

## Care Quality Commission (CQC) Statement of Purpose

<b>Meeting</b>	Board of Directors		
<b>Date</b>	08 January 2018	<b>Agenda item</b>	12
<b>Lead Director</b>	Sandra Christie, Director of Nursing and Quality Improvement		
<b>Author(s)</b>	Claire Wedge, Head of Nursing and Patient Safety		

<b>To Approve</b> <input checked="" type="checkbox"/>	<b>To Note</b> <input type="checkbox"/>	<b>To Assure</b> <input type="checkbox"/>
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Link to strategic objectives & goals - 2017-19	
<i>Please mark ✓ against the strategic goal(s) applicable to this paper</i>	
<b>Our Patients and Community</b> - To be an outstanding trust, providing the highest levels of safe and person-centred care	
We will deliver outstanding, safe care every time	✓
We will provide more person-centred care	✓
We will improve services through integration and better coordination	✓
<b>Our People</b> - To value and involve skilled and caring staff, liberated to innovate and improve services	
We will improve staff engagement	
We will advance staff wellbeing	
We will enhance staff development	
<b>Our Performance</b> - To maintain financial sustainability and support our local system	
We will grow community services across Wirral, Cheshire & Merseyside	
We will increase efficiency of corporate and clinical services	
We will deliver against contracts and financial requirements	✓

Link to the Board Assurance Framework (strategic risks)					
<i>Please mark ✓ against the principal risk(s) - does this paper constitute a mitigating control?</i>					
Our Patients and Community		Our People		Our Performance	
Quality and safety including addressing inequalities is not maintained or improved	✓	Lack of, or ineffective engagement and 2-way communication with staff & governors		Failure to respond to system changes and the requirements of the NHS Five Year Forward View	✓
Patient experience is not systematically collected, reported or acted upon	✓	Failure to maintain a competent, engaged and resilient workforce that feels trusted, listened to and valued at work within a changing environment		Failure to deliver the efficiency programme and achieve all the relevant financial statutory duties	
Inability to deliver the benefits of integration within the defined timescales	✓	Failure to provide quality training and supervision and opportunities for career development for all staff		Inability to sustain performance against contractual and financial targets	

<b>Link to the Organisational Risk Register (Datix)</b>

<b>Has an Equality Impact Assessment been completed?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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Paper history		
Submitted to	Date	Brief Summary of Outcome
No history		

## Care Quality Commission (CQC) Statement of Purpose

### Purpose

1. The purpose of this paper is to seek approval from Wirral Community NHS Foundation Trust Board for changes to be made to the trust's CQC statement of purpose.

### Executive Summary

2. The CQC is the regulator of health and adult social care in England and ensures:
  - Services meet fundamental standards that people have a right to expect whenever they receive care
  - Care services are registered
  - Monitoring, inspecting and regulating of care services to ensure they continue to meet the standards
  - Reporting on the quality of care services, publishing clear and comprehensive information, including performance ratings to help people choose care.
3. The regulations are mapped against 5 key CQC domains of safe, caring, responsive, effective and well-led.

### Registration

4. Following completion of the trusts CQC Routine Provider Information Request in December 2017, the requirement to align details of the trust's sites submission with the CQC Provider Portal was identified, to ensure provision of consistent information.
5. To facilitate information reconciliation, there is a requirement to update the trusts CQC Statement of Purpose.
6. The following changes have therefore been made to the trusts CQC statement of purpose:

Removal of the following sites for the identified regulatory activities:

- All Day Health Centre: Diagnostic and screening procedures; Treatment of disease, disorder or injury; Family planning.
- Devonshire Park Dental Centre: Diagnostic and Screening procedures; Treatment of disease, disorder or injury; Surgical procedures.
- GPOOHs - St Catherine's Health Centre and Eastham Clinic: Transport services, triage and medical advice; Diagnostic and screening procedures; Family planning; Treatment of disease, disorder of injury.

Inclusion of the following site for the identified regulatory activities:

- St Catherine's Health Centre - Trust Head Quarters: Transport services, triage and medical advice; Diagnostic and screening procedures; Family planning; Treatment of disease, disorder of injury.

As a community provider, regulated activities for services provided broadly throughout the community will be included within the trust's Head Quarters registration; this includes Community Nursing Services. This approach has been taken following discussion and agreement with the CQC.

7. Wirral Community NHS Foundation Trust is registered to provide regulated activities from the locations identified in **Appendix 1**.

**Board action**

8. The Board of Directors is asked to approve the proposed changes to the trusts CQC statement of purpose.

**Sandra Christie**  
**Director of Nursing and Quality Improvement**

**Contributors:**  
Claire Wedge, Head of Nursing and Patient Safety

02 January 2018

## **Statement of Purpose**

### **Health and Social Care Act 2008**

Wirral Community NHS Foundation Trust

January 2018

## Statement of Purpose

Health and Social Care Act 2008 Regulation 12 Schedule 3

### 1. The provider's name, legal status, address and other contact details

Provider's Name and Legal Status	
Full Name	Wirral Community NHS Foundation Trust
CQC provider ID	RY7
Legal Status	NHS Organisation

Provider's Address including for service of Notices and other documents	
Business Address	St Catherine's Health Centre Church Road Birkenhead Wirral Merseyside CH42 0LQ
Registered Managers Details	Sandra Christie Director of Nursing and Quality Improvement
Business Telephone	0151 643 5415
Electronic Email	<a href="mailto:sandra.christie4@nhs.net">sandra.christie4@nhs.net</a>

### 2. Aims and Objectives

Located in Wirral in North West England, we provide high-quality primary, community and public health services to the population of Wirral and parts of Cheshire and Liverpool.

On 1 June 2017 the trust formally began to provide integrated adult health and social care services for patients and service users in their local communities. This demonstrates the trusts' continued commitment to transforming public services responding to the needs of the communities we serve.

We play a key role in the local health and social care economy as a high performing organisation with an excellent clinical reputation.

Our expert teams provide a diverse range of community health care services, seeing and treating people right through their lives both at home and close to home.

Our commitment to quality underpins our determination to achieve and demonstrate the sustainability, efficiency and effectiveness of our organisation. At the heart of this we will retain our focus on delivering and developing demonstrably safe, effective and high quality services.

Our vision recognises the important role we play in delivering integrated care with partners in the local health economy.

Our vision is:

To be the outstanding provider of high quality, integrated care to the communities we serve

Our values will help us to achieve our vision:

## The values at our HEART...

focus on how we all provide care to patients.

**H**Health is our passion, with patients at the heart of everything we do

**E**xceptional care as standard

**A**ctively supporting each other to do our jobs

**R**esponsive, professional and innovative

**T**rusted to deliver



Our services are local and community-based, provided from around 50 sites across Wirral, including our main clinical bases, St Catherine's Health Centre in Birkenhead and Victoria Central Health Centre in Wallasey. We are also commissioned to deliver podiatry services outside of Wirral by West Cheshire Clinical Commissioning Group and Liverpool Clinical Commissioning Group (under an Any Qualified Provider contract).

We also provide integrated 0-19 services in Cheshire East comprising health visiting, school nursing, family nurse partnership and breastfeeding support services from 13 bases.

We have no inpatient beds.

## Strategic objectives and goals

Our vision and values, our assessment of population need and our understanding of local and national priorities have informed our strategic themes and priorities for 2014-2019.

Our strategic themes and objectives are highlighted below.

♥ Our Patients and Community			
<b>Objective</b>	To be an outstanding trust, providing the highest levels of safe and person-centred care.		
<b>Goals</b>	We will deliver outstanding, safe care every time.	We will provide more person-centred care.	We will improve services through integration and better coordination.
<b>I will...</b>	<b>be outstanding.</b>	<b>listen to patients and encourage feedback.</b>	<b>work smarter with internal and external colleagues.</b>

♥ Our People			
<b>Objective</b>	To value and involve skilled and caring staff, liberated to innovate and improve services.		
<b>Goals</b>	We will improve staff engagement.	We will advance staff wellbeing.	We will enhance staff development.
<b>I will...</b>	<b>listen and get involved.</b>	<b>invest in my wellbeing.</b>	<b>look for ways to develop myself.</b>

♥ Our Performance			
<b>Objective</b>	To maintain financial sustainability and support our local system.		
<b>Goals</b>	We will grow community services across Wirral, Cheshire and Merseyside.	We will increase efficiency of corporate and clinical services.	We will deliver against contracts and financial requirements.
<b>I will...</b>	<b>promote my service.</b>	<b>suggest ways to make my service more efficient.</b>	<b>understand my service targets and help achieve them.</b>

### **3. Provider Description**

Wirral Community NHS Foundation Trust is located in Wirral in North West England. We were established as an NHS Trust on 1st April 2011, and were authorised as a foundation trust in May 2016.

We have an excellent clinical reputation employing over 1,500 members of staff, 90% of who are in patient-facing roles. Each year we have over 1.1 million face to face contacts and our services are delivered in many settings: clinics, health centres, GP surgeries, schools, prisons and people's homes.

We serve a Wirral population of around 321,000 residents across 145,000 households. It is very likely that most will come into contact with our services at some point either as a patient, carer, service user or relative of a patient or as one of our members or volunteers. We also provide specific services to the surrounding area of Cheshire, Liverpool and Vale Royal.

Our service provision covers both urban, with significant areas of deprivation, and rural, with challenges in relation to accessibility and engagement, areas. We therefore have extensive experience of developing responsive services across a large geographical and diverse footprint.

We have a reputation for innovation, performance and delivery.

As an organisation we have a strong, clear vision and set of values that were developed with and are supported by our staff and stakeholders. We have established solid leadership and governance arrangements within the Trust to underpin our business, which includes:

- Facilitating and improving the patient journey.
- Ensuring the services we provide, and the way we provide them, are sensitive to and seek to address health inequalities. We work in partnership to avoid unnecessary hospital admission and support timely discharge by delivering services in an integrated manner.
- Promote innovative care in all that we do.

Our Trust provides a variety of general healthcare and specialist services which are outlined in the Breakdown of Service Areas below. These services are grouped around the following three core divisions:

- Adults and Community Services
- Children and Wellbeing
- Urgent and Primary Care

**4. Regulated Activities conducted by Wirral Community NHS Foundation Trust**

<b>Treatment of disease, disorder or injury</b>
<b>Surgical procedures</b>
<b>Diagnostic and screening procedures</b>
<b>Transport services, triage and medical advice provided remotely</b>
<b>Family Planning Service</b>

## 5. Registered Locations and their Regulated activities

Location	Description	CQC Service Type	Treatment of disease disorder and injury	Surgical procedures	Diagnostic and screening procedures	Transport services, triage and medical advice provided remotely	Family Planning services
Arrowe Park Dental Service General Anaesthetic Sedation Service Ground Floor Maxillofacial Dept Arrowe Park Hospital Arrowe Park Road Upton Merseyside CH49 5PE	Primary Care	CHC	✓	✓	✓		
Arrowe Park Hospital GPOOH Arrowe Park Hospital Upton Merseyside CH49 5PE	Primary Care	CHC	✓		✓	✓	✓
Arrowe Park Walk In Centre Arrowe Park Hospital Arrowe Park Road Upton Merseyside CH49 5PE	Unplanned Care	CHC	✓		✓		

<b>Location</b>	<b>Description</b>	<b>CQC Service Type</b>	<b>Treatment of disease disorder and injury</b>	<b>Surgical procedures</b>	<b>Diagnostic and screening procedures</b>	<b>Transport services, triage and medical advice provided remotely</b>	<b>Family Planning services</b>
Clatterbridge Dental Service Clatterbridge Hospital Clatterbridge Road Bebington Wirral CH63 4JY	Primary Care	CHC	✓	✓	✓		
Eastham Walk In Centre Eastham Clinic Eastham Rake Eastham Wirral Merseyside CH62 9AN	Unplanned Care	CHC	✓		✓		
St Catherines Dental Service St Catherine's Health Centre Church Road Birkenhead Wirral Merseyside CH42 0LQ	Primary Care	CHC	✓	✓	✓	✓	✓

<b>Location</b>	<b>Description</b>	<b>CQC Service Type</b>	<b>Treatment of disease disorder and injury</b>	<b>Surgical procedures</b>	<b>Diagnostic and screening procedures</b>	<b>Transport services, triage and medical advice provided remotely</b>	<b>Family Planning services</b>
St Catherine's Health Centre Church Road Birkenhead Wirral Merseyside CH42 0LQ	Trust Head Quarters	CHC	✓	✓	✓	✓	✓
Leasowe Personal Dental Service Leasowe Primary Care Centre Hudson Road Wirral Merseyside CH46 2QQ	Primary Care	CHC	✓	✓	✓		
Victoria Central GPOOH Victoria Central Health Centre Mill Lane Wallasey Ch44 5UF	Primary Care	CHC	✓		✓	✓	✓
Victoria Central Health Centre Dental Service Victoria Central Health Centre	Primary Care	CHC	✓	✓	✓		

Location	Description	CQC Service Type	Treatment of disease disorder and injury	Surgical procedures	Diagnostic and screening procedures	Transport services, triage and medical advice provided remotely	Family Planning services
Mill Lane Wallasey Merseyside CH44 5UF							
Victoria Central Health Centre Walk In Centre Victoria Central Health Centre Mill Lane Wallasey Merseyside CH44 5UF	Unplanned Care	CHC	✓		✓		
Wirral Brook 14 Whetstone Lane Birkenhead Wirral Merseyside CH41 2QR	Children and Wellbeing	CHC	✓		✓		✓
Wirral University Teaching Hospital Sexual Health Services GUM Clinic Arrowe Park Hospital Arrowe Park Road Upton Wirral Merseyside CH49 5PE	Children and Wellbeing	CHC	✓		✓		✓

## 6. Description of regulated activities

<b>Division: Children and Wellbeing</b>		
<p><b>Integrated Sexual Health Services (Wirral CT, Wirral Brook, Wirral University Teaching Hospital, The Royal Liverpool and Broadgreen University Hospitals NHS Trust)</b></p>	<p>Family Planning services</p> <p>Treatment Disease Disorder Injury</p> <p>Diagnostic and screening</p>	<p>Sexual health services are delivered by Sexual Health Wirral - a joint initiative by local NHS organisations (Wirral Community NHS Trust, Wirral University Teaching Hospital NHS Foundation Trust and The Royal Liverpool and Broadgreen University Hospitals NHS Trust) and Brook. The joint initiative ensures that there is a simple, up to date source of support, information and service provision across Wirral.</p> <p>The service operates seven days a week, across five locations and the dedicated website <a href="http://www.sexualhealthwirral.nhs.uk">www.sexualhealthwirral.nhs.uk</a> provides information, support and downloadable clinic timetables.</p>
<p><b>Integrated Health Child programme 0-19 Service</b></p> <p><b>Geographical locations:</b></p> <ul style="list-style-type: none"> <li>• <b>Cheshire East</b></li> <li>• <b>Wirral</b></li> </ul>	<p>Treatment Disease Disorder Injury</p>	<p>The Wirral Healthy Child Programme (HCP) for 0 – 19 year olds has a service delivery model which includes four multi-disciplinary teams, each based in the Local Authority constituencies of Birkenhead, Wallasey, South and West Wirral. Within each team there will be trained Health Visitors, School Nurses and skill mixed staff to deliver the universal elements of the HCP.</p> <p>Our partner agencies: Brook, Home-Start Wirral and Barnardos will be supporting in the delivery of the HCP. We also have a specialist team to manage overall provision and coordinate delivery against complex targeted need.</p> <p>An integrated healthy child programme is delivered by the trust across Cheshire East, which includes</p> <p>Health Services 0 – 5 years Health Visitor and Family Nurse Partnership</p> <ul style="list-style-type: none"> <li>• Health Services School Health 5 – 19</li> <li>• Healthy Child Programme (including the National Child Measurement Programme)</li> <li>• Targeted Breastfeeding Support Service</li> <li>• Vaccinations and Immunisations Programme 5 – 19</li> </ul> <p>Our Cheshire East team deliver their service in partnership with Cherubs Breastfeeding support.</p>

<b>Division: Adult and Community Services</b>		
<b>Community Nursing</b>	Treatment Disease Disorder Injury	<p>Our fully integrated Community Nursing Service provides healthcare to patients in their own homes and in leg ulcer clinics. We help people to remain as independent as possible, maintaining comfort and dignity. Patients are cared for with a wide range of health problems, from wound care and acute illnesses to those with complex or long term health problems, including end-of-life care.</p> <p>We also provide short-term intensive care to try and help patients avoid going to hospital where appropriate.</p> <p>We work closely with GPs, social services, other health professionals, the voluntary sector, patients and carers. By working together we can make sure patients have all the care, help and support they need.</p>
<b>Wirral Heart support</b>	Diagnostic and Screening  Treatment Disease Disorder Injury	<p>Wirral Heart Support Service provides specialist support, assessment, lifestyle advice and education for cardiac patients, their families and carers. Our services include</p> <ul style="list-style-type: none"> <li>• Cardiac Rehabilitation</li> <li>• Wirral Intermediate Cardiac Clinic (WICC)</li> <li>• Heart Failure Programme</li> <li>• Living with Heart Failure Rehabilitation</li> </ul>
<b>Specialist Nursing Services</b>	Treatment Disease Disorder Injury	<p>A range of specialist nursing services are provided including</p> <p><b>Parkinson's Disease nurses</b> We provide expert care for patients with Parkinson's Disease (either in the community or in hospital), as well as offering practical and emotional support.</p> <p><b>Continence Service</b> The Continence Service supports and treats adults and children with urinary and bowel symptoms or incontinence.</p>

		<p><b>End of Life care Team</b> Our End of Life Care Team was established to ensure that systems and processes are in place as identified within the National End of Life Care Strategy (DH, 2008) to facilitate the delivery of high quality end of life care, irrespective of the patient's diagnosis.</p> <p><b>Tissue Viability Services</b> The Tissue Viability Service supports patients with wounds such as bed sores, leg ulcers, diabetic wounds, and other wounds that have failed to heal over time. Our Specialist Nurses are trained in advanced wound care. They provide specialist advice and support to health and social care professionals treating patients with a non-healing or chronic wound.</p>
<b>Podiatry</b>	Treatment Disease Disorder Injury	<p>Our podiatry team offer clients the very best in foot healthcare providing the complete solution for foot care and foot related problems. We specialise in providing assessments and treatments that are focused on relieving symptoms and pain, improving function, preventing disease and improving the independence and well-being of both adults and children.</p> <p>The service is delivered in a variety of setting including the home, clinics and via an SLA to HMIPs Kennet and Altcourse.</p>
<b>Nutrition and Dietetics</b>	Treatment Disease Disorder Injury	<p>The Nutrition and Dietetics Service provides expert advice about nutrition, how the body uses nutrients and the relationship between nutrition, health and disease.</p> <p>We provide nutritional interventions and support for a variety of needs Dietetic support includes individual dietary counseling, providing individual and group education, motivation techniques, working with support services to help with food provision, the use of prescription nutritional products to treat under nutrition and tube feeding.</p> <p>We also act as a specialist resource for other health and social care professionals to promote best nutritional care.</p>

<b>The Speech and Language Therapy</b>	Treatment Disease Disorder Injury	The Speech and Language Therapy (SLT) service assesses and treats people of all ages who have speech, language and communication difficulties and have difficulties feeding, chewing or swallowing.
<b>Wheelchair service</b>	Treatment Disease Disorder Injury	<p>The Wheelchair Service assesses and supplies bespoke wheelchairs, special seating and pressure distribution cushions for adults and children with long-term mobility problems.</p> <p>We provide:</p> <ul style="list-style-type: none"> <li>• ongoing review and assessment of mobility needs for both powered and non-powered wheelchairs</li> <li>• wheelchair and pressure distribution cushions and postural seating systems to use in wheelchairs (based on clinical need).</li> <li>• a repair and maintenance service for people with our equipment.</li> </ul> <p>Wheelchair and buggy provision is determined following assessment and is dependent on clinical need and in relation to equipment supply criteria.</p>
<b>Physiotherapy</b>	Treatment Disease Disorder Injury	<p>The Physiotherapy service offers arrange of services across including</p> <ul style="list-style-type: none"> <li>• Musculoskeletal physiotherapy</li> <li>• Neurological physiotherapy</li> <li>• Women’s health physiotherapy</li> <li>• Osteopathy</li> </ul> <p>The service is delivered in a variety of setting including the home and clinics.</p>

<b>Division: Urgent and Primary Care</b>		
<b>GP Out of Hours Service</b>	<p>Surgical Procedures</p> <p>Family Planning</p> <p>Diagnostic and screening procedures</p> <p>Treatment Disease Disorder Injury</p>	<p>Wirral GP Out of Hours service provides emergency medical care to patients who are unable to wait for their GP practice to re-open.</p> <p>The service is accessed through the NHS 111 service.</p> <p>Once an individual is referred to the service, further care can include;</p> <ul style="list-style-type: none"> <li>• Telephone advice</li> <li>• A face-to-face consultation at one of our centres in Arrowe Park or Wallasey</li> <li>• A home visit where deemed clinically necessary</li> </ul>
<b>Community Dental Services</b>	<p>Surgical Procedures</p> <p>Treatment Disease Disorder Injury</p> <p>Diagnostic and Screening</p>	<p>The trust provide community dental services covering Cheshire West, Chester, Vale Royal and Wirral for both Paediatric Exodontia and Adult and Paediatric specialist Care service.</p> <p>The trust are the lead provider within a sub contractual arrangement with Bridgewater Community NHS Foundation Trust, who deliver services across Cheshire West, Chester and Vale Royal. These services are registered under Bridgewater Community NHS Foundation Trust.</p> <p>Our Community Dental Service provides a full range of dental care and treatment to complement and supplement general dental services.</p> <p>The service operates out of fully Disability Discrimination Act compliant clinics and staff are highly experienced at treating patients with learning disabilities, physical disabilities, mental health problems, dental phobias and anxieties or substance abuse problems.</p> <p>We also provide specialised services such as sedation, general anaesthetic (GA) and domiciliary for patients referred by their regular dentist or other agencies.</p>

<b>Leasowe Personal Dental Service</b>	Surgical Procedures  Treatment Disease Disorder Injury  Diagnostic and Screening	Leasowe Personal care service provides general dental treatment from premises located in Leasowe.
<b>Ophthalmology</b>	Treatment Disease Disorder Injury	<p>The Community Ophthalmology Service is a partnership between the NHS and local opticians, enabling patients with many common eye conditions to be treated by an optician within their community, rather than in hospital.</p> <p>Our walk-in service is available at more than 20 opticians throughout Wirral, without referral. Highly trained Optometrists treat for many common eye conditions</p> <p>For more serious or long-term conditions we also run a consultant lead clinic at St George's Medical Centre, where patients can be seen by a specialist eye doctor.</p>
<b>Walk in Centres</b>	Treatment Disease Disorder Injury	Walk-in centre services run 365 days a year and are based at: <ul style="list-style-type: none"> <li>• Victoria Central Walk-in Centre</li> <li>• Eastham Walk-in Centre</li> <li>• Arrowe Park Walk-in Centre</li> </ul>
<b>Minor Injuries Unit</b>	Treatment Disease Disorder Injury  Diagnostic and Screening	A nurse led service with radiology facilities that provides assessment and treatment for minor injuries and illnesses.

<b>Phlebotomy</b>	Diagnostic and Screening	<p>The trust provide routine and urgent blood tests at drop-in service available from Monday – Friday, 8:30am – 4:30pm at the following clinics:</p> <ul style="list-style-type: none"> <li>• Victoria Central Health Centre</li> <li>• St Catherine’s Health Centre</li> <li>• All Day Health Centre</li> <li>• Eastham Clinic</li> </ul> <p>When clinically required we are able to visit patients in their own homes.</p>
<b>Single Point of access</b>		<p>The Single Point of Access service is a nurse led call centre providing signposting of care pathways for GPs and healthcare professionals who require treatment for one of their patients (aged 16 and over only). We can provide advice, negotiate care pathways or arrange hospital admission.</p>
<b>DVT Service</b>	Treatment Disease Disorder Injury	<p>The DVT and Atrial Fibrillation service is led by specialist nurses who provide assessment, diagnosis and treatment for patients with suspected DVT and Atrial Fibrillation.</p> <p>The service is provided at the All Day Health Centre, Arrowe Park Hospital site, or in the patient’s own home if they are housebound.</p>