Healthcare Commission Standards for Better Health Core Standards

Annual Health Check 2008/09

Core Standards

Core Standards are not optional, they describe a level of service which is acceptable and which must be universal.

Trusts' Boards should, when assessing compliance, determine whether they have 'reasonable assurance' throughout the year that the standard is being met without 'significant lapses'. All aspects of services should be considered when judging whether there is reasonable assurance.

The Healthcare Commission will also use information from its partners and other bodies in three ways:

- as adequate assurance that an element has been met
- to answer specific lines of enquiry in inspection
- use information in cross checking process to target trusts for inspection

Quality and Safety

As the Trust moves towards Foundation Trust status it recognised the need to streamline, strengthen, and further embed effective governance within the organisation.
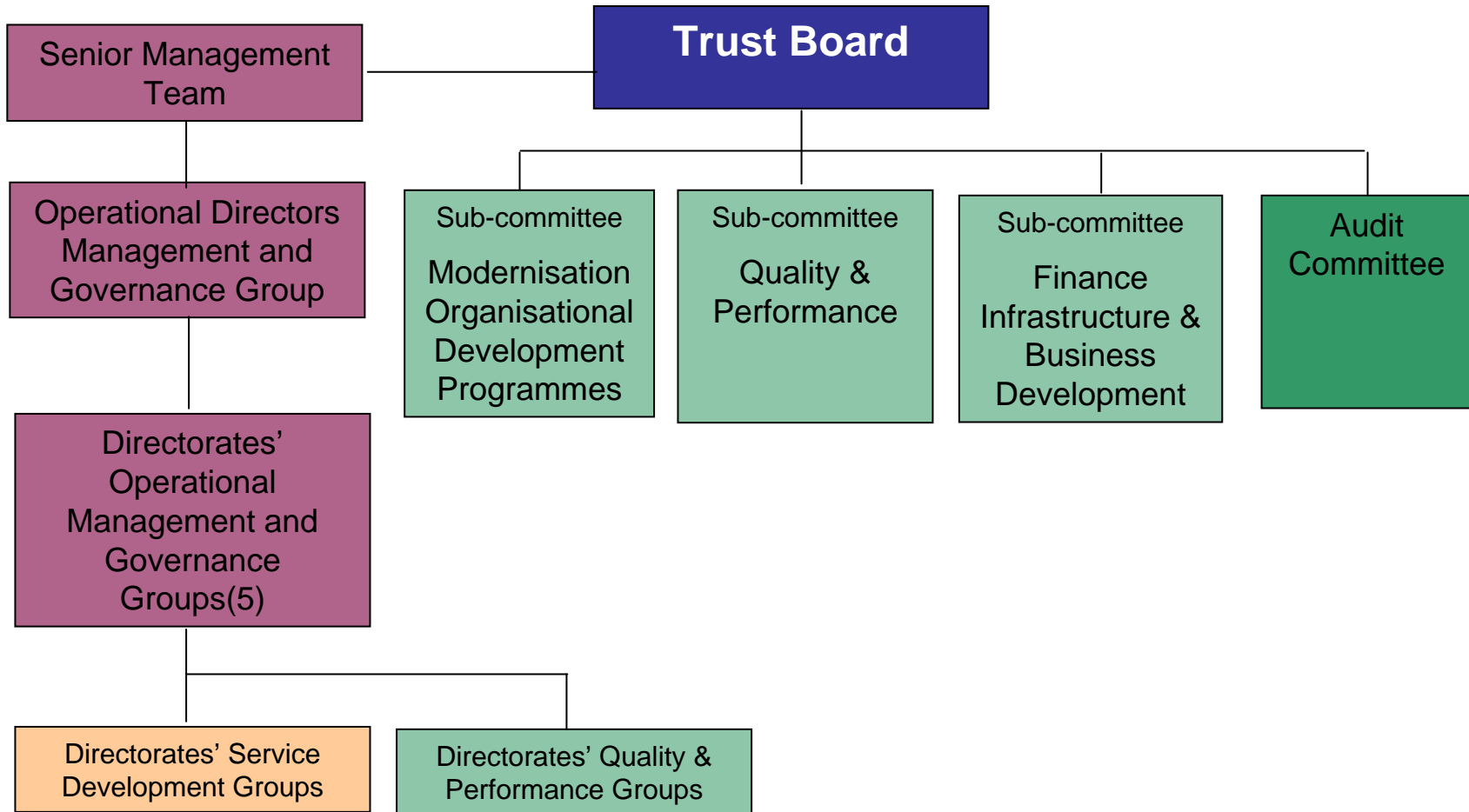
In December 2008 the Trust revised its governance arrangements, this represents a natural evolution and streamlining of arrangements.

The organisation has put quality and safety at the centre of this restructure.

The new governance structure enables the Trust Board to be assured that risks to the organisation are being effectively controlled and managed and that attention is being focused on the core business of the organisation.

Governance Structure

Trust Board

Senior Management Team

Operational Directors Management and Governance Group

Directorates' Operational Management and Governance Groups(5)

Sub-committee

Modernisation Organisational Development Programmes

Sub-committee

Quality & Performance

Sub-committee

Finance Infrastructure & Business Development

Audit Committee

Directorates' Service Development Groups

Directorates' Quality & Performance Groups

How do we check if we are delivering the core standards ?

Through the Trust's Governance structure:

➢ Core standards are overseen by sub-committees of the Trust Board

➢ An executive director chairs each sub-committee

➢ Membership includes non-executive directors

➢ Responsibilities include providing assurance to the Trust Board and Audit Committee that Standards for Better Health are being complied with

This involves:

➢ Identifying gaps against national criteria

➢ Ensuring work is undertaken to address any gaps

➢ Spreading good practice

How do we check if we are delivering the core standards? cont . . .

Regular updates provided throughout the year by the Board sub-committees and Service Directorates to the Trust Board, Audit Committee and Senior Management Team together with a year end assessment of compliance

➢ Year end assessment considered by:

- Trust Senior Management Team
- Audit Committee
- Trust Board (for final "sign-off")

➢ Third parties invited to comment on Trust's performance:

- Overview and Scrutiny Committees
- Local Involvement Networks (LINks)
- Safeguarding Boards for Children (2009)
- Learning Disability Partnership Boards (2009)
- Strategic Health Authority

Annual Health Check declaration 2007/08

C16 Information to Patients – 'insufficient assurance'

Although the Trust had in essence met the fundamental requirements in relation to C16, the Trust Board made the decision that it would be a sensible course of action to allow the work undertaken to become embedded throughout the organisation, therefore, the decision was made to declare 'insufficient assurance'.

All other standards were declared 'compliant'.

This year - 2008/09

➢ The Trust is in the process of formulating the 2008/09 Annual Health Check declaration.

➢ This is due to be submitted to the Healthcare Commission by 30th April 2009.

➢ Currently the Trust is considering the work undertaken during the year together with all available evidence.

This year - 2008/09 cont . . .

➢ Currently the Trust is in a position to evidence that it remains compliant with those core standards that were declared as such during 2007/08.

➢ C16 Information - 'insufficient assurance' – the Trust approved the allocation of £110,000 to support the development of patient information services. A considerable amount of work has been undertaken and this is now embedded within the organisation.

➢ A declaration of 'compliant' is, therefore, under consideration against all core standards for the 2008/09 Declaration.

Trustwide Initiatives

➢ An agreed minimum standard for safety for in-patient clinical environments – September 2008.

➢ Trust Board agreed £2m safety improvements specific to the in-patient environment – November 2008.

➢ SHIELD (*Serious Healthcare Incidents Evidence Learning Database*) identifies issues from Serious and Untoward Incident action plans developing them into broader themes to enable learning from experience Trustwide developed quality initiative - August 2008.

➢ IMPACT *(Improving Mentalhealth Practice by Analysing Complaint Themes)* Trustwide developed quality initiative identifying themes that emerge from complaint action plans that will enable the Trust to take corrective action – November 2008.

Directorate Initiatives

Working Age Adult Services

Protecting Patients

➢ Engaging Clinicians - a web based directory that provides assurance to the Trust Board and Senior Clinicians that systems and processes are in place to deliver quality safe care.

Seeking Patients Views in Planning

➢ A fully consulted exercise has commenced to explore the re-engineering of community based services.

➢ A fully represented stakeholder group and project team has been established to consider the future configuration of North Tyneside Acute Inpatient Services.

Equitable access to services

➢ All inpatients units to achieve national standards on single sex accommodation.

➢ Improving access to Psychological Therapy services - to deliver a range of evidence based therapies.

Directorate Initiatives cont . . .

Older People's Services

Challenging Behaviour

➢ Extension of Challenging Behaviour Service in Newcastle to support older people with Dementia in nursing and residential homes, improving dignity and privacy – supported by commissioners as part of modernisation and redesign

Spend to Save

➢ Provide community services within Sunderland and South Tyneside area to improve access to services, crisis and outreach service

Directorate Initiatives cont . . .

Forensic Services

Learning Disability Community Out-reach
➢ Development of service into the Newcastle area – new commissioner funded development

Personality Disorder
➢ Project to aid discharge of personality disorder forensic patients back into a supportive community setting

Competencies and Learning
➢ Development of a forensic framework (with a view to accreditation) with the University of Northumbria at Newcastle

Women's Secure Services
➢ Feasibility study of the provision of needs-led womens secure service has commenced with commissioner support

Directorate Initiatives cont . . .

Children, Young People and Specialist Services

➢ **Involving People**
Work in relation to information to patients is being undertaken in collaboration with young people to ensure that such information is appropriate, relevant and incorporates their ideas

➢ **Equality and Diversity**
The Directorate is a pilot site for the Trust in taking forward the work on physical accessibility

➢ **Health Records**
The outcome of audit work undertaken to assess the quality of record keeping has highlighted examples of best practice which is now being shared and acted upon throughout the Directorate

➢ **Care Planning and Integrated Assessment**
Multi-agency care co-ordination for children and young people's services is now operational across the Directorate linked to Common Assessment Framework

Directorate Initiatives cont . . .

Learning Disability Services

> ➤ Developed a new centre for people with a learning disability in Gateshead
>   and South Tyneside

➤ Made sure that everyone in our hospital services has their physical health needs met

➤ Run groups for people to tell us what they think about our services

➤ Made links with all the Learning Disability Partnership Boards

➤ Worked with Skills for People to start a campaign called 'see it and say it' to help people stay safe

Next Steps

➢ Receive views of

- Overview and Scrutiny Committees
- Local Involvement Networks (LINks)
- Safeguarding Boards for Children
- Learning Disability Partnership Boards
- Strategic Health Authority

➢ Trust Board consideration of Annual Health Check declaration – March 2009

➢ Declaration to Healthcare Commission – by 30th April 2009

ANY QUESTIONS ?