

Agenda Item 3

Minute



Draft

Minute of meeting of the Integration Joint Board Clinical and Care Governance Committee held remotely, on Friday 27 November 2020 at 9.30 a.m.

Voting Members: Fiona Collie (Chair)
Stephen McAllister (Vice-Chair)

Non –voting Members: Margo Biggs, Service User Representative
Roger Ridley, Staff Representative, Falkirk Council

Also Attending: Lynda Bennie, Head of Clinical Governance
Patricia Cassidy, Chief Officer, Integration Joint Board
Amanda Crawford, Patient Relations Lead
David Herron, GP Medical Representative
Sara Lacey, Chief Social Work Officer
Tricia Miller, Lead Nurse Infection Control
Andrew Murray, Medical Director
Lorraine Paterson, Head of Integration
Brian Pirie, Democratic Services Manager
Antonia Sobieraj, Committee Officer
Martin Thom, Head of Integration
Suzanne Thomson, Senior Service Manager
Angela Wallace, Nurse Director

CCG24. Order of Business

The convener indicated that she would change the order of business to allow agenda item 9, Duty of Candour Annual Report 2019-20, to be taken early. The order of items in the minute reflects the order in which items were taken at the meeting.

CCG25. Apologies

An apology was intimated on behalf of Ellen Hudson.

CCG26. Declarations of Interest

There were no declarations of interest.

CCG27. Duty of Candour Annual Report 2019 - 2020

The committee considered a report by the Chief Social Work Officer and Medical Director which presented the Duty of Candour Annual Reports for NHS Forth Valley (appendix 1) and Social Work Adult Services (appendix 2).

All health and social care services in Scotland had a Duty of Candour, which came into effect on 1 April 2018. This was a legal requirement which meant that, when unintended or unexpected events happened that resulted in death or harm as defined in the Act, the people affected understood what had happened and received an apology, and that organisations learned how to improve for the future.

A key part of this duty was to provide an annual report about how the Duty of Candour was implemented in the services. The annual reports for NHS Forth Valley and Falkirk Social Work Adult Services were provided for scrutiny. It was intended that in future a single report format was developed subject to legislative requirements.

Decision

The committee noted:-

- 1) the report, and**
- 2) the intention of officers to develop the report format for Duty of Candour reports to cover HSCP services.**

CCG28. Minute

Decision

The minute of meeting of the Clinical and Care Governance Committee held on 28 August 2020 was approved.

CCG29. Action Log

An action log detailing ongoing and closed actions following the previous meeting on 28 August 2020 was provided.

Decision

The committee noted the action log and agreed to remove both items from the action log.

CCG30. HSCP Complaints & Feedback Performance Report April – Sept 2020

The committee considered a report by the Senior Service Manager, Head and Lead of Patients Relations and Locality Manager which provided a comprehensive overview of complaints activity across the Falkirk Health and Social Care Partnership (HSCP) during the period of April – September 2020. The report took into account the number of complaints received, local resolution and compliance with the 20 day national target and SPSO referrals.

Following a request at the last meeting the report now included more detail in regard to complaints made to the SPSO.

The report also provided an update on feedback received through Care Opinion and other mechanisms about HSCP services.

There had been 25 complaints received during the reporting period in regard to Social Work Adult Services, 20 had been completed at stage 1 and 5 at stage 2. The report set out the top 10 categories for stage 1 and 2 complaints, with the majority relating to care at home and staff conduct. The report set out, for the last 3 years, the percentage of complaints completed by outcome.

In regard to NHS Forth Valley, 8 complaints had been received relating to the delegated functions of the HSCP. Of these 3 had been dealt with at stage 1 and 5 at stage 2. Top themes had been - clinical care and treatment, staff attitude and behaviour and staff communication (oral).

The SPSO had received no complaints cases in the period. Detail was provided on the 6 complaints made to the SPSO between March 2019 and April 2020.

In the period April to September 2020 1 complaint had been made to the SPSO in regard to Social Work Adult Services, the SPSO had not taken the complaint, about staff conduct, further.

There had been no complaints made against the IJB for the period.

Decision

The committee noted the report.

CCG31. Complaints Report: IMHS (Woodlands Resource Centre)

The committee considered a report by the Head of Integration which provided a deep dive in regard to complaints received between April 2019 – March 2020 about the Integrated Mental Health Service (Woodlands Resource Centre). In

the period 10 complaints had been received. Of these 9 had not been upheld and 1 had been partially upheld. The complaint focussed on-

- Treatment/clinical – 3
- Staff attitude and behaviour – 4
- Staff communication – 2
- Date of appointment – 1

The report set out the lessons learned from the handling and review of the complaints.

Decision

The committee noted the report.

CCG32. Overview: Inspection Reports and National Publications

The committee considered a report by the Senior Service Manager which provided an overview of the inspection reports and national reports published since the last meeting of the Clinical and Care Governance Committee (CCGC).

One Care Inspectorate report had been published, on Burnbrae Care Home which had graded the service as 2 - weak. The report set out one recommendation and one area for improvement. The service had made significant efforts to address the findings and a follow up inspection in October had noted the progress made and had given the service until 30 November to complete the remaining work. Martin Thom undertook to report back when this was available.

In the period 8 national reports had been published. In addition the Mental Welfare Commission had published a report on its findings in regard to an investigation, not in Falkirk, of the care and treatment of a woman with a learning disability whose discharge had been delayed by 18 months. The Mental Welfare Commission had asked the HSCP for a response by 16 October. Martin Thom agreed to bring a report back to a future Committee outlining the local work being done in response to the national report recommendations.

Decision

The committee noted the report.

CCG33. Overview of Local Oversight Arrangements

The committee considered a report by the Senior Service Manager which provided an overview of local oversight arrangements that are relevant to the Falkirk Health and Social Care Partnership (HSCP).

Updates were provided on:-

- Forth Valley Public Protection Chief Officers Meeting
- Falkirk Adult Protection Committee
- NHS FV Clinical Governance Arrangements,
- Care Home Assurance, and
- Alcohol and Drug Partnership.

Decision

The committee noted the report.

CCG34. Hospital Acquired Infection Performance Report

The committee considered a report by the Area Infection Control Manager which provided an oversight of all Hospital Acquired Infection (HAI) related activity across Falkirk Community Hospital and Bo'ness Community Hospitals from June to September 2020. This included details of all Staph aureus bacteraemias (SABs), Clostridioides difficile Infections (CDIs), Escherichia coli Bacteraemia (ECBs) and Device Associated Bacteraemias (DABs) for these areas with a brief summary of the investigations that had been carried out.

The risk remained that, as winter approached, that influenza and coronavirus infections would increase in frequency and present further, additional, challenges to health services.

Decision

The committee noted the report.

CCG35. Reporting on Locality Working

The committee considered a report by the Locality Managers which sets out current locality management working arrangements and proposing that, going forward the committee, requests update reports by theme, including:-

- Care Assurance
- Budget
- Palliative care
- Community Supports
- Locality Plans
- Specialist Services.

It was intended that an annual report would be developed.

Decision

The committee:-

- 1) noted regular reports on Locality Working would be presented to the Committee, and**
- 2) agreed that a report on Care Homes in regard to the localities would be presented at the next meeting.**

CCG36. Programme of Meetings 2021 and Membership

The committee considered a report by the Senior Service Manager which proposed a programme of meetings for the Committee and an indicative forward planner for 2021.

Meetings would be held on a Friday at 9.30am. In line with existing covid-19 and social distancing restrictions, meetings would continue to be held remotely and this would be reviewed at the appropriate stage on the basis of Scottish Government Guidance.

The proposed dates are:

- 26 February 2021
- 21 May 2021
- 27 August 2021
- 26 November 2021.

There was a vacancy on the Committee for Third Sector representative Vacancy as Jennifer Kerr had left CVS Falkirk and District. In terms of process an appointment would be made by the Board upon a nomination from the third sector.

Decision

The committee:-

- 1) agreed the programme of meetings for 2021;**
- 2) considered the draft forward planner for 2021, and**
- 3) noted the vacancy for a Third Sector representative on the committee.**

CCG37. Exclusion of Public

Agreed in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude from the meeting the press and public for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1 & 3 of Part 1 of Schedule 7A of the said Act.

The committee adjourned at 10.30 a.m. and reconvened at 10.40 a.m.

CCG38. Care Home Incident Debrief Report

The committee considered a debrief report by the Head of Integration about a Covid-19 outbreak in a Care Home.

Decision

The committee noted the report, the status of the action plan and the work done to improve care home assurance in partnership with the owners of the Care Home.

CCG39. HSCP Covid-19 Debrief Report

The committee considered a report by the Head of Integration which provided information on an HSPC Covid-19 debrief report. The report had been commissioned by Falkirk HSCP to capture learning from individuals who had a key role in the HSCP response to the first 'wave' of the pandemic earlier this year.

The report contained 36 recommendations to improve response to future emergency situations. Where applicable, these have been or were being incorporated into the Partnership's approach to the current situation.

Decision

The committee:-

- 1) noted the report and its progress with recommendations to date, and**
- 2) sought a further progress report in 6 months or such date as may be determined by the Committee.**

CCG40. Falkirk Community Hospital ASP Inquiry Report

The committee considered a report by the Head of Integration summarising inquiries under the Adult Support and Protection (Scotland) Act 2007 involving Falkirk Community Hospital.

The report findings were attached at appendix 1 and set out:

- the background and methodology of this inquiry
- the information sought and received as part of the inquiry
- an analysis of that information and concludes with recommendations for the future.

The Head of Integration had met with the families concerned with this inquiry to discuss their views and the inquiries findings and its recommendations.

Decision

The committee noted:-

- 1) the report;**
- 2) the progress made with recommendations for improvement would be presented to future meetings, and**
- 3) that further work would be done to put in place robust arrangements to ensure that the voice of people who use services and their families and carers were built in to service self-assurance work, and investigations where these arise.**