

**TRUST BOARD**

<b>Date of Meeting:</b> 25/6/2013	<b>Agenda Item No:</b> 6.4	<b>Enclosure:</b> 8
<b>Intended Outcome:</b>		
<b>For noting</b>	<b>For information</b>	<b>For decision</b> ✓
<b>Title of Report:</b> Quality Regulatory Business		
<p><b>Aims:</b> To report the range of recommendations from the Regulators following planned inspections during the month of May.</p>		
<p><b>Executive Summary:</b></p> <p>There were a range of Regulators who inspected North Cumbria during May most of these were planned due to the high risk nature of long standing concerns at North Cumbria. The Regulators have identified a number of concerns which mostly identified during the due diligence by Northumbria and reflect the improvement plan in place. These were:</p> <ul style="list-style-type: none"> <li>• Keogh Review: planned review driven by the higher than expected mortality rate (HSMR)</li> <li>• Deanery Support Visit to review medical education and training needs and listen and advise on the plan in place</li> <li>• Care Quality Commission unplanned inspection of West Cumberland Hospital</li> <li>• Independent Quality Assessment as part of the application by Northumbria to Monitor. This report is enclosed.</li> </ul> <p>There are many overlapping themes amongst these reports and so they have been consolidated into one Plan of action and the risks will be included in our Business Assurance Framework and Trust Risk Register which is due to be presented to the Trust Board in July.</p> <p>The Regulators recognise the systems are implemented to support these improvements and this has been done at a pace since September however the scale of the change and improvements required will take time to embed across the organisation as staff own and lead on these improvements. There is however a need for continued urgent action concerning:</p> <ul style="list-style-type: none"> <li>• Improved governance and leadership</li> <li>• Serious incident investigations and embed learning</li> <li>• Review of staffing levels to ensure safe care is delivered</li> <li>• Review of estates capability and capacity</li> <li>• Review infection and control policies</li> <li>• Ensure mandatory training is supported</li> <li>• Increase the pace to respond to promotion of a more supportive and open culture</li> </ul> <p>The above has been accelerated in the past few months and this needs to continue.</p>		

The Trust Board held a special Trust Board on 4<sup>th</sup> June with the senior clinical staff to review the Deanery findings and acknowledged the immediate changes which were put into effect on 3<sup>rd</sup> June and the actions that needed to put in place in time for the new trainees start date, 1<sup>st</sup> August. There was unanimous agreement to the plans proposed. Further discussions are required to continue the improvements for the medium term and this will continue to be led by the Interim Director for Medical Education & Training and reported to the Trust Board in September.

The Care Quality Commission review of Cumberland Infirmary was primarily focused on the care of the elderly wards. The clinical leaders and ward managers are presenting today at the Trust Board the immediate actions they have implemented, their plan for the next three months, a patient story and their vision for elderly care for the longer term. This has been led by the staff and they are to be congratulated.

The Care Quality Commission reviewed West Cumberland Hospital and found similar but not major shortcomings. The clinical team and ward managers for care of the elderly are part of the above presentation to the Trust Board given the need for consistency of care across the Trust.

The independent quality assurance by KPMG found many improvements compared to last year and recognise the journey of improvement is evident from the systems and processes put in place or enhanced but their test is “evidence of embedded across the Trust” and recognise this will take more time. The most significant focus of work is more formal processes for escalation of risk to ensure it is raised in both a timely and appropriate way and the management systems act in a timely and appropriate way. This is one area that most applicants for NHS Foundation Trusts have the most work to do and is the one area that will derive the most benefit to patients and staff in the longer term.

**Specific implications and links to the Trust’s Strategic Aims:**

We deliver excellent clinical outcomes along closely integrated pathways	✓
We provide excellent patient-centred services	✓
We deliver excellence in safety, quality and regulatory compliance	✓
We deliver efficient care and work within budgets	✓

**Recommendations:**

To approve the actions to respond to the findings of the Regulators and note the best approach is one consolidated plan to ensure clarity of actions and fast implementation.

**Prepared by:**  
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