

**Report for the Board**

**Quality Exception Report – January 2015**

This Quality Report highlights, by exception, to Southampton City Clinical Commissioning Group (SCCCG) the key quality successes and challenges.

## **1. Safety**

### **1.1 Infection prevention and control**

Overall the CCG position is good to the end of December 2014, with no MRSA bacteraemia cases so far this year and 41 Clostridium difficile cases which one case over the expected limit at this point in the year against, a maximum of 57 for the whole year. During December University Hospital Southampton NHS Foundation Trust (UHSFT) suffered from a Norovirus outbreak which saw a significant increase in the number of C.difficile cases identified, which is often the case. The Infection Prevention and Control Lead Nurse is working with UHSFT and others to minimise the risks where possible.

The recent Norovirus outbreak at UHSFT had a significant impact on bed availability at the hospital, contributing to the difficulty in managing emergency patient flow through the hospital. UHSFT responded well to the outbreak, bringing the situation under control and identifying learning to reduce the risk of further spread during the outbreak.

No new MRSA bacteraemia cases have been reported at UHSFT since July, however this remains under close review to ensure the actions taken are embedded in practice

### **1.2 Serious incidents**

At the December Clinical Governance Committee meeting an update was provided on progress with the management of Serious Incidents. Following the significant work undertaken by Dr Majid Jalil Clinical Lead, Gemma Seymour Clinical Quality Assurance officer and Joan Wilson Quality Manager, NHS England are now fully assured that SCCC has robust mechanisms in place for the management of serious incidents. They no longer attend panel meetings and other CCG's are attending our panel as observers to learn from the processes we have in place.

### **1.3 Safer Staffing**

Following on from the update provided in November 2014 Solent NHS Trust have confirmed that they will publicly report on safer staffing in January 2015 and the details will be shared with CQRM in February 2015.

## **1.4 Emergency Department (ED)**

The challenges continue with the ED 4 hour target at UHSFT, and across the wider Wessex system. At a recent NHS England Wessex Quality Surveillance Group it was agreed that a system of reviewing quality assurance relevant to emergency care should be considered and work is underway in the Portsmouth and South East Hampshire area. Julia Barton, Chief Nurse for Fareham and Gosport and South East Hampshire CCG's is leading this work and will report to the Directors of Nursing group on progress. It is anticipated that this will not create additional work for the acute Trusts in the system but focus on quality assurance already provided but linked specifically to emergency and urgent care pathways.

## **1.3 Mortality**

SCCCG Associate Director of Quality has provided an update the NHS England Wessex Quality Surveillance Group on mortality rates at UHSFT. This update included analysis of the impact of Countess Mountbatten House (CMH) on the Hospital Standardised Mortality Ratio and as anticipated this does push the figures into the higher risk range. When considering the HSMR at Southampton General Hospital, excluding the figures for CMH and Princess Anne Hospital, the HSMR is within the expected range.

SCCCG is confident that UHSFT are responding appropriately to HSMR alerts; this includes regular mortality review meetings at clinical level and formal discussion at public board meetings.

UHSFT CQRM will continue to monitor mortality rates on a quarterly basis to ensure they are within expected ranges.

## **1.4 Safeguarding Children**

SCCCG Quality Team and the Head of Safeguarding (Designated Nurse) continue to closely monitor the performance of Solent NHS Trust in the management of Looked After Children. Performance in ensuring health assessments are undertaken within the required timeframes is being monitored, to ensure the health and well-being of this vulnerable group of children.

## **2. Outcomes**

### **2.1 CQC compliance**

The current picture of CQC compliance with the essential standards to the end of October 2014 was mixed across the city

#### ***Health Providers***

- Southern Health NHS Foundation Trust have had their full CQC inspection and are awaiting the final report which is anticipated to be released late

February or March with the Quality Summit being held in advance of this release.

- UHSFT have also had their full CQC inspection and have been advised that it will be March before the report is ready.

### ***Nursing Homes***

Compliance issues continue at 4 nursing homes in the City, these are

- St Anne's Nursing Home last assessed by CQC September 2014, this home is currently has a variation to its registration in place from CQC which means they are unable to admit new residents without CQC consent. 5 areas of enforcement action are identified in the report and staff from the Integrated Commissioning Unit are visiting the home on a weekly basis
- Oak Lodge are now fully compliant with the CQC essential standards
- Sunrise of Bassett have also had a CQC visit resulting in compliance actions. The ICU have been monitoring progress with the action plan arising from this inspection and are confident that the home is now meeting the essential standards of quality and safety.

## **2.2 Quality Assurance in Nursing and Residential Homes and Domiciliary Care Agencies**

At the end of December 2014

- Only 1 Nursing Home remains suspended from placements. In January one other Nursing Home had an influenza outbreak which was well managed by the home and the temporary suspension on admissions is due to be lifted on 20<sup>th</sup> January 2015.
- 2 Residential Homes remain suspended from placements. One of these is making good progress with ICU staff feeding back on a good response to new management and leadership in the home. The second home, due to problems with CQC registration, closed on the 9<sup>th</sup> January 2015 with all residents being moved to suitable alternative accommodation.

## **2.3 Outcomes Data**

Work is underway to develop outcome based reporting and this is being presented to the February 2015 Clinical Governance Committee

## **3. Experience**

### **3.1 Single sex accommodation**

No further non-clinically justified breaches of single sex accommodation have taken place at UHSFT since the last incident in July. UHSFT, CCGs and NHS England

continue to work together to ensure compliance and agreement has recently been reached on clinically justifiable breaches in the hyper acute trauma bay.

### **3.2 Complaints and Compliments**

During October and November 2014 SCCCG received 3 formal complaints relating to issues at UHSFT (2) and Millbrook wheelchair services (1)

In addition 18 PALS type calls were received relating to a wide range of services, no specific themes or trends emerging.

One compliment was received in October in relation to the efficient service at the Minor Injuries Unit, and one in November in relation to end of life care.

Two complaints closed in November; one was closed as no consent was received. The other complaint was upheld and communications are to be improved by Care Group. They are to provide specific time for consultant to speak with family of inpatient either by telephone or face to face when updating them about treatment/care.

## **4. Conclusion**

This new style report attempts to provide an overview of the current quality assurance work underway within the Integrated Commissioning Unit Quality Team. Any feedback on this report would be very welcome to enhance it for Governing Body Members going forward

### **Report compiled by**

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19<sup>th</sup> January 2015