

Report to:

ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE

Relevant Officer:

Mrs Sharon Davis, Scrutiny Manager

Date of Meeting:

24 January 2019

LANCASHIRE CARE FOUNDATION TRUST PROGRESS REPORT

1.0 Purpose of the report:

1.1 To provide an update on Lancashire Care Foundation Trust's (LCFT) progress in making improvement on the actions identified within the Care Quality Commission inspection and the concerns raised by the Committee previously.

2.0 Recommendation:

2.1 To scrutinise the update provided by Lancashire Care Foundation Trust, identifying any areas of concern, improvements required or recommendations that Members might wish to make.

3.0 Reasons for recommendation:

3.1 To ensure the Committee is satisfied with the improvement being made by Lancashire Care Foundation Trust.

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

3.3 Is the recommendation in accordance with the Council's approved budget? Yes

4.0 Other alternative options to be considered:

4.1 None.

5.0 Council priority:

5.1 The relevant Council priority is:

- Communities: Creating stronger communities and increasing resilience.

6.0 Background information

6.1 At the Adult Social Care and Health Scrutiny Committee meeting held on 10 October 2018, Members raised a number of concerns which are summarised below:

- The citing of staffing issues as a reason for poor performance, Members highlighted that huge risks were being taken with patients in life or death situations.
- That a number of the 'must do' actions from the CQC inspection were basics of care that should not fail to be undertaken by the Trust.
- That the response provided by Blackpool Clinical Commissioning Group did not give sufficient assurance that the situation would be monitored with steps taken, where required, to address failures.
- GPs were frustrated that patients were not receiving the treatment that their GP would like to see them have. Key concerns included the lack of a crisis team at Accident and Emergency to enable a quick decision on whether a patient needed admitting.
- That there were a number of very vulnerable people in Blackpool who required an immediate intervention and raised concerns that the only proposals being made were for long term solutions.
- Key officials from LCFT had not been attending meetings with partners despite confirming attendance.
- Emails sent requesting information and liaison from senior Council staff to LCFT representatives had not been answered.
- The issues relating to poor communication had been ongoing for over 12 months and were not one-offs.
- Discussion had been held at the Health and Wellbeing Board relating to the basic action plan that had been provided to address concerns with no detail of how improvements would be achieved or when.
- Anecdotal evidence had been received relating to poor patient management, including lack of communication with a suicidal patient regarding their discharge.
- The issues with staffing would not be rectified without addressing the culture of the organisation, accepting failures and improving staff morale.
- The speed in which LCFT was addressing the actions contained within the CQC report.

6.2 The Committee resolved that a written response be provided within 21 days to the key concerns raised by the Committee and that a special meeting be established in January 2019 to consider the progress made by the Trust in addressing the 22 'must do' and 'should do' actions contained within the CQC report.

6.3 The response letter was provided to the Chairman within 21 days as requested and

was subsequently circulated to all Members of the Committee.

6.4 The following representatives from LCFT will be in attendance to speak to the information provided in the appendix and to answer any questions from Members.

- Jo Moore, Director of Operations
- Paul Lumsdon, Director of Nursing and Quality
- Bill Gregory as Acting Chief Executive Officer
- Max Marshall, Medical Director
- Damian Gallagher, Director of Workforce and Organisational Development

Other representatives from a range of partners have also been invited to the meeting to provide additional information.

Does the information submitted include any exempt information? No

7.0 List of Appendices:

7.1 Appendix 3(a) Lancashire Care Foundation Trust Briefing Report

8.0 Legal considerations:

8.1 Contained within the appendix.

9.0 Human resources considerations:

9.1 Contained within the appendix.

10.0 Equalities considerations:

10.1 Contained within the appendix.

11.0 Financial considerations:

11.1 Contained within the appendix.

12.0 Risk management considerations:

12.1 Contained within the appendix.

13.0 Ethical considerations:

13.1 Contained within the appendix.

14.0 Internal/external consultation undertaken:

14.1 Contained within the appendix.

15.0 Background papers:

15.1 None.