



Dumfries and Galloway
Integration Joint Board
Clinical & Care Governance Committee

**Minute of Dumfries and Galloway
Integration Joint Board Clinical and Care
Governance Committee meeting held on
23rd April 2018**

For Approval

Minute of the Dumfries and Galloway Integration Joint Board (IJB) Clinical & Care Governance Committee meeting held on 23rd April 2018 in New Boardroom, Crichton Hall

Voting Members Present:

Ros Surtees **(RS)** Local Authority Voting Member (Chair)
Lesley Bryce **(LB)** NHS Voting Member
Ian Carruthers **(IC)** Local Authority Voting Member

Non Voting Members Present:

Lillian Cringles **(LC)** Chief Social Work Officer
Eddie Docherty **(ED)** Registered Nurse Practitioner
Ken Donaldson **(KD)** Registered Medical Practitioner (Not Primary Medical Services)
Val Douglas **(VD)** NHS Staff Representative
Julie White **(JW)** Chief Officer

In Attendance:

Graham Abrines **(GA)** General Manager Community Health and Social Care
Lorna Carr **(LC)** NHS Voting Member
Laura Douglas **(LD)** NHS Voting Member
Andy Ferguson **(AF)** Local Authority Voting Member
Lynda Forrest **(LF)** Performance Manager & AHP Lead
Vicky Freeman **(VF)** Head of Strategic Planning (NHS)
Hannah Green **(HG)** Office Administrator
Penny Halliday **(PH)** NHS Voting Member
Geoff Mark **(GM)** Strategic Planning and Commissioning Manager
Amber Murray **(AM)** Office Administrator
Joan Pollard **(JP)** Associate Director AHPs
Bill Rogerson **(BR)** Lay Member for the Healthcare Governance Committee
Elaine Ross **(ER)** Infection Control Manager
June Watters **(JWa)** Locality Manager for Wigtownshire
Valerie White **(VW)** Professional Lead for Dental and Oral Health Services

1. APOLOGIES FOR ABSENCE

Apologies were received from Grace Cardozo and Michelle McCoy

2. MINUTES OF THE PREVIOUS MEETING 9th OCTOBER 2017

IC queried the attendance register layout. LB and IC should be listed as 'present' and not 'in attendance'.

The minutes were agreed as an accurate record.

3. AGREED ACTIONS FROM THE PREVIOUS MEETING

The actions were agreed as an accurate record and will be updated accordingly.

4. SOCIAL WORK COMMENTS, COMPLAINTS AND COMPLIMENTS

This report provides an annual update for 2017 on Social Work Services' performance with regards to comments, complaints and compliments.

LC presented the paper to the committee. RS praised Social Work for the compliments received. LC advised members that Social Work will continue to monitor all cases at Stage 1, which will assist in resolving complaints. 93% of formal complaints have been resolved to customer satisfaction.

LB enquired if it would be possible to have a breakdown of the previous complaints, as this would hopefully highlight trends and benchmarks. LC confirmed that this would be achievable; however AF highlighted that this information only needs to be reported from April 2017.

ED proposed that the joined format of this meeting be seen as a trial. If successful, Term of Reference can be looked at at a later date as ED is happy to do a paper to support this.

Committee Members:

- **Noted the performance of the service in respect of the number of complaints handled in the period 1 January 2017 to 31 December 2017.**
- **Noted the number of compliments received by the service in the period 1 January 2017 to 31 December 2017**

5. EXTERNAL SCRUTINY OF REGULATED ADULT SOCIAL CARE SERVICES

This report provides an update on the performance delivered by Dumfries and Galloway Council in respect of regulated Social Care Services. This is based on the external scrutiny provided by the Care Inspectorate. The report involves unannounced care inspections which have taken place between the periods of October 2017 to February 2018.

The IJB would like to thank staff at Social Work for their hard work in making these reports positive.

IC queried the difference between the West of the region and Dumfries, as the report grades were different. LC confirmed that service delivery is not the cause of the reduced Grades, Dumfries Care homes are graded less due to the conditions of the buildings.

Committee Members:

- **Noted the outcome of the scrutiny activity which took place between October 2017 and February 2018, as detailed in the Appendix; and**
- **Considered the progress being made in respect of the requirements and recommendations from inspection during reporting period October 2017 and February 2018.**

6. COMMUNITY HEALTH AND SOCIAL CARE DIRECTORATE IMPROVING SAFETY – REDUCING HARM

Due to the changes in timescales and format of the Report the Directorate has not had the opportunity to pull all of the component strands together in one report, Social Work colleagues will table information that focuses only on Social Work. This Report will consider Health elements of this aspect along with the 'in house' Social Care and Reablement Service.

GA gave a brief history to the Committee and informed that Community Health and Social Care are the first Directorate to be asked to create this paper.

IC asked if the Committee could have clarification on the risk adhered to on page 15 titled Information Technology. There are now dedicated Business Partners from NHS Dumfries and Galloway and Dumfries and Galloway Council working to share the Clinical Portal. IC confirmed that GA outlined the risks perfectly and now has a clear understanding.

PH highlighted that this risk is not listed on the Corporate Risk Register; however GA advised that it will be by the end of summer 2018.

JW requested that this report is brought back to Committee on an annual basis.

Committee Members:

- **Discussed the content and layout of the Report and offer feedback to support the preparation of future reports**
- **Agreed that the actions proposed to address safety and or mitigate risk are sufficient**
- **Agreed to receive updates at a time specified by the Committee**

7. BREAKING DOWN THE BARRIERS REPORT

PH emphasised that the report highlights that older people do not always understand the complaints process. Support is required for vulnerable patients to provide feedback and to make a complaint if necessary.

As a Committee, what assurances can we provide regarding complaints process? LC advised that Social Work confidently direct complaints to the appropriate department. PH requested a paper to be provided to this Committee which highlights the importance that Older and Vulnerable people may require help when making a complaint or providing feedback. ED & LC confirmed that they will pick up a conversation out with this meeting to discuss further.

8. PATIENT SERVICES REPORT

The NHS Dumfries & Galloway Patient Services Team are responsible for a number of areas of work including; Spiritual Care, Volunteering, Patient Information, Patient Feedback and the Public Engagement Network. Whilst the team is not included within the delegated functions of the Health and Social Care Partnership much of their work impacts upon the delegated services and therefore for this initial meeting the report is presented covering the same scope previously provided to Health Care Governance Committee.

The report outlines the key activities over the period December 2017 and January 2018, details planned improvement actions and recent achievements and also includes complaints.

JP is planning to install Healthcare Complaints Analysis Tool (HCAT) software which will allow interrogation of the amount of complaints received, as there are so many broad themes. This will take place in around 2-3 months time.

Committee Members:

- **Scrutinised this report which provides an update on the activities of the Patient Services Team.**
- **Noted the progress within Spiritual Care and Volunteering**
- **Considered the NHS Board's complaints performance for December 2017 and January 2018 including key feedback themes and details of the resulting learning and improvements**
- **Feedback was given which was requested upon what the Committee would like to be included for future meetings**

9. REVIEW OF DAY SERVICES FOR OLDER PEOPLE

Dumfries & Galloway Health and Social Care Partnership funds a range of day services for older people, including older people living with dementia. All of these services have been in operation for in excess of 10 years and in the last two years have experienced challenges in terms of their financial viability. The Partnership tendered for external consultants to review these services and Gowland and Sons were awarded the contract in July 2017. The work is expected to be completed by 31 March 2018.

GM confirmed that Community Integrated Care (CIC) have ceased provision at Charnwood Lodge Care Home in Dumfries and Thorneycroft Care Home in Stranraer from April 2018. GM confirmed that the Board are looking at a range of substitute options.

PH stipulated that this is to be added to the IJB Audit and Risk Register.

This report is to return to the next meeting in July.

Committee Members:

- **Discussed and noted the Review of Day Services for Older People that is currently underway, together with the re-provision of day services in care homes in Dumfries and Stranraer.**

10. OLDER PEOPLE'S CONSULTATIVE GROUP

This report details the recently agreed changes to the arrangements for the Older People's Consultative Group.

Committee Members:

- **Noted the recent changes to refresh the Older People's Consultative Group and bring the group within the IJB governance structures**
- **Agreed to receive an annual report from the OPCG Chair about the work of the group during the preceding year.**

11. TRANSFORMING HEALTH AND SOCIAL CARE IN WIGTOWNSHIRE PROGRAMME

The Dumfries and Galloway Integration Joint Board have responsibility for the planning and delivery of high quality, safe and effective health and social care across the region.

There is a considerable workforce, operational and financial challenges associated with the delivery of health and social care services in the locality of Wigtownshire. The political, community and organisational complexities of health and social care provision in Wigtownshire means that there is need for a careful and considered approach to developing future models of care.

The Health and Social Care Senior Management Team have approved the establishment of a programme of work to transform health and social care services in Wigtownshire, including Galloway Community Hospital. This paper provides an overview of the programme. Appendix 1 provides a copy of the 'Making the most of Galloway Community Hospital' paper presented to HSCSMT on 11 October 2017 which initiated this work.

For the purpose of this paper the programme title is 'Transforming Health and Social Care in Wigtownshire'. It is anticipated that, when established, the Programme Board may undertake to identify a more appropriate title.

RS queried what communication is being issued to report progress. JW advised that the Communications Sub Group are researching the use of social media and are looking at what groups already exist that they can use.

Committee Members:

- **Note the Transforming Health and Social Care across Wigtownshire programme**
- **Note the co production approach being used to deliver the programme**

12. HEALTHCARE ASSOCIATED INFECTION CONTROL

This Healthcare Associated Infection surveillance and harm reduction activity report supports the implementation of the Healthcare Quality Strategy.

ER advised that the key points are that NHS Dumfries and Galloway have not met our two local targets. However, ER stressed that these targets were always set exceptionally high and that the Board well aware that it would be unlikely to be met.

ER verified that the single rooms within the new Royal Infirmary have been very effective, and that there have been no cases of cross contamination which in turn allows the wards to function.

Committee Members:

- **Noted in particular the position of NHS Dumfries and Galloway with regards to the Staphylococcus Aureus Bacteraemia (SAB) and Clostridium Difficile Infection (CDI) Local Delivery Plan targets.**

13. SOCIAL WORK SERVICES COMMITTEE REPORT

This report provides Members with a proposed schedule of reporting and assurance to the Clinical and Care Governance Committee. The report also asks Members to agree a process of reporting to Full Council on the outcomes of consultation undertaken by the Dumfries and Galloway Health and Social Care Partnership.

LC confirmed that this paper has been presented to Social Work elected members and Local Authorities.

Paper has been noted.

14. ANY OTHER BUSINESS DEEMED URGENT BY THE CHAIR DUE TO THE NEED FOR A DECISION

- **SCRUTINY QUESTIONS**

These have been deferred to the next IJB

- **RESPONSE TO MENTAL WELFARE COMMISSION RECOMMENDATIONS: FOLLOWING INVESTIGATION INTO THE CARE AND TREATMENT OF MR QR BY NHS BOARD D**

The Mental Welfare Commission (MWC) wrote to NHS Dumfries and Galloway Chief Executive on 29 December 2017, with reference to

their recent publication of the above named report. The report was in relation to a patient who completed suicide two days after being discharged from an NHS hospital in another Scottish Board area. The MWC's review of Mr QR's case concluded several failings, and as such, the investigation highlights several important opportunities for shared learning. These have been issued in a series of six recommendations, all of which were accepted by the Board under review.

LF confirmed that all six recommendations are being addressed.

Committee Members:

- **Approved the Mental Health Directorate's response to the six recommendations outlined in the Mental Welfare Commission (MWC) investigation report into the care and treatment of Mr QR by NHS Board D.**
- **UPDATE ON WITHDRAWAL FROM LOCHSIDE DENTAL CLINIC AND LOCHSIDE AND LINCLUDEN ORAL HEALTH PLAN IMPLEMENTATION**

This paper presents an update on: the withdrawal process from Lochside Dental Clinic and implantation of the Lochside and Lincluden Oral Health Plan.

VW advised that the process is now complete. 23% of patients never responded, and 77% of patients were happy to be transferred to another practice.

Committee Members:

- **Noted the update provided in respect of implementation of the withdrawal of routine General Dental Services by the Public Dental Service from Lochside Dental Clinic**
- **Noted the update provided regarding implementation of the Lochside and Lincluden Oral Health Action Plan**
- **Noted that the 2018 annual oral health monitoring update will be presented at a future meeting**

15. Date of next meeting

The next meeting will be held on the 16th July 2018 at 2:00pm, venue TBC