

REPORT TO: Manchester Overview and Scrutiny Committee

DATE: 5 March 2009

SUBJECT: Standards for Better Health

REPORT OF: Tim Butcher, Assistant Director for Performance Improvement

Introduction

Manchester OSC has requested an update report from NWS NHS Trust on standards for better health. The overall position is that this trust has again carried out an assessment day to review its position against all SBH standards. This took place on 10th February, and the assessment panel included the Deputy Chief executive, a Non-executive Director and an Internal Audit representative.

The panel took a risk based approach in order to focus attention on the standards and element where there was expected to be some concern about declaring compliance.

It should be noted that the assessment criteria for ambulance trusts were only published by HCC in December, and that a number of new elements were included. This has meant that it has not been possible to declare compliance for the full year on some standards. All results are provisional, and in most cases actions have been identified that should result in the trust being able to declare compliance at year end.

Initial findings from the SBH Assessment Day, 10/2/09

The panel agreed compliance can be declared for all standards not mentioned below. The standards where it is not yet possible to declare compliance are:

C8b ii “supporting staff through organisational and personal development programmes”. It is likely that the trust will declare non-compliance on this standard. Plans are being developed to ensure compliance in 2009/2010.

C2 Safeguarding Children. Three elements were compliant but an area of weakness was identified in element 1. There is a need to deliver a training package to operational staff through a learning pack, and this is under way. This should be completed by 31st March, in which case the trust will declare compliant at year end.

C4a Infection Control. A training pack is also being issued on this topic for completion by 31st March, with a view to compliance at year end. The trust received an inspection on HCAI from HCC in February and the final declaration will depend in part on the report received.

C5c “Clinicians continuously update skills...”. Following non-compliance last year the new arrangements for HEI based CPD have been implemented for paramedics. This came into place at the start of the university year, and so will be declared as compliant at year end.

C11b Mandatory training. Insufficient evidence was provided on Tuesday on this standard, which now includes an additional element. Further work is now in progress to seek to be able to declare compliant at year end.

C13b Capacity to Consent. The training on the capacity to consent policy has been delayed this year, but is now being delivered through a training pack by 31st March. The trust will then be able to declare compliant at year end.

C16 Information to patients. Although the trust is compliant across most of this standard, in element 2 an issue remains following the inclusion this year of a reference to the Mental Capacity Act. This will be addressed by the training identified for C13b, allowing the trust to declare compliant at year end.

C21 Cleanliness of vehicles. The arrangements to deliver a regular programme of deep cleaning will be in place by year end. It is therefore likely that we will declare compliance at year end, provided that this is achieved.

Conclusions

The Trust has been going through a very challenging period when it has been faced with unprecedented levels of operational activity. This, and the imperative to achieve the national targets on operational response times, has led to the trust operating at its highest level of its escalation plan, with many other activities suspended. This has made the issue of ongoing training problematic, and this has been reflected in the SBH self-assessment. The trust has also had to address a new set of standards that were only released in December.

The trust will determine its final declaration after the end of the year, as there are a number of actions that have to be completed that will influence the final decision.

Recommendations

The committee is invited to receive this report, and make any further observations or enquiries at the meeting on 5 March 2009.