

Council of Governors

Quality Assurance Committee Update

Sandie Keene CBE, Chair Quality
Assurance Committee

6 October 2021

Purpose

To oversee and ensure the effective delivery of:

- Safe care at all times
- Timely access to effective care
- Positive experience and outcomes for service users and carers
- Effective quality assurance and improvement underpins all we do

Accountable Groups

- Infection Prevention & Control and Physical Health
- Clinical Quality and Safety
- Lived Experience and Co-Production Assurance
- Safeguarding Assurance
- Research, Innovation, Effectiveness and Improvement
- Back to Good Board
- Health and Safety

Work Programme

- Monthly KPI performance and CQC improvement
- Emerging Quality risks
- Improvement/recovery plan updates
- Strategy developments
- Deep dive reviews/specific projects
- Quarterly and annual reports from groups
- Internal audit reporting
- Board Assurance framework and Corporate Risk Register

Strategy Development/oversight

- Clinical and Social Care Strategy
- Physical Health Strategy (including End of Life and Nutrition/Hydration)
- Lived Experience Strategy
- Quality Strategy
- Research and Development Strategy

Improvement/recovery planning

Completed/business as usual improvement:

- Complaints ***
- Safeguarding

Active:

- Restrictive practice
- Medication oversight
- Community Mental Health Teams
- Serious incident investigations
- Waiting lists
- Care Programme approach

Risks

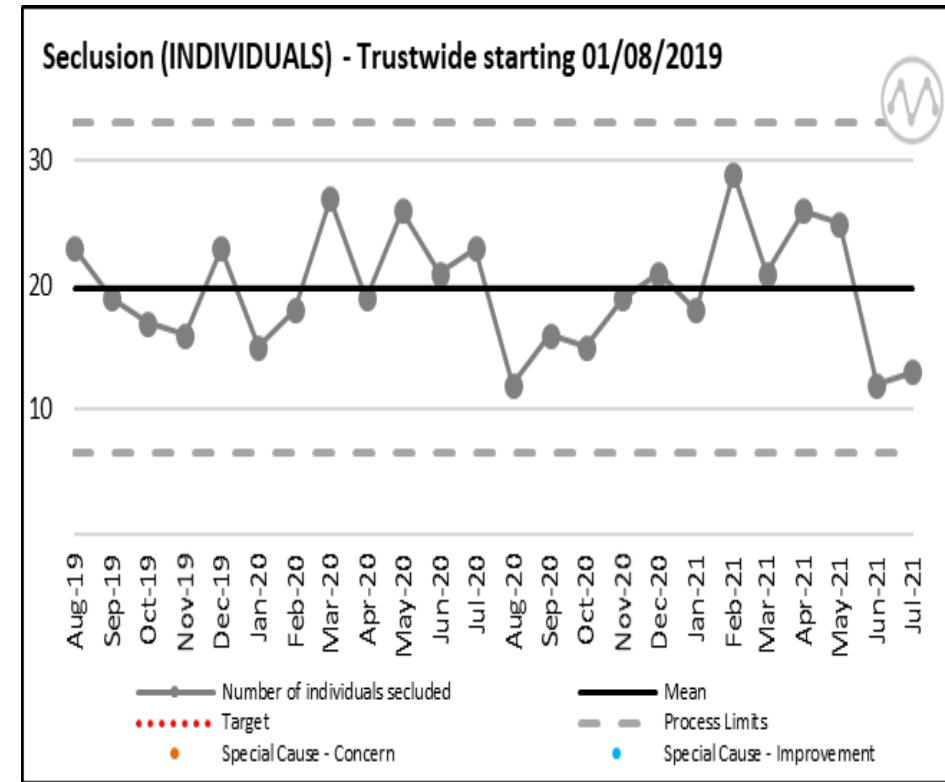
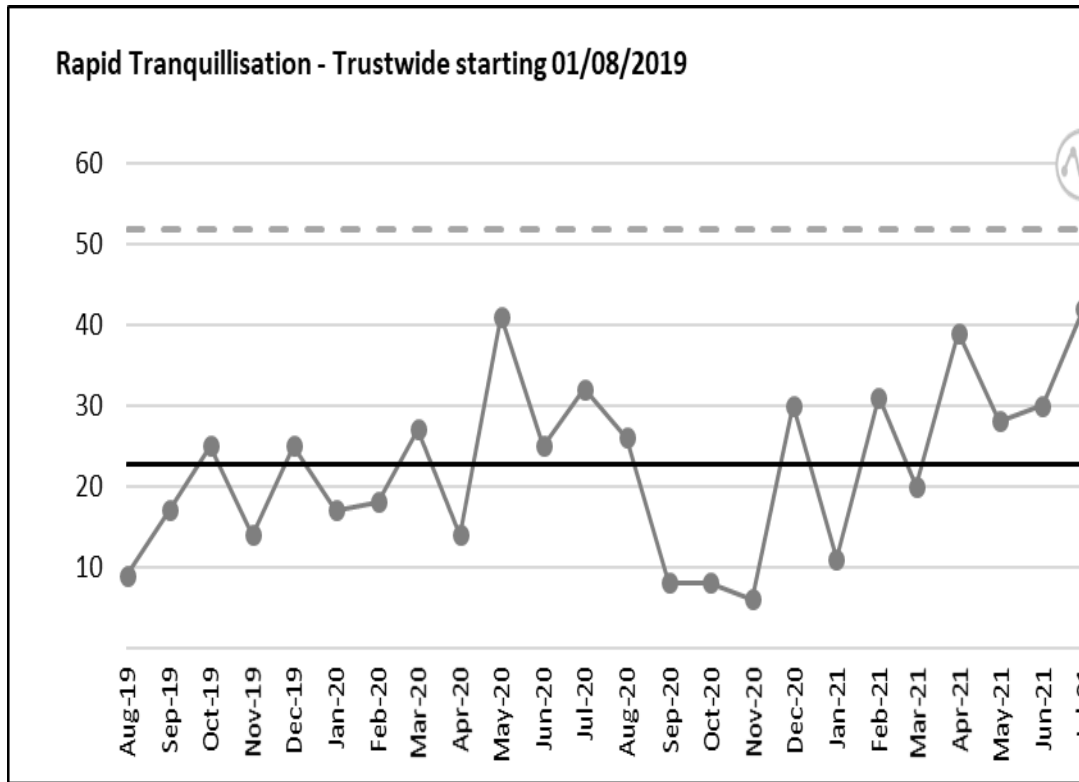
Improving:

- Mandatory training
- Staff supervision
- Out of area placements*
- Seclusions

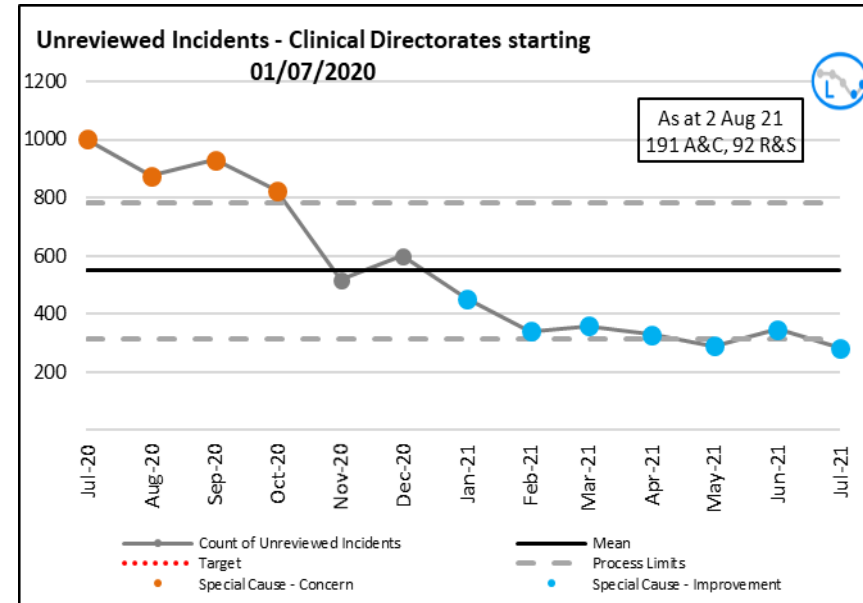
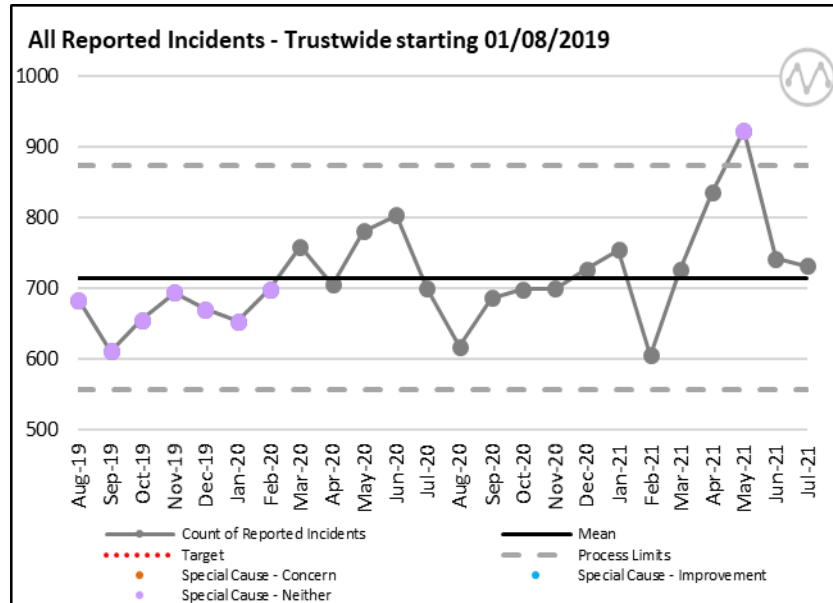
Active concerns:

- Estate – inpatient and community
- Delayed transfers of Care/length of stay
- Waiting times for service
- CPA reviews
- Increased demand

Restrictive Practice

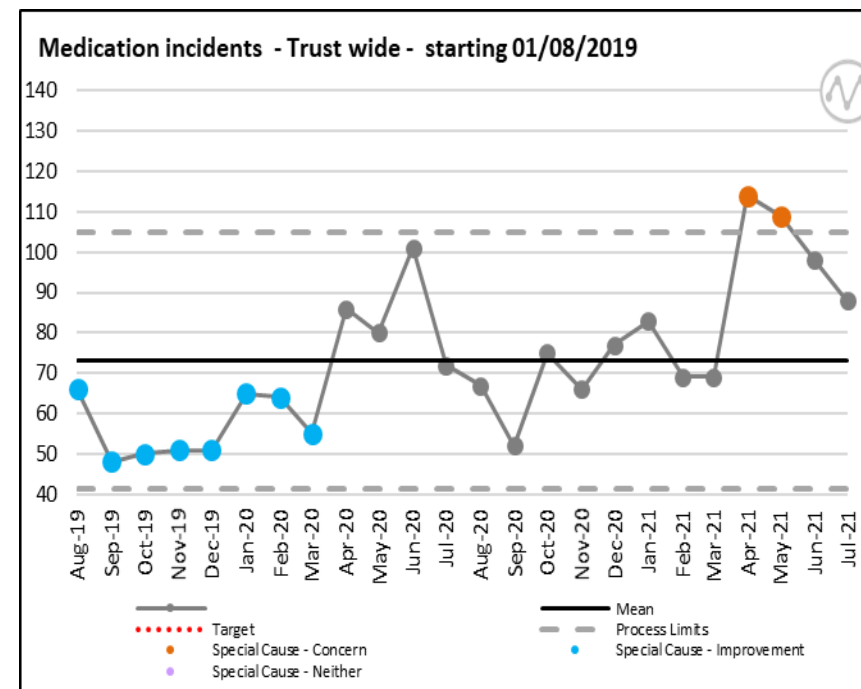
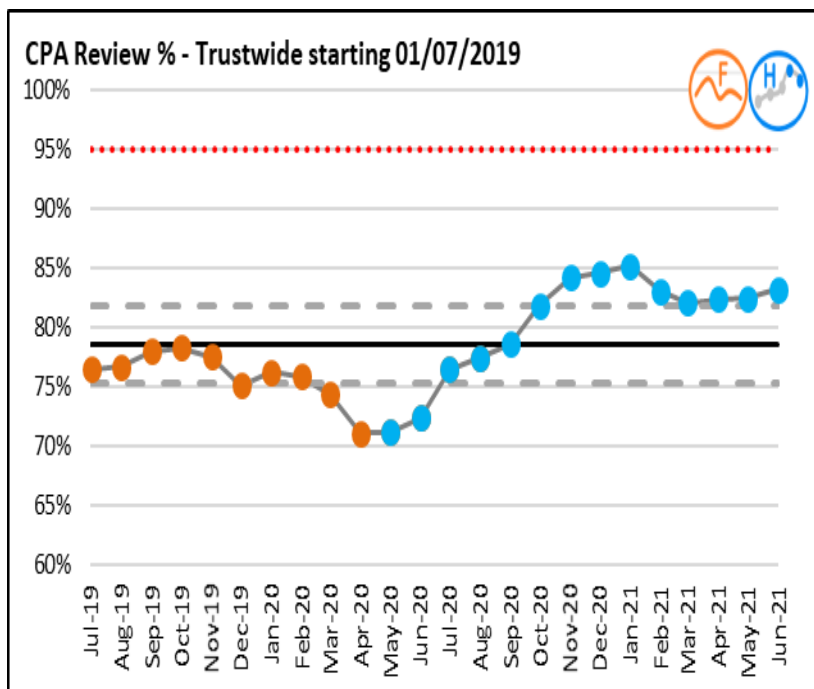


Serious Incidents



Trustwide	Jul-21		
	n	mean	SPC variation
ALL	732	715	•••
5 = Catastrophic	10	15	•••
4 = Major	4	4	•••
3 = Moderate	47	33	•••
2 = Minor	200	152	•?•
1 = Negligible	463	488	•••
0 = Near-Miss	8	23	•?•

Improvement oversight



Next Steps – Delivering the Strategy

- Embed the new governance and group reporting activity
- Refine recovery/improvement plan processes
- Quality Assurance visits to monitor compliance in context of quality framework development
- Equality, Diversity and Inclusion metrics
- Heat map metrics for specific services
- Ensure standards/trigger points for escalation where concerns exist
- Develop experience and impact measures