

HEALTHIER PEOPLE,
BETTER FUTURE

NHS
Heywood, Middleton
and Rochdale
Clinical Commissioning Group

Quality and Safeguarding Annual Report 2019-2020

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Quality, Safeguarding and Protection of Children and Adults

The integrated Quality and Safeguarding team is intrinsic to ensuring Quality and Safeguarding oversight of all NHS HMR CCG commissioned services, in line with the combined Workplan.

The Safeguarding and Quality Teams are closely wedded to the Locality Plan (2016-2021) and are intrinsic to Quality and Safeguarding oversight to the Integrated Commissioning Board.

Quality is central to everything NHS HMR CCG does; underpinning all work programmes including joint commissioning programmes with Rochdale Borough Council and Public Health England.

Our 2019 -21 Quality Strategy [Q:\Safeguarding\ANNUAL REPORT HMR CCG Q and S\annual report 19.20\Quality Strategy 2019-21.docx](#) is built around the priorities identified for our Borough's residents, with our key priority areas as below:

Services are delivered:

- **In the right way** (delivered by a workforce that is highly skilled, motivated and competent to deliver the care required).
- **At the right time** (through accessible services).
- **In the right place** (providing treatment/services locally in a safe and non-threatening environment).
- **With the right outcome** (improving health, reducing variation in clinical outcomes, ensuring parity of esteem, reduction in potential years lost to conditions amenable to treatment)

HMR CCG want to develop a culture of openness, learning and continuous improvement across the whole of the health economy. The CCG is committed to engaging with clinicians and member practices to ensure that those who deliver care directly to patients are able to inform and influence service provision and commissioning decisions based on their clinical knowledge and experience across the whole age spectrum. This desire has influenced the development of a strategy which differs from previous formats.

The wider team work to the Serious Incident Framework (SI) 2015 in order to ensure issues are investigated, analysed and lessons learnt implemented across all Providers. This framework is currently under review and following national consultation last year and in line with the NHS Long Term Plan a new framework was due to be launched and implemented by summer 2021. The new framework will be known as the Patient Safety Incident Response Framework (PSIRF). The PSIRF is designed to respond to calls for a new approach to incident management, one which facilitates inquisitive examination of a wider range of patient safety incidents "in the spirit of reflection and learning" rather than as part of a "framework of accountability". This has been informed by feedback and drawing on good practice from healthcare and other sectors, it supports a systematic, compassionate and proficient response to patient safety incidents; anchored in the principles of openness, fair accountability, learning and continuous improvement.

However, due to the additional pressures on the NHS at the current time, the PSIRF work with early adopters has been put on hold until further notice.

There has been identification of quality issues and a continuing improvement journey for Northern Care Alliance, although locally Bury and Rochdale Care Organisation is rated as Outstanding and Good at the respective sites. Ongoing assurance is provided by both serious incident monitoring and the Clinical Quality Leads Meetings. Pennine Care Foundation Trust has continued its Care Quality Commission (CQC) journey with good progress. Quality improvement is monitored via the SI framework with Quality Assurance sought from all our Providers and reported internally to the Quality and Safeguarding Committee / Group and the CCG Governing Body.

The Safeguarding and Quality Team is committed to enhancing the quality and delivery of nursing care within Care Homes by supporting staff and managers to achieve the optimum levels of care delivery across the borough. A Quality Improvement Nurse with this remit works within the team, working closely with both adult care and the homes themselves to improve service delivery and oversight.

The CCG also participates in a BI-monthly Greater Manchester Quality Board, sharing information and intelligence with a wide range of other organisations to safeguard the quality of care received by patients across the GM footprint

The team are also involved in the Learning Disability and Mortality Review Panel which is a National initiative to improve the lives of individuals with Learning Disability. The Designated Adult Professional will oversee the allocation and completion of this work. This work feeds into the wider Learning Disability Agenda.

The Team continue to work with the assurance dashboards for Care Homes, General Practices and Cared for Children to enable effective monitoring of safeguarding and quality good practice. These tools ensure themes and trends can be analysed, lessons learnt, and gaps and further good practice identified and shared. The analysis is shared wider for practice to be modified and lessons learnt.

Safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is a key part of providing high-quality health and social care. Those most in need of protection include: children, young people and adults at risk of harm.

NHS HMR CCG, as with all other NHS bodies, has a statutory duty to ensure that it makes arrangements to safeguard and promote the welfare of children/young people and adults. In discharging these statutory duties / responsibilities account must be taken of:

- HM Government (2014) *The Care Act*
- DH (2014) Care and Support Statutory Guidance
- NHS England (July 2015) Safeguarding Vulnerable People in the Reformed NHS –
- Accountability and Assurance Framework
- DfE (April 2017) Children and Social Work Act
- HM Government (March 2018) Working Together to Safeguard Children
- DH, DfE (March 2015) Statutory Guidance on Promoting the Health and Wellbeing of Looked After Children
- Department of Constitutional Affairs (2007) Mental Capacity Act 2005: Code of Practice
- DH 2011 Safeguarding Adults: The Role of Health Services
- The policies and procedures of Heywood, Middleton and Rochdale Safeguarding Children Partnership (RBSCP) namely Greater Manchester Tri x policies, Rochdale Safeguarding Adult Board (RBSAB) and NHS HMR CCG.

NHS HMR CCG Safeguarding Strategy for 2019-21 [Q:\Safeguarding\ANNUAL REPORT HMR CCG Q and S\annual report 19.20\Safeguarding Strategy 2019-21.docx](#) follows the principles below:

- **Safe:** Safeguarding is everyone's business. Children, young people and adults are protected from avoidable harm and abuse. When mistakes occur, lessons will be learned.

- **Effective:** Safeguarding concerns are identified and responded to at the earliest opportunity. Care and treatment achieve good outcomes, promote a good quality of life and are based on the best available evidence.
- **Positive Experience:** Staff treat people with compassion, dignity and respect and are mindful of capacity and wishes and feelings. Services respond to people's needs and choices which enable them to be equal partners in their care.

Designated Safeguarding Professionals have a key statutory function as laid down in the Intercollegiate Documents 2018, 2019 and 2015 for adults, children and Looked After Children respectively. They work across the commissioning cycle in conjunction with wider team, from procurement to quality assurance, to support the CCG in assuring effective safeguarding arrangements which support the delivery of improved outcomes and life chances. The safeguarding practice of all providers is monitored via review of evidence in line with the Greater Manchester Safeguarding Contractual Standards Tool and the monitoring of Action Plans for areas of non/ partial compliance. Site visits and Deep Dives are utilised to provide additional detail/ assurance as required.

Safeguarding is most effectively delivered through strategic and organisational multi-agency arrangements with key partners working collaboratively to achieve a shared vision. NHS HMR CCG is committed to partnership working and is a key member of the RBSCP, RBSAB, Corporate Parenting Board, subgroups and working groups. The Designated Professionals' expertise is utilised in their role as advisor to the Board/ Partnership.

Additionally, the Designated Nurse for Safeguarding Children and Cared for Children plays a key role in the Section 11 Audits of service providers to gain assurance of compliance with statute.

There have been significant challenges in the Quality and Safeguarding arena in 2019-20 with an unprecedented number of Safeguarding Reviews including Rapid Reviews, Safeguarding Practice Reviews, Domestic Homicide Reviews, Safeguarding Adult Reviews and Health Economy Reviews. The Team provide GP information into all safeguarding reviews and oversee the practice and learning of the whole health economy.

The Team provide safeguarding advice and support, facilitate the completion of Annual Safeguarding Assurance, undertake a programme of Quality and Safeguarding Challenge Visits and deliver level 3 'Think Family' Safeguarding Training to all GP Practices in the Borough. Annual analysis is completed with action planning as required to improve practice.

Additionally, bespoke face to face 'Think Family' Safeguarding training is provided to NHS HMR CCG staff, with Continuing Health Care staff receiving regular safeguarding supervision.