

Report to: **East Sussex Health Overview and Scrutiny Committee (HOSC)**
Date: **22 May 2015**
By: **Assistant Chief Executive**
Title of report: **East Sussex Healthcare NHS Trust (ESHT): Care Quality Commission (CQC) Quality Report**
Purpose of report: **To consider the recent CQC Quality Report on ESHT**

RECOMMENDATIONS

HOSC is recommended:

- 1) To consider and comment on the Care Quality Commission Quality Report on services provided by East Sussex Healthcare NHS Trust**
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1. Background

- 1.1 The Care Quality Commission (CQC) carried out an inspection of East Sussex NHS Healthcare Trust (ESHT) in September 2014. The results of this inspection were published as a series of CQC Quality Reports in March 2015. A further inspection has been undertaken more recently, but findings from this have not yet been published or sent to ESHT to check for factual accuracy. Given this, it will not be possible to discuss details of this second inspection at the May 22 HOSC meeting.
- 1.2 When the CQC inspects acute hospital trusts, specialist mental health services and community health services, its inspection findings are discussed at a quality summit. This is a meeting with the care provider and partners in the local health and social care system. Quality summits are typically held in advance of the publication of an inspection report. However, there has to date been no quality summit for the ESHT report.
- 1.3 NHS trusts are required to publish and implement action plans in response to CQC Quality reports. ESHT has accordingly published a Quality Improvement Plan detailing its actions in response to the initial CQC inspection reports. (This plan is included as **Appendix 2** to this report.) It is likely that the Quality Improvement Plan will require some further revision once the findings of the second CQC inspection have been published.
- 1.4 It should be noted that the ESHT Quality Improvement Plan details only actions in direct response to the CQC inspection, and does not capture the totality of ESHT quality improvement work, which is considerably broader in scope. In order to fully appreciate the trust's plans for improvement, it is important that the Quality Improvement Plan is viewed in the context of this wider strategic planning.
- 1.5 In September 2014 the CQC inspected the following eight 'core' services at both the Conquest Hospital, Hastings, and Eastbourne District General Hospital:
 - Accident & Emergency services including Minor Injuries Units
 - Medical Care including care of older people in both acute hospitals and community settings
 - Surgery
 - Critical Care
 - Maternity services
 - Services for Children & Young People
 - End of Life Care
 - Outpatient services.

The CQC also inspected four 'core' community services:

- Adult services
- Inpatient services
- Children's services
- End of Life Care services.

- 1.6 The CQC evaluates NHS trust core services in terms of five key categories, asking whether each service is: *safe, caring, effective, responsive to people's needs, and well-led*. Each service receives a rating in terms of each of these categories. The possible ratings are: *excellent, good, requires improvement, and inadequate*. The CQC uses a composite of these service ratings to 'score' each individual hospital managed by the trust against all five categories, and also to rate the NHS trust in terms of its overall provision.
- 1.7 The CQC Quality Report for ESHT rates the trust as *inadequate* overall. The CQC also rates both the Conquest Hospital and Eastbourne DGH as *inadequate*. Community services are rated as: Adults (*requires improvement*), Inpatient (*good*), Children's (*requires improvement*), End of Life Care (*requires improvement*). The overall Quality Report for ESHT is included as **Appendix 1** to this report; the additional CQC reports can be accessed at: <http://www.cqc.org.uk/provider/RXC>.
- 1.8 ESHT has produced an action plan for improvement in response to these reports, which may be subject to some revision following the publication of the second inspection report. Implementation of this action plan will be overseen by the Trust Development Authority (TDA). The TDA is the body responsible for overseeing the performance management of non-Foundation NHS trusts.
- 1.9 HOSCs have an important role to play in ensuring that local NHS services are of a good quality, and East Sussex HOSC will consequently need to be assured that ESHT's action plan for improvement is robust and has the confidence of the TDA and of commissioners. The HOSC may therefore wish to consider the Quality Improvement Plan in some detail - perhaps initially via a working group of members - and subsequently to monitor its implementation.
- 1.10 Prior to more detailed examination of the trust's Quality Improvement Plan, HOSC members may wish to seek assurance that:
- there is broad agreement between the CCGs, ESHT and the TDA regarding the actions required to improve local hospital services
 - the respective roles to be played by the TDA and by East Sussex CCGs in monitoring the implementation of the action plan are clear
 - the TDA and East Sussex CCGs are in a position to performance manage ESHT effectively going forward.

Members may also wish to discuss with NHS partners how the HOSC can best engage with the process of service improvement; and how to determine whether the implementation of the action plan has in fact led to better quality services.

This may require the establishment of a member working group to report back to a subsequent HOSC meeting.

- 1.11 At the 22 May 2015 HOSC meeting, the running order for this item will be as follows:
- The CQC will introduce their Quality Report, outlining their role and explaining the inspection process
 - ESHT will outline the actions they are taking in response to the CQC Quality Reports, focusing on the overall Quality Report for ESHT (see **Appendix 1**) and on the key core services of maternity and surgery. These actions will be explained in the context of the trust's wider programmes of quality improvement. There will be a PowerPoint presentation. (This will be finalised the day before the meeting so as to be as up to date as possible. For

this reason copies of the presentation will not be distributed to members in advance of the meeting.)

- East Sussex CCGs will be invited to comment on the CQC report and the ESHT actions in response
- The TDA will be invited to outline its role in terms of the CQC report and consequent service improvements at ESHT
- Healthwatch will be invited to comment on the CQC report
- HOSC members will discuss what actions to take next.

2. Conclusion and recommendation

- 2.1 HOSC is asked to: 1) consider and comment on the Care Quality Commission Quality Report on services provided by East Sussex Healthcare NHS Trust; and 2) to agree lines of enquiry and monitoring on the ESHT action plan.

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