

Report to:	HEALTH SCRUTINY COMMITTEE
Relevant Officer:	Steve Winterson, Director of Strategic Partnerships and Engagement, Lancashire Care NHS Foundation Trust
Date of Meeting:	26 April 2017

LANCASHIRE CARE FOUNDATION TRUST: HARBOUR PROGRESS REPORT

1.0 Purpose of the report:

- 1.1 To provide an update about the work and performance of The Harbour (in-patient mental health facility in Blackpool), particularly focussing on the Lancashire Care Foundation Trust's responses to the National Staff Survey and the Trust's re-inspection by the Care Quality Commission (CQC) which took place during September 2016.

2.0 Recommendation:

- 2.1 To seek assurance concerning progress made and planned at The Harbour.

3.0 Reasons for recommendation:

- 3.1 To provide sufficient information to assure the Health Scrutiny Committee that the provision of Mental Health Services within The Harbour is robust, high quality, compassionate and safe.

- 3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

- 3.2b Is the recommendation in accordance with the Council's approved budget? N/A

- 3.3 Other alternative options to be considered: None.

4.0 Council Priority:

The relevant Council Priority is 'Communities: Creating stronger communities and increasing resilience'.

5.0 Background Information

- 5.1 Representatives from the Lancashire Care Foundation Trust (LCFT) and Blackburn with Darwen Clinical Commissioning Group (the lead commissioner for Mental Health Services in Lancashire) attended special meetings of the Resilient Communities Scrutiny Committee on 12 November 2015 and 14 April 2016 and Health Scrutiny Committee on 12 October 2016. A full report was brought to the Resilient Communities Scrutiny Committee on 12 November 2015 with subsequent update reports.
- 5.2 The Harbour was opened in March 2015, as part of a long term strategic plan to develop a network of specialist inpatient mental health beds supporting the overall provision of Mental Health Services across Lancashire. It is LCFT's largest Inpatient Unit and provides care for patients and service users not just from Blackpool and the Fylde Coast but other parts of Lancashire too.

5.3 In total there are 154 beds at the Harbour, which is a little over 50% of the total adult inpatient capacity for LCFT across the county with the other units being based in Lancaster, Ormskirk, Blackburn and Burnley.

6.0 Update Information

6.1 The annual staff survey was conducted by the Picker Institute on LCFT's behalf in October and November of 2016. The survey was distributed to 1,250 staff and was completed by 442 - a participation rate of 35.9%.

6.2 The report covers staff working across all areas of the Trust. The report in Appendix 5 (a) relates specifically to Adult Mental Health Services, as the Harbour is LCFT's largest inpatient unit and this was considered of most interest to the Committee. Note - pages 10-18 of the report have been included as a summary of the findings. The full detailed findings are available as a background document and were circulated to Members.

6.3 The Trust's re-inspection by the Care Quality Commission (CQC) took place during September 2016, with the main inspection week taking place during 12-16 September 2016. The inspection process included a significant level of data collection and analysis by the CQC, interviews with senior managers and clinicians, focus groups with a range of front line staff and stakeholders, and on-site inspection visits across the Trust.

6.4 The CQC issued a press release on 11 January 2017 setting out the findings. The Deputy Chief Inspector of Hospitals, Dr Paul Lelliott, stated:

"In November 2015, we found that the quality of some services provided by Lancashire Care NHS Foundation Trust to be requiring improvement and told them where they must make changes. Some of the trust's problems stemmed from staffing issues

"Despite these challenges, the trust staff have shown a real determination to follow up the issues we had identified and they have made improvements across most areas of the trust. On this inspection, we found that they had a clearer sense of direction and was now more responsive to the needs of people using the service. They worked closely with other healthcare partners to identify those needs.

"We were particularly impressed by the work of the staff training academy which is responsible for providing and monitoring all aspects of staff training and development. There is no doubt that this is improving the quality of patient care.

"We were impressed with the improvements we saw, and Lancashire Care NHS Foundation Trust should be proud of their new Good rating."

6.5 A Quality Summit was held in February and the Trust discussed its plans for improvement work. It was agreed with the regulators and commissioners that the improvement work would be included in the LCFT Quality Plan for 2017-2018 and that the Trust would not create a separate CQC action plan. The Quality Plan is LCFT's single, overarching quality improvement plan and is monitored through its governance structures and reported to commissioners.

6.6 CQC's updated ratings for Trust mental health services are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units (PICU's)	Requires Improvement	Good	Good	Good	Good	Good
Forensic inpatient / secure wards	Good	Good	Good	Good	Good	Good
Child and adolescent mental health wards	Good	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Good	Good	Good	Good	Good	Good
Community-based mental health services for adults of working age	Good	Requires Improvement	Good	Good	Good	Good
Mental health crisis services and health based places of safety	Good	Good	Good	Good	Good	Good
Specialist community mental health services for children and young people	Requires Improvement	Good	Good	Good	Good	Good
Community-based mental health services for older people	Good	Good	Good	Good	Good	Good
Community mental health services for people with a learning disability or autism	Good	Requires Improvement	Good	Good	Good	Good

6.7 Every area was awarded an overall rating of Good. Action plans are in place to address the four specific "requires improvements".

6.8 Does the information submitted include any exempt information? No.

6.9 **List of Appendices:**

Appendix 5 (a) - Staff Survey: Locality Report: Adult Mental Health (pages 10-18)

7.0 **Legal considerations:**

Not applicable.

8.0 Human Resources considerations:

There are no Human Resources implications for Blackpool Council.

9.0 Equalities considerations:

As the beds are managed across the county, there are no equalities issues.

10.0 Financial considerations:

There are no financial implications for Blackpool Council.

11.0 Risk management considerations:

Both the staffing and financial risks are being actively managed through the Trust's risk management and assurance processes.

12.0 Ethical considerations:

Not applicable.

13.0 Internal/ External Consultation undertaken:

This is not a consultation issue, but there is ongoing communication at an executive level with Commissioners, service users and their carers and other stakeholders.

14.0 Background papers:

12 October 2016 <http://democracy.blackpool.gov.uk/ieListDocuments.aspx?CId=139&MId=4235>

14 April 2016 <http://democracy.blackpool.gov.uk/ieListDocuments.aspx?CId=237&MId=3521>

12 Nov 2015 <http://democracy.blackpool.gov.uk/ieListDocuments.aspx?CId=237&MId=3882>

Staff Survey: Locality Report: Adult Mental Health (full detailed report findings)