

THIRTY SIXTH TRUST BOARD MEETING

WEDNESDAY 3 DECEMBER 2014

2:00 PM

WIRRAL COMMUNITY NHS TRUST

**DUNCAN ROOM
OLD MARKET HOUSE
HAMILTON STREET
BIRKENHEAD
CH41 5AL**

**WIRRAL COMMUNITY NHS TRUST
BOARD OF DIRECTORS MEETING**

Wednesday 3 December 2014 at 2.00pm
Duncan Room, Old Market House

AGENDA - PUBLIC

No	Time	Item	Action	Reference
1.		Patient Story - End of Life Care A family's perspective of the Community Nursing Service (Director of Quality and Nursing) (Pages 3 - 5)	To assure	WCT14/15-204 (d)
STATUTORY BUSINESS: (30 minutes)				
2.		Apologies for Absence		WCT14/15-205 (v)
3.		Invitation for Public Comments		WCT14/15-206 (v)
4.		Chairman's Announcements		WCT14/15-207 (v)
5.		Declaration of Interests		WCT14/15-208 (v)
6.		Minutes of the Previous Meeting: • 5 November 2014 (Pages 6- 17)	To approve	WCT14/15-209 (d)
7.		Matters Arising • 5 November 2014 (Pages 17-19)	To review progress	WCT14/15-210 (d)
8.		Chief Executive's Report - November 2014 (Pages 20-22)	To assure	WCT14/15-211 (d)
9.		Committee Reports - November 2014 (Pages 23-27)	To note	WCT14/15-212 (d)
QUALITY GOVERNANCE: (60 minutes)				
10.	10 mins	Care Quality Commission (CQC) Comprehensive Inspection Report (Director of Quality and Nursing) (Pages 28-69)	To approve	WCT14/15-213 (d)
11.	10 mins	Complaints and Concerns Report - October 2014 (Director of Quality and Nursing) (Pages 70- 79)	To assure	WCT14/15-214 (d)
12.	10 mins	Update Report on the Implementation of the Action Plan following the Mid-Staffordshire NHS Foundation Trust Public Inquiry - Quarter 2 (Chief Executive) (Pages 80-119)	To assure	WCT14/15-215 (d)
13.	10 mins	Right Staffing Report - November 2014 (Director of Quality and Nursing) (Pages 120-134)	To assure	WCT14/15-216 (d)
14.	10 mins	Quality Dashboard - November 2014 (Director of Quality and Nursing) (Pages 135-137)	To approve	WCT14/15-217 (d)
15.	10 mins	Assurance Reports Quarter 2:- - Infection Prevention & Control - Safeguarding (Director of Quality and Nursing) (Pages 138-156)	To assure	WCT14/15-218 (d)
CORPORATE GOVERNANCE: (25 minutes)				
16.	5 mins	High-level Risk Report (Trust Board Secretary) (Pages 157-161)	To note	WCT14/15-219 (d)
17.	5 mins	Corporate Governance Manual (Trust Board Secretary) (Pages 162-164)	To approve	WCT14/15-220 (d)
18.	15 mins	Membership and Engagement Update (Trust Board Secretary) (Pages 165-171)	To note	WCT14/15-221 (d)

STRATEGY: (10 minutes)

19.	10 mins	Foundation Trust Programme Update (Trust Board Secretary) (Pages 172-175)	To assure	WCT14/15-222 (d)
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BUSINESS & PERFORMANCE: (15 minutes)

20.	15 mins	Integrated Performance Report - Month 7 (October 2014) (Chief Executive) (Pages 176-210)	To note	WCT14/15-223 (d)
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COMMITTEE REPORTS: (10 minutes)

21.		Quality & Governance Committee: • 22 October 2014 (Pages 211-219)	To note	WCT14/15-224 (d)
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22.		Finance & Performance Committee: • 29 October 2014 (Pages 220-226)	To note	WCT14/15-225 (d)
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23.		Education & Workforce Committee: • 22 October 2014 (Pages 227-232)	To note	WCT14/15-226 (d)
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24.		Staff Council: • 23 October 2014 (Pages 233-243)	To note	WCT14/15-227 (d)
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25.		Clinical Forum: • 27 August 2014 (Pages 244-247)	To note	WCT14/15-228 (d)
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ITEMS FOR INFORMATION

26.		Any Other Business		WCT14/15-229 (d)
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27.		Items for Risk Register		WCT14/15-230 (d)
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Date and Time of Next Meeting:

The next Public Trust Board meeting will take place on **Wednesday 14 January 2015** at 2.00pm

Patient Story End of Life Care A family's perspective of the Community nursing service			
Agenda Item:	1	Reference:	WCT14/15-204
Meeting Name:	Trust Board	Meeting Date:	03 December 2014
Lead Director:	Sandra Christie		
Job Title:	Director of Quality and Nursing		
Link to Business Plan:	Community contract and comply with national standards for quality		
Has an Equality Impact Assessment (EQIA) been undertaken & attached?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Has the Public & Stakeholders been consulted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
To Approve <input type="checkbox"/>	To Note <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>	
Financial Implications: <i>E.g. What is the Impact on the Trust? Does it provide Value for Money? All costs should be clearly explained in the section below.</i>			
None Identified			
Overall Cost / Pressure:	£N/A	Overall Income:	£N/A
Additional Funding Required:	£N/A	Funding Already Ring Fenced:	£N/A
Identified Risks:			
None Identified			
Assurance to Board:			
This patient story provides assurance to Wirral Community NHS Trust Board regarding the delivery of high quality, safe and effective patient services.			
Publish on Website: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Private Business: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Report History			
Submitted to	Date	Brief Summary of Outcome	
No history			

Wirral Community NHS Trust

Patient Story

Purpose

1. A person's story enables the Board to hear directly from patients, their families or carers about their experience of care services. Patient stories engage service users, their families or carers in ways that use their knowledge and experience to directly influence the provision of care services.
2. The family telling their story were supported by the Community Nursing service during their mothers final days at home until her death.
3. The family wrote to the Chief Executive to describe the care they had received. The family are in attendance at the board meeting to tell in person of their experience. They have also consented to share two pictures of their Mother and their family.
4. An action plan to ensure that this best practice is recognised and shared can be found at **Appendix 1**.

Executive Summary

5. Key areas of care identified within the letter sent 01 September 2014

Safe

Effective communication and team work between the patient, family, the patients GPs and other carers.

Effective

Care was effectively planned.

Caring

Staff were described as committed to the patients comfort and freedom from pain. Care was personalised to the needs of the patient.

Responsive

The team were described as responsive in engaging other support services such as domiciliary, hospice and specialist nursing care. Effective care was described as 'round the clock'.

Well led

The family sought advice and support from the nursing team which was effective. The family recognise excellence in NHS Services.

Board Action

6. Wirral Community NHS Trust Board is asked to be assured of the delivery of high quality, safe and effective services.

Sandra Christie

Director of Quality and Nursing

Contributors:

Samantha Lacey, Patient experience advanced practitioner,
Claire Wedge Governance manager

Appendix 1: Patient Stories Action Plan

Service: Patient stories

Subject: Patient Experience

Key (Change status)

- 1 Recommendation agreed but not yet actioned
- 2 Action in progress
- 3 Recommendation fully implemented
- 4 Recommendation never actioned (please state reasons)
- 5 Other (please provide supporting information)

CQC Essential Standards: Outcome 1 Respecting and Involving People. Outcome 4 Care and Welfare of People

NHS Outcome Framework 2013/2014: Domain 4 Ensuring patients have a positive experience of care

Recommendation	Actions required	Action by date	Person responsible (Name)	Comments/ action status	Change stage/ Evidence	Lesson's Learned If applicable following stage 3
Share summary of Letter to the board from Family with Community Nursing service Comms meeting	Agenda item at Comms Team meeting	31 December 2014	Patient experience advanced practitioner			
Meet with Team Leader from Community Nurse Team Leader to Excellence on practice with view to Trust Staff awards/ Nursing Standard awards submission	Meet with TL	30 November 2014	Patient experience advanced practitioner			
Message of thanks to Community Nursing team leader from Director of Nursing	Email/letter	30 December 2014	Patient experience advanced practitioner			
Offer Family the opportunity to nominate team for the Patients Choice award 2015	Offer submission form	30 November 2014	Patient experience advanced practitioner			

Date action plan developed: November 2014