

Lancashire County Council

Health Scrutiny Committee - Steering Group

Minutes of the Meeting held on Monday, 22 June, 2015 at 2.00 pm in Room B18b, County Hall - County Hall, Preston

Present:

County Councillor Steven Holgate (Chair)

County Councillors

M Brindle

Y Motala

1. Apologies

Apologies were received from CC Fabian Craig-Wilson

2. Notes of the last meeting

The notes of the meeting held on 11 May were agreed as correct

3. CQC Inspections

Wendy Dixon, Inspection Manager attended the meeting and provided members with a presentation

Steve gave Wendy some background as to why we wanted to meet with the CQC. He explained that the Steering Group were undertaking a review of the inspection process carried out by the CQC in particular within Acute Trusts. Members wanted to gain a better understanding of how an inspection is actually carried out and how inspectors investigate different service areas. A discussion took place and the main points were:

- How do we regulate against the culture of an organisation? – it is included within the regulation relating to governance, but there has to be evidence that a breach of the regulation has taken place. Difficult when a trust employs local people for a long time, everyone knows each other, they are often related, they work and socialise together etc.
- Identified that there is a role for non-execs – links to CQC inspections. How can inspectors determine if there is complacency or complicity?
- Whistleblowing policy – regulation standards? – strengthened
- Government makes the regulations – CQC is the instrument to make sure they are followed
- Key Lines of Enquiry (KLOE) – sit under the regulations to dig a bit deeper.

- Different inspection processes for hospitals, care homes, GPs and dentists.
- Can be different attitudes of staff in different shift patterns – i.e. difference between week day and weekend.
- Specialists in the service/subject area form part of the inspection team
- Lay people support an inspection – experts by experience (ex-service users)
- How prescriptive can CQC be in terms of improvement? - Action plans and improvement boards
- Difficult to capture a representative view in a large Trust – such a large footfall of patients
- New style inspections - by Dec 2016 all will get a core inspection and Ofsted style rating.
- Time limits on when improvement has to be made. – If not done, issued with a notice threatening prosecution (fines, deem individual people not fit, take away registration) – patient welfare is the main focus. Easier to penalise care homes rather than hospitals
- CQC going forward? – still changes to be made in how the organisation is resourced
- Do CQC look at agency staff? – does the percentage influence the final report. Can be a factor in some cases – agency staff often reluctant to make decisions. Also impacts on the staffing budget.
- Agency staff – many choose to go on zero hour contracts to fit in with family commitments etc. – flat rate for nurses not much different but better rate of pay for unsocial hours.
- CQC teams network - common themes are identified by analysts, e.g. regulations most commonly breached – can identify solutions through partners, e.g. training, sharing best practice. Lot of national dementia work has come from common themes identified in inspections
- Typical inspection is as follows: 8 weeks prior inspection announced – named inspection manager and named analyst
 - All partners informed and requests for information collated
 - Data pack produced
 - Manager organises the teams
 - Planner books the logistics
 - Meeting with team leads – they organise own teams
 - Whole meeting with all people Specialists, experts
 - Then inspections take place
 - Post inspection meeting on the day – last day
 - 5 days to write up information to submit team lead then another 5 - 10 days to add to whole report for the specific service area

- Then a joined up report produced for the whole Trust – Trust get a draft (expectation that the Trust to share with relevant partners, including scrutiny, at this stage)
- Trust have 15 days to make factual accuracy changes and as a separate process can appeal against the rating, however the CQC have final say
- There have been high profile cases with individual members of staff being negligent.
- Can ask what checks were done to determine qualifications and training, random check qualifications, anything criminal would be reported to the police through safeguarding.

As Steering Group are keen to shadow a live inspection it was agreed that Wendy would speak to colleagues to discuss how this could be progressed.

Wendy also provided members with a brief presentation a copy of which is appended to the notes

4. Non Exec role on Trust Boards

As part of the review into the role and effectiveness of Non-Executive Directors on Trust Boards members agreed to attend a number of Board meetings to observe how engaged they are with the discussions. Therefore members would undertake the following visits:

- **University Hospitals Morecambe Bay Trust –Hospital**

29 July – Steve – venue and time to be confirmed

- **Lancashire Teaching Hospitals Trust – 10.30am – venue changes between Preston & Chorley**

12 August - Wendy

- **Southport & Ormskirk Hospital Trust – 9.00am, Southport Hospital**

26 August - Wendy

- **East Lancashire Hospitals Trust – 2.00pm, Royal Blackburn Hospital**

29 July - Margaret

- **Lancashire Care Foundation Trust – 9.30am, venue tbc**

27 October – Yousuf

- **Blackpool Teaching Hospitals Trust – 9.30am, venue tbc**

Fabian to be asked if she would be able to attend one of the meetings

- **Calderstones – 10.00am, Whalley**

29 October – Yousuf

- **North West Ambulance Service – 10.00am, Ladybridge Hall HQ**

Still to be determined

5. Next HSC - 15 July

Members were updated on the topic of the next meeting of the Health Scrutiny Committee

6. Date of next meeting

The dates of next and future meetings are as follows:

- 13 July – Lancashire Teaching Hospitals Trust to discuss 'Your Hospitals, Your Health' – a review of clinical service strategies and hospital estates. Also someone to talk about the recent Monitor announcement regarding their financial situation
- 3 August – Southport & Ormskirk Hospital Trust – post CQC inspection Action Plan (CC Hennessey and Cllr Savage, West Lancs have also been invited)

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