



# **Board Meeting Papers 1<sup>st</sup> December 2020**

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<b>Date</b>	1 December 2020	<b>Agenda item</b>	07
<b>Title</b>	Quality & Outcomes Committee Summary		
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<b>Lead Director</b>	Mary Lewis	<b>Date signed off</b>	17 November 2020
<b>Presented by</b>	Paul May	<b>Version</b>	1
<b>For</b>	Approval/decision <input type="checkbox"/> Debate <input type="checkbox"/> Assurance <input checked="" type="checkbox"/> Information <input checked="" type="checkbox"/>		

## Aims/Summary

The following is as a summary of the items discussed at the Quality and Outcomes Committee meeting held on the 17 November 2020.

## Options and decisions

N/A

## Resource implications (financial/staffing/other resources)

N/A

## Quality considerations

## Paper/information previously considered by

## Date

## 1. Background

The following report is to present to the Board the key findings and recommendations from the meeting of the Quality & Outcomes Committee held on 17 November.

## 2. Key points

- The minutes were agreed as an accurate record of the meeting.
- The Action Log was reviewed and updated.
- The Committee was updated about the increase in Covid 19 cases in the area; the formal position is that we are classed as level 4 (the highest level) from an NHS point of view. The Bristol, North Somerset and South Gloucestershire (BNSSG) system has been fluctuating between level 3 and 4 due to the huge pressures on the system both in the Acute Trusts and in our own services. Sirona are moving through the surge planning phases and are on the way to Phase C and will start to take forward the associated actions.
- The Committee received a summary of the People and Development Group meeting held on the 17 November and the associated dashboard. The Committee discussed the sickness absence rate and was advised that this does not include an additional 3% of staff who are self-isolating due to Covid 19 symptoms or as a member of their household has symptoms. It was discussed that this is putting additional pressure on our capacity and that staff are being asked to work as flexibly as possible to overcome these challenges. The Committee was assured that the level of Adult Safeguarding Level 3 training has been improving, and that whilst there is still work to do, this is in line with the planned trajectory.
- The Committee discussed staff wellbeing; work is ongoing to triangulate themes and trends and to engage with teams and staff members and to look at how we are addressing this so that we have oversight and ensure we are collectively working together. The Committee recognised the astounding things that people are doing under immensely difficult circumstances.
- The Committee received the Quarter 2 Safeguarding Report and noted the focus on training and compliance. The Committee heard that there has been a lot of national concern, that has also translated into BNSSG, about mistreatment of very young babies during Covid 19. In response, Sirona joined a Summit with BNSSG, the CCG (Clinical Commissioning Group) and other providers to address and look at strategic learning.
- The Committee received the Quality Report for the month of October, the key points to note being:
  - There continues to be an upward trend in adverse incident reporting with low levels of harm.
  - Reporting themes remain consistent
  - 3 Incidents were reported to Strategic Executive Information System (StEIS).
  - There were no breaches of Duty of Candour,
  - We are closely monitoring Covid-19 related incidents; there have been a few issues relating to communications and staff awareness and behaviours in following guidance. This is a slight trend and local managers are addressing where necessary.
  - There were no Never Events.
  - There was 1 complaint - this is currently under investigation
  - We are starting to see more compliments being recorded which is positive.
  - There were no infection outbreaks in October - Covid 19 work continues.

- It was agreed that a deep dive into adverse incidents of care provision will take place in January. This will help identify learning from complex discharges that we can share with our own staff as well as those from the Acute Trusts.
- The Committee received the Quarter 2 Position Statement Report and noted that in the majority of areas Sirona is fulfilling the contractual obligations in relation to the Quality Schedule. Where the obligations are not being met in full the summary provides an explanation and rationale for this, as discussed and agreed with commissioners through the contractual meetings.
- The Committee received the Corporate Risk Register, specifically focussing on a risk with increased score and a new risk relating to virtual training for the Bladder and Bowel Service. The Committee also received the Children's Services Risk Register, specifically focussing a 2 new risks relating to electronic records and Community Paediatrics. A risk relating to a lack of smart phones was discussed in detail and the Committee was assured that work is taking place with the IT Team to understand the requirements and prioritise new equipment for staff.

Further assurance relating to wider Digital and IT issues was noted as being sought.

- The Committee received a seminar presentation by Children's Services in response to the previous Committee focus on the service delivery pressures and the historic Looked After Children Performance Notice from the CCG which has now been lifted. The Committee heard that demand is outstripping capacity but that a review to understand our Children's Services offer is taking place to address this. The Committee heard that during the first wave of covid-19 pandemic, the service was paused to support Adult Services which had a significant effect on the service in relation to waiting lists but also to staff wellbeing. The Committee then received a comprehensive overview of how Children's Services are performing and delivering with many positive stories shared, of note was the setting up of the Autism Hub in Bristol and the prevention of admission work during the first Covid wave.

### 3. Recommendations

The Board is requested to note the Committee Summary Report and be assured of the work undertaken by the Quality and Outcomes Committee.