

**DECISION-MAKER:** HEALTH OVERVIEW AND SCRUTINY PANEL  
**SUBJECT:** SOLENT NHS TRUST CQC REPORT  
**DATE OF DECISION:** 19 DECEMBER 2016  
**REPORT OF:** CHIEF EXECUTIVE – SOLENT NHS TRUST

#### CONTACT DETAILS

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#### **STATEMENT OF CONFIDENTIALITY**

None

#### **BRIEF SUMMARY**

England's Chief Inspector of Hospitals has rated the services provided by Solent NHS Trust as Requires Improvement following an inspection by the Care Quality Commission (CQC) in June and July 2016.

This report provides a summary of the key findings from the inspection and outlines the approach the Trust will follow to address the issues raised in the CQC reports.

#### **RECOMMENDATIONS:**

- (i) That the Panel note the outcome of the inspection and discuss the actions that the Trust intend to take in response to the CQC findings.

#### **REASONS FOR REPORT RECOMMENDATIONS**

1. To enable the Panel to discuss the CQC Inspection findings with representatives from Solent NHS Trust.

#### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

2. Not applicable

#### **DETAIL (Including consultation carried out)**

3. Solent NHS Trust is a specialist provider of community and mental health services to people living in Southampton, Portsmouth and areas of Hampshire, and is the main provider of mental health services to people living in Portsmouth.
4. In June and July 2016 the CQC undertook an inspection of services provided by the Trust. Overall, the Trust was rated Requires Improvement. A team of inspectors rated the trust as Requires Improvement for providing services that are safe, effective and well-led, and Good for being caring and responsive to people's needs. A summary of the Trust's CQC ratings is attached as Appendix 1. The Trust continues to aspire to improve services and will request the CQC to revisit the areas they found to require improvement or to be inadequate.
5. During the inspection the CQC looked in detail at the trust's mental health locations and community health services. Full reports including ratings for all of the provider's core services are available at:  
<http://www.cqc.org.uk/provider/R1C> It should be noted that the reports covers all the services the Trust provides across Southampton, Portsmouth and Hampshire.

6. **Table 1 - Solent NHS Trust Overall Ratings**

Safe	Effective	Caring	Responsive	Well-led	Overall
Requires Improvement	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement

7. The reports highlight several areas of good practice, including:

- Community mental health services for people with a learning disability that were considered to be outstanding.
- Solent NHS Trust was listed as the most research active care trust in 2015/16 in the National Institute for Health Research National League Tables.
- There were many examples across community services of integrated working, new models of care, therapy based initiatives and early intervention projects to promote public health.
- The Trust had developed innovative processes for learning from mortality in community and mental health settings. The Trust was developing its approach across Hampshire and Isle of Wight and was working with national organisations to further develop the process.
- There was evidence of good and innovative practices, such as the interactive “Trache bus” - a service which was available to children living in Portsmouth. It provided valuable care to children with an established tracheostomy (an artificial opening into the windpipe (trachea) that is held open by a tube. This helps the child to breathe more easily.)
- The Tulip Clinic for sex industry workers and exploited children demonstrated good practice.

8. The Trust had prepared for the Inspection and had completed a Quality Review Week where we had identified areas to improve and the results were acted upon.

9. Inspectors said that the Trust must / should improve in some areas and these will form part of an Organisation wide action plan. We are required to send the overarching action plan to the CQC by 15 December 2016. However, the Trust was aware of actions that the CQC would require and have already completed a number of actions around the completion of mandatory training, medicines management and the use of safety devices for lone workers.

10. Going forward the action plan will be managed and monitored through the service line governance arenas and by exception through committees to the Board. The actions will also be incorporated into wider service level quality improvement plans. Areas for action include:

- Ensuring safe staffing levels
- Access to clinical records and record keeping
- Access to wheelchairs
- Provision of safe and effective services in Substance Misuse and

Childrens Services ( Health Visiting)

- Risk assessments for children in the CAMHS services
- Prescribing reviews within the Substance Misuse Services.

11. Specific areas for action for Southampton based services include:
- Children and Young People:
    - Medicines management in Special Schools – lessons learned from the visit to Portsmouth school is being shared across all locations
    - Waiting times for Childrens therapies – addressing staffing issues
  - Inpatients
    - Completion of mandatory training
    - Storage of equipment
    - Access to social services
  - Sexual Health
    - Improving diagnostic times for chlamydia
  - CAMHS
    - Risk assessments for all children
    - Learning from Serious Incidents
    - Involving young people in decisions about the services
  - Substance Misuse
    - Prescribing reviews / Prescribing care plans
    - Completion of safe storage visits for clients with children.

## **RESOURCE IMPLICATIONS**

### **Capital/Revenue**

12. The Trust will work with key stakeholders, including commissioners and NHS England, where improvements have been identified as necessary to ensure that service pathways and models meet regulatory standards within an agreed financial envelope.

### **Property/Other**

13. N/A

## **LEGAL IMPLICATIONS**

### **Statutory power to undertake proposals in the report:**

14. N/A

### **Other Legal Implications:**

15. N/A

## **POLICY FRAMEWORK IMPLICATIONS**

16. N/A

**KEY DECISION** No

**WARDS/COMMUNITIES AFFECTED:** None directly as a result of this report

**SUPPORTING DOCUMENTATION**

**Appendices**

1.	Solent NHS Trust - CQC ratings for individual services
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**Documents In Members' Rooms**

1.	None
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**Equality Impact Assessment**

Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out.	No
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**Privacy Impact Assessment**

Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.	No
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**Other Background Documents**

**Equality Impact Assessment and Other Background documents available for inspection at:**

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1. None	