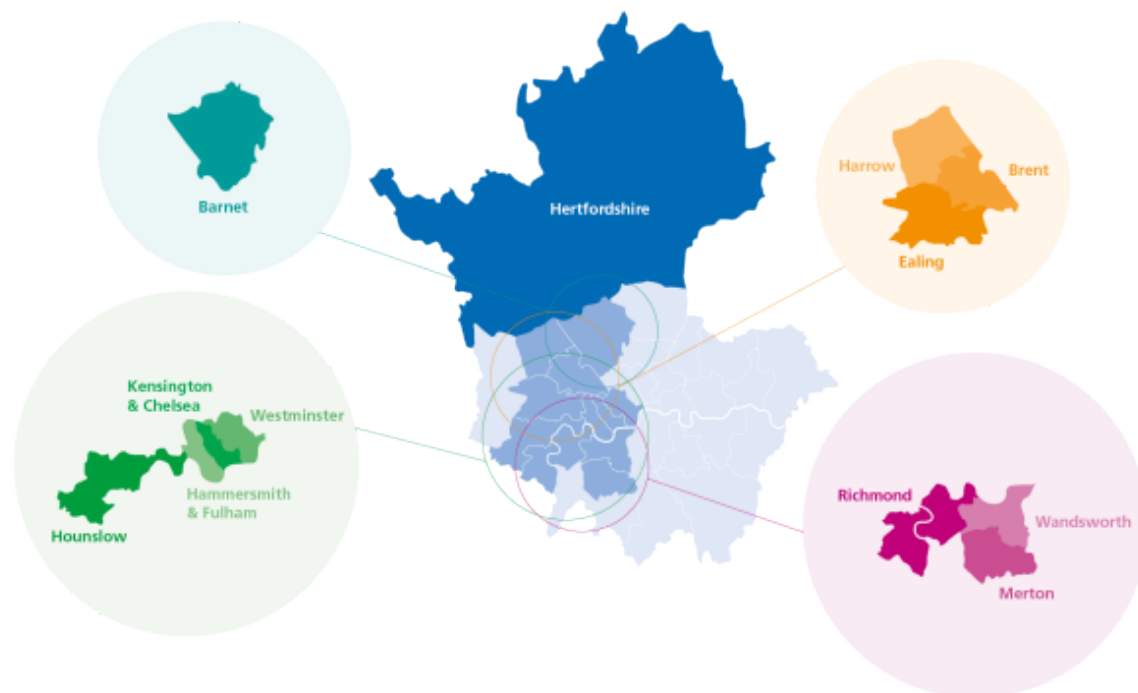


# CQC inspection - identified actions update

## CLCH Community Nursing (Harrow)



# Recap: Inspection

- 19-26 October 2022
- Community Nursing teams in Harrow (all 3 localities)
- Focused inspection on the '*Safe*' domain
- Reviewed improvements implemented since 2021
- Visited two major staff bases
- Included Harrow Tissue Viability, Podiatry and Rapid Response services

# Recap: Improvements identified

- CQC identified x3 actions the Trust *'should do'* to improve
- CQC identified x2 actions the Trust *'must do'*\* to improve
- Action plans created to achieve the improvements required

Must Do	Should Do
ensure that robust processes and systems are in place to safely meet the needs of the patients	ensure that all handovers include all necessary key information to keep patients safe.
ensure that clinical documentation is completed in sufficient detail in the Harrow community nursing teams	ensure that formal assessments of patients capacity are appropriately recorded.
	ensure staff report safeguarding concerns to the local authority when they are required to do so.

\*requirement notices

# Key work undertaken

- Processes and procedures reviewed, created or updated to ensure provision of safe, effective and consistent quality care
- Engagement with other providers to share learning
- Significant engagement with workforce to ensure understanding of operational and regulatory requirements
- Redistributed caseload to reduce travel and increase capacity
- Upskilled junior staff to i) provide experience, and ii) increase capacity of senior staff to provide more complex care
- Introduction of clinical triage function
- Extensive recruitment campaign to fill vacancies

# Key outcomes achieved

- Reduction in vacancy rate - five international nurses joined the service in 2023 (to date)
- Establishment of clinical triage post to promptly and robustly address the needs of patients being referred into the service
- Re-development of shadow visit process for assurance of high quality patient facing activities
- Creation of two fixed term quality posts which successfully implemented and managed induction processes around training and competence and increased existing staff support
- Formalised daily handover process implemented - overseen by managers for assurance and scrutiny
- Staff survey captured level of confidence in undertaking mental health capacity assessments and reporting safeguarding concerns to the local authority - used to inform new training content and processes (work underway)

# Next steps

- External audit of 'must do' actions being undertaken during August 2023
- Audit will provide assurance to Trust executive leadership team whether improvements have been identified and implemented, or if additional areas for improvement or action are required
- Create plans for any additional improvements identified
- Internal peer review to gain assurance that improvements have been sufficiently embedded into practice
- Lessons learned and actions undertaken anticipated to be fully embedded by Q3 2023/24

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