Activity plans were patient led and designed around personal needs and choices.

#### 4.7 Areas of concerns

- The Community Mental Health Teams and Crisis Team still had challenges with staffing and relationships between the teams still need to be improved.
- Record keeping still had gaps. There was an action plan by the Trust in place to address this and the Trust has kept CQC informed of further progress since their visit.
- There had been progress in some areas including the introduction of a new crisis line and a staffing review which identified shortfalls in team sizes which was being addressed.

- Community Mental Health Teams for older people also had inconsistent record keeping. CQC were concerned that application of the Mental Capacity Act was not embedded in practice. Teams still worked in isolation and practice and e-learning was not shared. However, a strategic review of older people's mental health services was being undertaken and caseload sizes had been reduced.

4.8 Three core services rated 'requires improvement' in the March 2015 comprehensive inspection, have not yet been re-inspected. In the meantime, the organisation continues to focus on delivering the actions required. These services are:

- Community health services for children, young people and families
- Community health inpatient services
- End of life care

## **5. RECOMMENDATION**

5.1 The Dorset Health Scrutiny Committee is asked to note:

- The progress made toward full implementation of the action plans following the 2015 inspection, and no red actions currently.
- The updated position following the re-inspection in March 2016.

## Appendix 1 – 2015 Mental Health ratings

Name of provider	Dorset Healthcare University NHS Foundation Trust					
	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units (PICU's)	Good	Good	Outstanding	Outstanding	Good	Outstanding
Long stay/rehabilitation mental health wards for working age adults	Requires Improvement	Good	Good	Requires Improvement	Good	Requires Improvement
Forensic inpatient / secure wards	Requires Improvement	Good	Good	Good	Good	Good
Child and adolescent mental health wards	Good	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Wards for people with a learning disability or autism	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Community-based mental health services for adults of working age	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
Mental health crisis services and health based places of safety	Inspected but not rated	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
Specialist community mental health services for children and young people	Inadequate	Requires Improvement	Good	Requires Improvement	Good	Requires Improvement
Community-based mental health services for older people	Good	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
Community mental health services for people with a learning disability or autism	Good	Good	Good	Good	Good	Good
Forensic Community	Good	Outstanding	Outstanding	Good	Good	Outstanding
Overall	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement

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Child and adolescent mental health wards	Good	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Good	Good	Good	Good	Good	Good
Wards for people with a learning disability or autism	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Community-based mental health services for adults of working age	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
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Specialist community mental health services for children and young people	Good	Good	Good	Requires Improvement	Good	Good
Community-based mental health services for older people	Good	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
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## Appendix 1 – 2015 Community Health ratings

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Community health services for children, young people and families	Requires Improvement	Good	Good	Good	Requires Improvement	Requires Improvement
Community health inpatient services	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
End of life care	Good	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement
Community dental services	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
MIU	Inadequate	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
Overall	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement

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Community dental services	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
MIU	Good	Good	Good	Good	Good	Good
Overall	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement