



Health Scrutiny Panel

20 November 2014

Report Title	Care Quality Commission Report and Action Plan update	
Cabinet Member with Lead Responsibility	Councillor Sandra Samuels Health and Well Being	
Wards Affected	All	
Accountable Strategic Director(s)		
Originating service	Royal Wolverhampton NHS Trust (RWT)	
Accountable officer(s)	Jonathan Pearce	Graduate Management Trainee
	Tel	01902 55(0741)
	Email	Jonathan.pearce@wolverhampton.gov.uk

Recommendation(s) for action or decision:

The Panel is recommended to:

1. Scrutinise the feedback from the Trust and offer comments.

1. Purpose

- 1.1. The purpose of this report is to update the Health Scrutiny Panel of the progress against the Trust's comprehensive action plan to address the 2013 CQC report findings. There have been no further inspection visits in the intervening period. The report acts as assurance that the Trust is complying with the CQC recommendations

2. Background

- 2.1. Following the announced inspection by the CQC in September 2013 the outcomes were reported in November 2013. Five overarching areas of concern have been addressed through the Trust action plan. The themes were: Nurse staffing, Environmental concerns, Managing the bereavement experience, Patient feedback, Managing mental health in ED, Learning Disability needs across the Trust.

3. Proposals relating to the work of this panel

- 3.1 An action plan has been completed and actions closed with sustainability built into existing Trust service improvement and monitoring processes where appropriate.
- 3.2 There is an internal governance process in place for the approval and monitoring of progress for the actions. Actions completed and closed are monitored as part of internal quality assurance processes for sustainability. The Deputy Chief Nurse meets regularly with the local CQC lead, to monitor progress and sustainability of the action plan.
- 3.3 As at October 2014 there were just 4 outstanding actions:
 - A review of outpatients nursing skill mix - not progressed independently will form part of PID / Trust service redesign.
 - A review of ward clerk / receptionist cover on all inpatient wards - confirmed to be incorporated into Creating Best Practice workforce work stream.
 - A review of mortuary viewing room - business case in progress.
 - Nurse and midwife staffing.
- 3.4 There has been a substantial amount of work put into the nurse and midwifery staffing issues including:
 - Recruitment in Europe [Greece, Italy, Spain and Portugal] which has resulted in circa 90 registered nurses being employed by the Trust from this initiative.
 - Proactive recruitment to midwifery posts, recruitment to date has now brought the birth rate plus ratio to 1:31.5 (within national thresholds).
 - Investment to increase the staffing levels on inpatient wards.
 - Monthly audit of staffing levels [planned versus actual] reported to NHS England, the Trust Board and publically via the Trusts website and NHS Choices website.
 - Recruitment of 100 newly registered nurses annually.

4. Financial implications

4.1. None

5. Legal implications

5.1. None

6. Equalities implications

6.1. None

7. Environmental implications

7.1. None

8. Human resources implications

8.1. None.

9. Schedule of background papers

9.1 None