



<b>Report for:</b>	<b>Health and Wellbeing Board</b>
<b>Date of Meeting:</b>	13 September 2023
<b>Subject:</b>	CQC Inspection of Community Nursing Services in Harrow
<b>Responsible Officer:</b>	Jackie Allain, Director of Operations (Outer North West Division), Central London Community Healthcare NHS Trust
<b>Public:</b>	Yes
<b>Wards affected:</b>	All
<b>Enclosures:</b>	Appendix 1: CLCH CQC Harrow progress report (August 2023)

## **Section 1 – Summary and Recommendations**

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This report provides an overview of the action taken by the Trust to meet the required areas for improvement identified in the CQC's findings following their inspection of the Community Nursing service in Harrow in October 2022.

### **Recommendations:**

To note the contents of the report and provide any feedback regarding the areas for improvement.

## **Section 2 – Report**

In December 2022, CQC published a report of their findings following their inspection of all three locality Community Nursing teams in Harrow (in October 2022), focussed on 'Safe' domain. The rating in the 'Safe' domain for Community health services for adults changed from 'Good' to 'Requires

Improvement'. The overall rating for the core service remained 'Good' and the overall rating for the Trust remained 'Good'.

The report was largely positive but highlighted that the service did not have enough nursing staff; that all locality teams had high vacancies which were putting staff under pressure; and that clinical records were not always completed with enough detail. CQC set the Trust two actions that it 'must do' to improve and three actions that it 'should do' to improve.

The Trust has made substantial progress in addressing the required improvements, including a thorough review of processes and procedures; substantial engagement with staff to embed improvements and increase skills; and an extensive recruitment campaign to lower the vacancy rate. An external audit will take place in August 2023 which will determine a level of assurance for the work undertaken.

The full report can be viewed at:

<https://www.cqc.org.uk/provider/RYX/inspection-summary#chsadults>

### **Ward Councillors' comments**

Not Applicable as report impacts on all Wards

## **Financial Implications/Comments**

None for Council. In addressing aspects of the CQC recommendations, two six-month fixed term quality posts were introduced to support induction processes and increase staff support at a combined total cost of £10,722. Two Trust members of staff acted up from Band 7 into Band 8a positions (their usual posts were not backfilled). The additional costs of the posts were funded from the Trust's corporate nursing budget, which included a small budget to wrap support around clinical divisions for improvement activity.

## **Legal Implications/Comments**

None for Council. The relevant legislation governing CQC inspections of community nursing services is the Health and Social Care Act 2008. One of the key responsibilities of the Health and Wellbeing Board is to provide a forum for public accountability of NHS, public health, social care and other health and wellbeing services.

## **Risk Management Implications**

None for Council

Risks included on corporate or directorate risk register? **No**

Separate risk register in place? **No**

The relevant risks contained in the register are attached/summarised below. **N/A**

The following key risks should be taken into account when agreeing the recommendations in this report:

<b>Risk Description</b>	<b>Mitigations</b>	<b>RAG Status</b>
N/A	N/A	N/A

## **Equalities implications / Public Sector Equality Duty**

Was an Equality Impact Assessment carried out? Not applicable

### **Council Priorities**

A place where those in need are supported

## **Section 3 - Statutory Officer Clearance (Council and Joint Reports)**

### **Statutory Officer: Donna Edwards**

Signed on behalf of the Chief Financial Officer

Date: 30/08/2023

### **Statutory Officer: Sharon Clarke**

Signed on behalf of the Monitoring Officer

Date: 29/08/2023

### **Chief Officer: Senel Arkut**

Signed by the Corporate Director

Date: 31/08/2023

## **Mandatory Checks**

Ward Councillors notified: No, as it impacts on all Wards

## **Section 4 - Contact Details and Background Papers**

Jackie Allain, Director of Operations (Outer North West Division), Central London Community Healthcare NHS Trust

Email: [j.allain@nhs.net](mailto:j.allain@nhs.net)

Background Papers: N/A