

Agenda Item: 7.4

Subject:	Norfolk & Suffolk Foundation Trust (NSFT)
Presented by:	Joanna Yellon, Director of Quality Assurance
Submitted to:	Governing Body
Date:	24 March 2015

Purpose of paper:

For Information and approval

Executive Summary:

Following inspections at Norfolk and Suffolk NHS FT (NSFT), the CQC found the Trust to be "Inadequate". Monitor has placed the Trust in Special Measures. As co-coordinating commissioner, South Norfolk CCG plays a key role in the assurance of quality improvement following the report.

Recommendation to Governing Body:

The Governing Body is asked to note the information and approve the CCG's approach to engagement and monitoring.

Key Risks	
Clinical:	CQC standards
Finance and Performance:	NSFT finance & performance
Impact Assessment (environmental and equalities):	NA
Reputation:	NSFT reputation
Legal:	NA
Reference document(s):	None

GOVERNANCE

Process/Committee approval with date(s) <i>(as appropriate)</i>	
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The Care Quality Commission Outcome and Special Measures by Monitor

The Care Quality Commission (CQC) published the outcome of NSFT's inspection on 3rd February 2015. The Trust was given an overall rating of Inadequate (and specifically Inadequate in domains of Safe and Well-led and a list of 23 "must dos" for immediate improvement. The Trust was required to produce a Quality Improvement Plan within 30 days to demonstrate how they will address the issues raised in the report and to make evidenced improvement in a timely way. The CQC will carry out a further full inspection in a year's time.

NSFT was also placed into Special Measures by the healthcare regulator Monitor. Monitor is investigating two main areas: governance and finance, to review whether the Trust is in breach of its licence. An Improvement Director has been assigned by Monitor to work directly with the Trust; it has recently been announced this is Alan Yates (previously CEO the mental health service Mersey Care NHS Trust) who will work at NSFT for two days a week. In addition, the Trust is assigned a "buddy trust" by Monitor, the specific Trust is yet to be agreed. The purpose is for the buddy trust to share its good practice and experience and offer support to NSFT in making progress.

Engagement and Monitoring of the Trust

An initial Quality Summit meeting was held on 2 February with all key stakeholders. CQC and Monitor presented their findings and NSFT's CEO responded with the Trust's plans and timescales for addressing the issues. To continue ongoing engagement and communication it was agreed to hold monthly stakeholder meetings to ensure progress against plans.

The first monthly meeting was held on 2 March and a draft NSFT Improvement Plan was shared. The Trust was given feedback and the next meeting is scheduled for 19 March.

As South Norfolk CCG (SNCCG) is the co-ordinating commissioner for South Norfolk, Norwich and North Norfolk CCGs the CCG's Director of Quality Assurance chairs the Clinical Quality Review Meeting (CQRM), held monthly. The Trust is held to account for performance against all quality issues and the Trust's CQC Improvement Plan will remain at the top of the agenda for the year. The CQRM will receive updates and reports on progress.

South Norfolk CCG's Director of Quality Assurance has regular meetings with NSFT's Director of Nursing to address any quality issues which need resolving. The CCGs have also agreed to support the Trust and gain further assurance by being directly involved in the Trust's planned mock CQC visits where improvements are specifically sought and evidence of progress is recorded and responded to.

The Governing Body will be given reports throughout the year on progress at the Trust and any concerns will be raised for discussion and resolution