

HEALTH, SOCIAL CARE AND HOUSING SCRUTINY SUB- COMMITTEE

Minutes of the meeting held on Tuesday 10 May 2016 at 6.35pm,
Council Chamber, Town Hall, Katharine Street, Croydon.

WRITTEN MINUTES – PART A

Present: Councillor Carole Bonner (Chair)
Councillors: Pat Clouder, Joy Prince and Andy Stranack

Darren Morgan - HealthWatch Co-optee

Also in Attendance Ellie Bateman Service Director Behavioural and Developmental Psychiatry CAG; Addictions CAG & Croydon link director, Amanda Pitman, Deputy Director of Nursing and Quality, Dr Hugh Jones, Clinical Director MAP CAG, Mary O'Donovan, Head of Quality, John Goulston, Chief Executive, Croydon Health Services NHS Trust, Michael Fanning, Director of Nursing, CHS NHS Trust, Helen Astle, Director of Governance and Quality Assurance CHS, Janet Coninx, Head of Patient Safety and Risk, Paula Swann, Chief Officer, CCG, Stephen Warren, Director of Commissioning, CCG, and Brenda Scanlon, Director of Integrated Commissioning Unit.

Councillors: Sue Bennett, Bernadette Khan and Maggie Mansell.

A25/16 APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Michael Neal (Vice Chairman), and Councillor Sean Fitzsimons.

A26/16 MINUTES OF THE PREVIOUS MEETING

Minutes of the meeting held on Tuesday 8 March 2016 were approved and signed as a record of the meeting.

A27/16 DISCLOSURE OF INTEREST

Councillor Andy Stranack disclosed that he is a member of the Specialist User Group for Outcome Based Commissioning for the Over 65s

A28/16 URGENT BUSINESS

None

A29/16 EXEMPT ITEMS

The Committee agreed the split of business in part A and part B, however officers from South London and Maudsley and Croydon Health Services NHS Trust, agreed to present their quality accounts in part A of the agenda.

A30/16 DRAFT QUALITY ACCOUNT - SOUTH LONDON AND MAUDSLEY NHS FOUNDATION TRUST

As previously stated the Trust had agreed to present this item in part A of the agenda. Ellie Bateman, Service Director Behavioural and Developmental Psychiatry CAG; Addictions CAG and Croydon link director, SLaM, Amanda Pithouse, Deputy Director of Nursing, SLaM, Dr Hugh Jones, Clinical Director MAP CAG and Mary O'Donovan, Head of Quality; were in attendance at the meeting to present this report.

Officers were pleased to report a "good" CQC rating following the recent CQC inspection and subsequent quality summit. The Trust had one red rating which related to patient safety and some areas of "needs improvement". Which included risk, restrains, food preparation areas environment and medical equipment.

Officers were in a position to report on some of the Trust's priorities for 2016/17. The Trust will focus on the installation of an electronic patient system which will track the patient journey.

The Committee and officers were in agreement that there is a national shortage of band 5 nurses. The Trust are working hard to overcome this challenge, by looking at where and how they advertise vacancies and introducing a new band 4 role which would include an introduction and possible promotion into a band 5 role.

Other priorities include the investigation of generic outcomes as the Trust did not meet the required CQC target. A sequin has been introduced across the Trust which should result in an improvement to completing assessments and increasing success in the community. A new inpatient structure was due to be launched in June 2016.

Estates management remains high on the agenda, the Trust is working hard to reduce the number of sites and replace these with high standard and higher spec facilities that are fit for purpose.

The Committee congratulated the Trust for their recent "good" CQC rating and recognised that SLaM had been the only trust in London to achieve this status. The crisis line was highlighted as an area that could benefit from an increased level of publicity. Officers agreed to update the Committee regarding current Croydon waiting times for the CAMHs service.

The Trust agreed to look at producing an explanation for the acronyms used throughout the document.

A31/16 DRAFT QUALITY ACCOUNT CROYDON HEALTH SERVICES nhs TRUST

As previously stated the Trust had agreed to present this item in part A of the agenda. John Goulston, Chief Executive, Croydon Health Services NHS Trust supported by his leadership team, Michael Fanning, Director of Nursing, CHS NHS Trust, Helen Astle, Director of Governance and Quality Assurance CHS, Janet Coninx, Head of Patient Safety and Risk were in attendance at the meeting to present this item.

The Committee acknowledged and welcomed the actions and initiatives being explored to improve the quality and standards of care currently provided within the acute and community arms of the organisation, however, the Committee recognised that there is still a work to do to achieve overall success and to sustain an overall level of satisfactory standards of care.

The Committee were encouraged to hear that nationally and at a local level the Trust's reputation appeared to be improving and that the Care Quality Commission are in agreement as demonstrated by the outcome of the re-inspection and subsequent quality improvement plan, with 4 "must dos and 31 should dos". This could be attributed to the reorganisation at executive level and that the Trust has not vacancies at senior and non-executive levels. The Trust boasts an A&E rating within the top 5 across London; this rating should improve again once the refurbished A&E department is delivered in the summer of 2017. The current building works is unsettling which resulted in a dip in performance, but has been successful in collaborative working between the wards and A&E with ward based colleagues supporting A&E.

Recruitment and retention remains an issue as key roles across all disciplines are nationally hard to recruit to. Croydon being further disadvantages with its outer London weighting status, coupled with the central government decision to remove the existing nursing bursary; the full impacts of which are still to materialise.

HealthWatch Croydon co-optee was able to report good feedback from there working relationship with the Trust who continues to be open and honest regarding information requests and enter and views.

The “home by lunch” discharge initiative when working well reduces the length of stay. Pharmacy and medical assessments at an earlier stage also contributes to the success.

The Committee questioned the effectiveness and the validity of the results arising from the national Friends and Family test as the information reporting is limited and cannot provide qualitative data. Trust officers explained that the Trust are seeking alternative methods of feedback using electronic devices.

The Trust continues to build on the success of the Listening into Action programme which had been extended to various specialities and to service users and officers were able to report that outcomes have contributed to improvements in working practices. This is included within the programme targeting the patient experience in theatres.

The Committee thanked the Trust for the opportunity to comment on the document and for their response to questions.

A32/16 HEALTHWATCH CROYDON UPDATE

The Committee noted the previously circulated report and commented that it would be useful for an exchange of work programmes between the Committee and HealthWatch.

The Chair thanked Darren for his work and contributions throughout the year.

A33/16 SOUTH WEST LONDON JOINT HEALTH AND OVERVIEW SCRUTINY COMMITTEE (ORAL UPDATE)

SWL JHOSC – the sub-committee reviewing inpatient mental health beds met on 15 March 2016 in Wandsworth. The discussions between the Committee and Richmond CCG (representing all SWL CCGs) and South West London Mental Health Trust had stalled, requested information had been provided in part or not at all.

The sub-committee agreed to meet during the summer before recess. The decision to proceed had already been made, however the work had been amended as officers took into account the recommendation from the sub-committee to review bed usage and which resulted in an increase in the number of allocated inpatient beds.

SEL JHOSC 27 April 2016

The JHOSC had been convened to discuss the proposed reconfiguration of SLaM's Place of Safety provision, from various venues across the Trust to one centralised location at the Maudsley Hospital based in Southwark.

The JHOSC decided to request that officers ensure, going forward, that they communicated with the JHOSC, all borough HealthWatches and key stakeholders. HealthWatch had offered to conduct a patient survey to inform the build and influence what the service will look like.

The Committee were concerned that SLaM had a history of not consulting before making substantial changes or deviations to their services.

A34/16 WORK PROGRAMME REVIEW 2015/16

There were no amendments made to the work programme.

However Members were reminded to consider items for inclusion in the longlist of work programme items for 2016/17

Meeting ended at 9:15pm