

**Report of the Director of Human Resources,  
Performance & Communications,  
to the Overview and Scrutiny Committee (OSC)  
on Tuesday 4<sup>th</sup> October 2016**

**South West Yorkshire NHS Partnership Foundation Trust (SWYPFT) Care Quality  
Commission (CQC) Inspection Feedback – Cover Report**

**1.0 Introduction and Background**

- 1.1 The attached report 'Item 4b' outlines a summary of the findings from the Care Quality Commission (CQC) inspection of services delivered by South West Yorkshire NHS Partnership Foundation Trust (SWYPFT). SWYPFT provides a range of inpatient, community, day clinics and specialist services across Barnsley, Calderdale, Kirklees and Wakefield. In Barnsley, this includes the operation of services in Kendray Hospital and Mount Vernon Hospital.
- 1.2 The CQC inspected SWYPFT services as part of their ongoing comprehensive mental health inspection programme. Prior to the inspection, the CQC gathered feedback from patients and other local organisations such as professional bodies and carer groups. An announced inspection took place from 7<sup>th</sup>-11<sup>th</sup> March 2016; this included visiting wards, teams, clinics as well as looking at a range of policies, procedures and other documentation in relation to the running of the services.
- 1.3 To understand patients' experience of care, the CQC always ask the following 5 questions of every service and provider: Is it safe?; Is it effective?; Is it caring?; It is responsive to people's needs?; and is it well led?. The inspection team included a variety of CQC representatives and specialists including consultant psychiatrists, health visitors, Mental Health Act reviewers, social workers, pharmacists, registered nurses, a psychologist, occupational therapists, senior managers, as well as experts by experience who had personal experience of using or caring for someone who uses the types of services being inspected.
- 1.4 For SWYPFT, being safe, effective, responsive and well-led were rated as 'requires improvement' and being caring was rated as 'good'. Overall, the Trust was rated as 'requires improvement' and some areas of outstanding practice were noted. Since the completion of the inspection and publication of the reports, corrective action has been taken to address the areas of concern including creation of an action plan which was submitted to the CQC which is being updated on a regular basis and is being scrutinised through SWYPFT's internal governance processes.
- 1.5 The services inspected are listed on pages 1 and 2 of the attached CQC summary report (Item 4b-attached). A summary of the overall ratings are shown on page 3 and an overview of the ratings for individual services inspected are shown in Item 4c (attached). Barnsley general community services were all rated as 'good' in the inspection process. The aspect of the 'caring' rating within the trust was consistently rated as 'good', with community health services for children, young people and families and end of life care being highlighted as 'outstanding'.

## **2.0 Invited witnesses**

2.1 At today's meeting, a number of representatives have been invited to answer questions from the OSC regarding the inspection of SWYPFT, improvement plans in place and future plans:

- Sean Rayner, District Service Director, Barnsley and Wakefield, SWYPFT
- Kate Gorse-Brightmore, Inspection Manager, CQC
- Brigid Reid, Chief Nurse, Barnsley Clinical Commissioning Group (CCG)
- Rachel Dickinson, Executive Director, People, BMBC
- Carrie Abbott, Service Director, Public Health, BMBC
- Cllr Jim Andrews, Deputy Leader & Cabinet Spokesperson for Public Health, BMBC
- Cllr Margaret Bruff, Cabinet Spokesperson - People (Safeguarding), BMBC

## **3.0 Possible areas for discussion**

3.1 Members may wish to ask questions around the following areas:

- How effective are performance management arrangements? How will you ensure corrective actions are implemented and continue to ensure service improvement?
- How will you ensure good practice evident within the trust is shared amongst other departments?
- What is in place to ensure effective partnership working with key stakeholders to maximise patient outcomes?
- What is done to learn from best practice in other organisations and how is this implemented within departments?
- How do you ensure effective patient involvement in services and that this influences service design and delivery?
- How effective is the leadership and management within the organisation? To what extent are staff confident in this and engaged in improvement work including undertaking additional training?
- How confident are you that the right decisions are being made to ensure services are safe, effective, caring, responsive and well-lead?
- What is being done to address issues with electronic recording systems both to manage patient records as well as provide accurate data on service performance such as waiting times?
- What are the key future challenges for SWYPFT?
- How can Members support the work of SWYPFT to improve outcomes for our local residents?

## **4.0 Background Papers and Links**

- Item 4b (attached) – CQC Summary Inspection Report of SWYPFT
- Item 4c (attached) - Overview of CQC ratings for individual services inspected
- Overview of CQC Inspection of SWYPFT:  
<http://www.cqc.org.uk/provider/RXG>
- Full CQC Inspection Report of SWYPFT:  
[http://www.cqc.org.uk/sites/default/files/new\\_reports/AAAF2253.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/AAAF2253.pdf)

## **5.0 Glossary**

BMBC – Barnsley Metropolitan Borough Council

CCG – Clinical Commissioning Group

CQC – Care Quality Commission

SWYPFT – South West Yorkshire NHS Partnership Foundation Trust

## **6.0 Officer Contact**

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