

| Meeting: Governing Body | | | |
|--------------------------------|---|---------------------|---------|
| Meeting Date | 28 November 2018 | Action | Receive |
| Item No. | ## | Confidential | No |
| Title | Briefing following the Children Looked After and Safeguarding inspection by CQC | | |
| Presented By | Maxine Lomax Head of Safeguarding/Deputy Director of Nursing | | |
| Author | Maxine Lomax Head of Safeguarding/Deputy Director of Nursing | | |
| Clinical Lead | Executive Lead Cathy Fines and Executive Nurse Catherine Jackson | | |

| Executive Summary |
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| <p>In September 2018, NHS Bury CCG, coordinated a Children Looked After and Safeguarding (CLAS) inspection of the local health economy, following a notification of inspection from the Care Quality Commission. The inspection is extensive with a range of services being inspected. The services are commissioned by both the CCG and Public Health.</p> <p>The inspectors were on site for 5 days.</p> <p>Although there were found to be some deficits in the systems and processes in two parts of the health economy, there was high praise for other parts of the system, especially the health visiting service.</p> <p>The inspection looked at how services coordinated to ensure the health and safeguarding needs of children are met from the Early Help stage across to children becoming looked after. The inspection also looked at system leadership.</p> <p>The CCG leadership was recognised in a number of areas but there was concern about capacity and resilience within the team. This has now been addressed.</p> <p>The report states</p> <p><i>Para 5.2.1 The Safeguarding Governance and Assurance Committee led by the Named GP provided effective challenge and support for the work of health providers. Regular reporting and tracking of performance included analysis of trends, referral rates and training coverage. Regular scrutiny of frontline activity, benchmarking of performance and review of the impact of improvement actions was evident.</i></p> <p>There is no overall grade awarded, but a report and recommendations are provided and an action plan is expected.</p> <p>The report is attached to the briefing</p> |

| Recommendations | |
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| It is recommended that the Governing Body <ul style="list-style-type: none"> Note the content of report | |

| Links to CCG Strategic Objectives | |
|---|-------------------------------------|
| To encourage people so that they want to, and do, take responsibility for their own health and well-being. | <input type="checkbox"/> |
| To drive and support system wide transformation. | <input type="checkbox"/> |
| To commission joined-up health and social care for people in Bury through a Single Commissioning Framework. | <input checked="" type="checkbox"/> |
| To achieve financial sustainability for the Bury health and social care economy. | <input type="checkbox"/> |
| To support the Locality Care Alliance to deliver high quality services in line with commissioner intentions. | <input checked="" type="checkbox"/> |
| To be a high-performing, well-run and respected organisation with an empowered workforce | <input type="checkbox"/> |
| Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below: | |
| GBAF [<i>Insert Risk Number and Detail Here</i>] | |

| Implications | | | | | | |
|--|-----|-------------------------------------|----|--------------------------|-----|-------------------------------------|
| Are there any quality, safeguarding or patient experience implications? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input type="checkbox"/> |
| <i>Elements of the report identify risk to safeguarding children if remedial action is not implemented rapidly</i> | | | | | | |
| Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| <i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i> | | | | | | |
| Have any departments/organisations who will be affected been consulted ? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input type="checkbox"/> |
| < <i>If you have ticked yes, Insert details of the people you have worked with or consulted during the process :</i> Governing Body Senior Management Team | | | | | | |
| Are there any conflicts of interest arising from the proposal or decision being requested? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| <i>If you have ticked yes provide details here. <Include details of any conflicts of interest declared></i> | | | | | | |

<Where declarations are to be made, include details of conflicted individual(s) name, position; the conflict(s) details, and how these will be managed in the meeting>
 <Confirm whether the interest is recorded on the register of interests- if not agreed course of action>

Delete this text if you have ticked No or N/A

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| Are there any financial Implications? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input type="checkbox"/> |
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If you have ticked yes provide details here. Delete this text if you have ticked No or N/A

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| Has a Equality, Privacy or Quality Impact Assessment been completed? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
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| Is a Equality, Privacy or Quality Impact Assessment required? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
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| Are there any associated risks including Conflicts of Interest? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
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| Are the risks on the CCG's risk register? | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | N/A | <input type="checkbox"/> |
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| Governance and Reporting | | |
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| Meeting | Date | Outcome |
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| Quality and Performance | 14/11/2018 | To be presented to GB |
| Governing Body | 28/11/2018 | |

Briefing following the Children Looked After and Safeguarding inspection by CQC

1. Introduction

- 1.1. The following paper is intended to brief the committee on the process and outcome of the recent inspection by CQC into the quality of provision and the implementation of the provision for children in need of protection and children who are looked after
- 1.2. The outcome of the inspection was a published 42 page report and 46 recommendations for commissioners and providers across the health economy of Bury. No grade is attributed to the outcome.

2. Background

- 2.1. The CCG were given notice of a semi unannounced inspection by CQC on Thursday 30th August and arrived on site on Monday 3rd September.
- 2.2. The inspection team consisted of a lead inspector and six additional inspectors
- 2.3. Prior to arrival, a long list of evidence had to be supplied from the CCG and the two main health providers. Additional evidence as provided throughout the inspection. In total over 200 documents were submitted to CQC. Ten cases had to be identified for the inspectors to review and track through services. Additionally, at all visits to services, dip sampling of cases was undertaken. A timetable of visits was populated; using the template provided which required visits to specific services.

3.

- 3.1 The inspection team visited the following services and spent up to 6 hours with each service
 - Health visiting (Pennine Care Foundation Trust PCFT)
 - School nursing (PCFT)
 - One Recovery (adult drug and alcohol services for adults)
 - Virgin Sexual Health Services
 - Walk in Centre, Bury and Prestwich (PCFT)
 - Two GP practices
 - Looked after Children Team at Pennine Care Foundation Trust
 - Telephone conversation with the Designated Doctor of Looked after Children (Pennine Acute Trust, PAT)
 - Maternity services (PAT)
 - A&E at FGH (PAT)

- Adult mental health Services (PCFT)
- Healthy Young Minds (PCFT)
- A meeting with Strategic Leads for commissioning and safeguarding from the CCG and Local Authority

- 3.2 The key concerns that emerged were from the visits to Fairfield General A&E department and to the two Walk in Centre's. There was an immediate request by the CQC, for an action plan to remediate the concerns identified at A&E. This was submitted, as requested by the end of the inspection. PAT have initiated an improvement board to monitor the action plan
- 3.3 Additionally, there were concerns around the sustainability of the Walk in Centre's, staff moral and systems and processes to safeguarding children. Pennine Care was made aware of the concerns immediately and the Head of Safeguarding for the CCG was informed. Pennine Care have provided some assurances around the WIC's however, there are a number of recommendations within the report. A deep dive is planned by the CCG by the end of November.
- 3.4 The report by the CQC, was submitted to NHS Bury CCG for accuracy and factual checking in late September and all providers were able to respond. The final report was published on the 12th October 2018 and the CCG, as the lead and coordinator of the inspection, is required to submit an action plan by the 9th November.
- 3.5 A provider/commissioner working group has been established to populate the plan and this will then be submitted to the CQC for agreement
- 3.6 The plan will be monitored via the CCG Safeguarding Assurance and Governance group and via the CQC as part of their inspections of health providers

4 Associated Risks

- 4.1 The recommendations are challenging as the majority require a number of providers, Public Health and the CCG to co-ordinate and response. The time required to service the plan will be considerable
- 4.2 Additional resources may be required to successfully complete some actions and providers may request additional funding from the CCG
- 4.3 The finding at A&E and the Walk In Centre require greater support from the Quality and Safeguarding team in terms of oversight
- 4.4 The Health and Well Being Board and the Local Safeguarding Children Board both have an interest in the outcome of the inspection and have requested a briefing. The Corporate Parenting Panel (oversight for Looked after Children) has not requested a briefing but will have an interest and, therefore, a briefing will be provided.

4.5 Potentially, there may be a reputational risk, when/if the report is presented at the Governing Body and consideration needs to be given to including the risk in the risk register (there has been no media interest so far)

5 Recommendations

5.1 It is recommended that the Governing Body

- Note the content of report

6 Actions Required

6.1 To note the report

Maxine Lomax
Head of Safeguarding/Deputy Director of Nursing
Maxine.lomax@nhs.net
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