

Purpose: This paper provides an update to the Governing Body.

- It is intended to highlight key areas of note rather than be inclusive of all areas of work taking place, and is complimented by the minutes of the Joint Quality and Clinical Governance Committee (JQCGC).
- Highlights, risks or principal concerns across the broader quality domains of patient safety, experience and effectiveness are identified in order to inform the group of the controls and mitigation the CCG and Provider have taken.

Key Points: Current focus centres on ensuring the impact on quality is considered in all commissioning decisions against the backdrop of current financial challenges being faced and continuing to drive quality of care across all providers.

Patient Experience

Key Point/Highlight / Issue of Concern	Existing Controls /Mitigation
<p>The Patient Experience team has seen an increase in the number of concerns/enquiries in relation to the closure of the Minor Injuries service across HRW CCG.</p> <p>Positive news: The launch of the ICON programme took place on 08 November 2019.</p>	<ul style="list-style-type: none"> • People are being informed of the current options at every opportunity after sustaining a minor injury which includes the UTC provision • Concerns and complaints are responded to accordingly and themes shared with the relevant personnel • A review of the closure/provision of this service is being undertaken. <p>The programme provides education to parents of new-born babies that crying is normal and helps provide coping mechanisms with the ultimate aim of preventing abusive head trauma.</p>

Key Point /Highlight/ Issue of Concern	Existing Controls /Mitigation
<p>Acute Trust A (South Tees Hospital NHS Foundation Trust)</p>	<ul style="list-style-type: none"> • The Trust continue to submit weekly monitoring metrics to the CQC following the latest CQC report. Of particular concern are: • Serratia Marcescens outbreak in the cardiac critical care unit (Outbreak declared over but incident remains open for monitoring), Enterobacter Outbreak in the Neonatal Unit (now over), above trajectory for C.difficile, staffing levels, delays in reporting SI's and there have been 3 recent Never Events (1 involved HRW Patient); • The CQC are monitoring of the situation, an action plan is in place and the CCG are kept updated of the progress. The CCG's (South Tees and North Yorkshire) are working collaboratively to understand issues, monitor delivery of the action plan and support improvement. The Chief Nurse for the CCG is involved in the completion of the Quality Risk Profile and there is now a Quality Surveillance Group process in place;
<p>Nursing home B</p>	<ul style="list-style-type: none"> • The CCG were informed by NYCC of the potential closure of this care home for refurbishment. The company requested that this be complete by 30/9/19. This has resulted in the need to transfer 50 + residents to alternative accommodation, which included a 15 bedded Challenging Behaviour Unit (CBU). Collaborative partnership working with CHC, NYCC and the company resulted in the safe transfer of all the residents to alternative providers including a new provision of a CBU by 7/10/19; and
<p>Nursing home C</p>	<ul style="list-style-type: none"> • Following an unannounced visit from the CCG & NYCC which identified concerns in relation to the management of the home, staffing, training, supervisions, care documentation and recordings, safety and mealtime support for residents a decision was made to suspend any further placements. CQC are involved and an action plan has been produced to evidence improvement. Concerns remain with this provider and an urgent meeting has been scheduled for 05 November.

Key Point /Highlight/ Issue of Concern	Existing Controls /Mitigation
<p data-bbox="95 275 602 308">Improving Quality in Care Homes</p> <p data-bbox="95 382 1027 486">Good progress continues with the Enhanced Health in Care Homes Framework/Workstreams. All are now in place within HRW CCG.</p>	<p data-bbox="1073 389 1984 494">Collaboration with other areas and organisations continues. NYCC and the Quality Lead attend the Durham, Darlington, Tees Valley and HRW Care Home collaborative forums.</p> <p data-bbox="1073 519 1943 586">HRW CCG is represented at the NYCC Provider Engagement events to present updates on existing and any new initiatives.</p>