

**Full actions in response to unannounced CQC inspection December 2014 v1**

**Action plan owner: Beverley Murphy chief nurse and director of quality assurance**

**THIS ACTION PLAN SUPERCEDES THE IMMEDIATE PLAN CLOSED 10 FEB 2014**

Point	Compliance / improvement action	Actions taken and planned	Action owner	Review date	Progress & evidence
<b>Bootham Park Hospital</b>					
<b>1</b>	Bootham Park Hospital wards have been judged by the CQC as not being safe or suitable.  This judgement covers several issues; two key themes are ligature anchor points on all three wards and privacy and dignity issues on the elderly assessment unit.	1 a) Complete outstanding environmental actions as agreed in December 2013 Work plan	Dawn Hanwell, Director of Finance	1/3/14	11.2.14 Majority of actions complete as recorded on immediate action plan. Anti-ligature towels and soap dispensers are on order and need to be fitted.
		1 b) Matron to be seconded to hospital, one focus will be improving nursing approach to clinical risk assessment and management	Beverley Murphy, Chief Nurse & Director of Quality Assurance	25/2/14	Matron started in post 20/1/14. Assessment of skills underway, immediate remedial actions taken, full report & recommendations due 25.2.14

		<p>1 c) A full assessment of short and medium term realistic options regarding provision of alternative suitable accommodation. The assessment to include NHS Property Services, Vale of York CCG &amp; NHS England Specialist commissioners</p>	<p>Dawn Hanwell, Director of Finance</p>	<p>Executive Team – 25.2.14</p> <p>Extraordinary single focus board of directors - 27.2.14</p> <p>Board of directors 27.3.14</p>	<p>28.1.14 High level appraisal discussed by Executive Team to move to detailed feasibility study.</p> <p>30.1.14 High level appraisal discussed at Board of Directors.</p> <p>3.2.14 Engagement with NHS Property services to set out issues and seek guidance about NHS PS owned estate.</p> <p>6.2.14 VOY Board of Directors appraised of safety issues and support sought for short &amp; medium term solutions. Further meeting with Vale Of York Executive team to follow.</p> <p>8.2.14 Vale Of York CCG Director of Nursing fully appraised of safety issues.</p> <p>11.2.14 Executive Team reviewed progress so far. Chairman visited the wards to see safety issues to inform further discussion.</p>
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					Further discussion with Board of Directors booked for 27.2.14, and 27.3.14
		1 d) Project manager to be appointed to take forward identified preference as per 1 c).	Dawn Hanwell, Director of Finance	25.2.14	Agreement made to appoint, recruitment underway.
2.	The CQC identified poor record keeping and deficiencies in how the quality of service is monitored	a) Ward managers continue to provide assurance that records are of a good standard with weekly audits reported to Lead Nurse. The weekly audits are triangulated with the findings of a monthly audit by the Lead Nurse using the same audit tool.	Beverley Murphy, Chief Nurse & Director of Quality Assurance	1.3.14	Reports of progress received monthly from Terri Sanders, Lead Nurse. These processes to continue until results demonstrate consistent compliance.
		b) Matron to further explores reasons for poor records and will make recommendations to improve practice.	Beverley Murphy, Chief Nurse & Director of Quality Assurance	25.2.14	Matron in post from 20 January 2014. Verbal feedback has been regularly received. Formal feedback due 25.2.14
3.	Following the CQC Inspection Bootham Park Hospital has had additional focus from Executive Team, senior operational managers & clinical leaders.  As a result the need to review and improve the standard of clinical leadership, operational management & clinical care has been identified	a) Full Quality improvement plan to be implemented by the clinical leadership team and monitored by the Associate Director of YNY services. The Associate Director will be accountable to the Chief Nurse & Director of Quality Assurance for this project with regular reporting to the Quality Committee	Beverley Murphy, Chief Nurse & Director of Quality Assurance	1.3.14	December 2013 Agreement of necessary actions. 24.1.14 First draft report received. 29.1.14 Board of Directors agreed oversight of QIP to be provided by Quality Committee, 6.2.14 Quality committee discussed receipt of

					monitoring of Q1 plan Second draft QIP received. QIP also to be received at TIRG March 2013
		Lime Trees			
4.	Lime Trees – the CQC have made a judgement that the premises are not safe or suitable. Key issues are identified ligature anchor points and privacy and dignity issues.	a) A full assessment of short and medium term realistic options to be completed regarding provision of suitable accommodation. The assessment to include NHS Property Services, Vale of York CCG & NHS England Specialist commissioners	Dawn Hanwell, Director of Finance	Executive Team – 25.2.14  Extraordinary single focus board of directors - 27.2.14  Board of directors 27.3.14	28.1.14 High level appraisal discussed by E.T. to move to detailed feasibility study. 30.1.14 High level appraisal discussed at Board of Directors. 3.2.14 Engagement with NHS Property services to set out issues and seek guidance about NHS PS owned estate. 6.2.14 VOY Board of Directors appraised of safety issues and support sought for short & medium term solutions. Further meeting with VOY Executive team to follow. 8.2.14 VOY CCG Director of Nursing fully appraised of safety issues.

					<p>11.2.14 Executive Team review progress so far. Chairman visited the wards to see safety issues to inform further discussion. Further discussion with Board of Directors booked for 27.2.14, 13.2.14.</p> <p>3.2.14 NHS England specialised Commissioners fully appraised of issues. They are working with NHS Prop Service in developing a PID. Review meeting booked 3.3.14</p>
		b) Alternative appropriate windows to be fitted	Dawn Hanwell, Director of Finance	3.3.14	<p>3.2.14 Suitable windows identified w/c 10.2.14 Company on site to measure and estimate cost.</p>
		<b>Trust Headquarters</b>			
5.	The CQC identified that at Lime Trees, Bootham Park Hospital and Trust Headquarters there was insufficient evidence to demonstrate that the	a) Matron to be seconded to Bootham Park Hospital and undertake a full fact find of quality issues	Beverley Murphy, Chief Nurse and Director of Quality Assurance.	25.2.14	
		b) Ensure regular environmental audits to be reported into operational managers	Jill Copeland, Chief Operating Officer	1.3.14	

quality of service was monitored and therefore addressed.	with risks recorded in risk registers and all extreme risks to be reported to Board of Directors via the risk registers.			
	c) Strategic risk register to be fully revised and regularly reviewed.	Beverley Murphy, Chief Nurse & Director of Quality Assurance	28.1.14	Completed 28.1.14 and on-going review within strategic implementation board.
	d) Corporate risk register to be developed as a means of escalating all extreme directorate risk	Beverley Murphy, Chief Nurse & Director of Quality Assurance	1.4.13	
	e) Board Assurance Framework and Senior Leaders Forum to be used to communicate key risks, strategic risk register and corporate risks to Board committees.	Beverley Murphy, Chief Nurse & Director of Quality Assurance. Cath Hill, Head of Corporate Governance		In hand