

MEETING	PUBLIC BOARD MEETING 16 October 2019
Agenda Item Paper Number	CM/10/10/04 4
Agenda Title	Executive Team report to the Board
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PURPOSE OF PAPER:

This is a paper for the Board to **note**.

Introduction

The report this month provides an update on the following matters:

1. State of Care 2018-19
2. Performance report: August 2019
3. Upcoming publication: Sexual safety and supporting people's sexuality in adult social care
4. Improving regulation in closed environments: Restraint, Segregation and
5. Upcoming publication: Urgent and Emergency Care Survey
6. Upcoming publication: Children and Young People's Patient Experience Survey
7. Recent publication: Online primary care - response from the regulators
8. Recent publication: Update to 'Choosing an online healthcare service' page
9. Fees Scheme – 2020/21
10. Recent publications
11. Upcoming publications

Chief Executive's report
1. State of Care 2018-19

We published our annual statutory report to Parliament on the State of Health and Social Care in England on 15th October. There will be more information on this provided in the November Board papers on the aftermath of the publication.

2. Performance report: August 2019
Public and Providers

- 1.1 Overall registration performance in August declined slightly across all four timeliness measures. This decline has resulted in all YTD timeliness KPIs falling outside of target.
- 1.2 In August PMS and Hospitals continued to return to inspection ratings in line with our commitments. Both directorates performed well against this indicator in 2018/19

although sustaining this performance will be a challenge, as 2020 is characterised by a significant increase in demand.

- 1.3 ASC are meeting re-inspection targets for Inadequate and RI locations undertaking at least 90% of re-inspections within KPI. Return to good services fell from 85% in July to 76% in August. Overall performance is 84% YTD.
- 1.4 We aim to respond to 70% of urgent actions within 3 days. Further work has been conducted to focus on the quality of our enforcement data. Year to date 70% of urgent action was served within 3 days of the decision being made.
- 1.5 Of those enforcement actions that were finalised in August, 83% were considered to have a successful outcome (a ruling in favour of CQC, fine or improvements by the provider for example). The year to date figure is showing 77% have a successful outcome.
- 1.6 In August Safeguarding alerts stood at 97% against a target of 95%, maintaining a positive trend from Q4 2018/19 and Q1 2019/20. Concerns requiring mandatory action within 5 days has continued to improve with 94% meeting the KPI in August, bringing the yearly performance up to 89%. A cross directorate workshop was held in early July to review the Safeguarding and Whistleblowing process and related indicators. Proposals for improvement of the process and how we measure success were implemented during August 2019.
- 1.7 Ninety two percent of PMS reports were published within our commitments. Hospitals had 47% of reports published on target, the directorate has ongoing improvement projects which are reviewing report timeliness across the hospital's directorate. ASC report timeliness dipped to 89% in August, but this coincided with a high volume of annual leave during the month.

Processes

- 1.8 Time lost to IT issues and the related costs increased from July to August.

Resources - Finance Update

- 1.9 CQC revenue expenditure is £2.6m underspent for the year to August, with a £0.1m deficit forecast.
- 1.10 The more favourable forecast is a result of plans outlined during a recent finance deep dive and resolution of disputed estate costs.
- 1.11 Capital expenditure is £7.7m for the year to date against a budget of £15.0m.

People and Learning

- 1.12 Turnover is currently 10.1% which is within the target range of 10-12%.
- 1.13 Sickness levels remains low at 3.8%

Annex 1: Performance Report

Chief Inspector of Adult Social Care's report

3. Upcoming publication: Sexual safety and supporting people's sexuality in adult social care

In 2018 we carried out a review of incidents related to sexual safety on mental health wards. Stakeholders told us they wanted CQC to look at this issue across other areas of health and social care too. This report (and supplementary short video for the public) will aim to raise awareness of issues of sexual safety and sexuality in adult social care, as an important part of supporting people to lead as full lives as possible.

The report will use CQC data from notifications of sexual incidents or alleged abuse, as well as findings from engagement with key stakeholders, to present learning and recommendations for the sector.

Chief Inspector of Hospital's report

4. Improving regulation in closed environments

Regulation of similar services to Whorlton Hall since Panorama

Since May 2019, we have rated Inadequate and placed into special measures twelve hospitals which admit people with a mental health problem, learning disabilities and or autism. These include Priory Blandford Hospital and St Andrew's Healthcare Adolescents Service. On 25 September inspection reports were published for Cygnet Whorlton Hall and Cygnet Newbus Grange, both rated Inadequate.

Improving our regulation of "closed environments"

The two independent reviews we commissioned are progressing.

- David Noble QSO is leading a review focusing on how CQC dealt with concerns raised by Barry Stanley-Wilkinson in 2015 in relation to the regulation of Whorlton Hall.
- Prof Glynis Murphy is chairing a wider independent review of regulation of Whorlton Hall from 2015 to 2019.

5. Upcoming publication: Urgent and Emergency Care Survey

The 2018 urgent and emergency care (UEC) survey is part of the NHS Patient Survey Programme delivered by CQC on behalf of NHS England and the Department of Health and Social Care. The survey runs every two years and is an important independent measure of people's experiences of major A&E, urgent care centres and minor injury units. The results provide NHS trusts with invaluable insight

that they can use to inform service improvements. The survey results also feed into our intelligence about NHS trusts, which directs the focus of our inspections.

6. Upcoming publication: Children and Young People's Patient Experience Survey

The 2018 children and young people's patient experience survey is part of the NHS Patient Survey Programme delivered by CQC on behalf of NHS England and the Department of Health and Social Care. The survey looks at the experiences of children and young people under the age of 16 who attended hospital for treatment as an inpatient or day case during November and December 2018. The survey runs every two years and provides NHS trusts with feedback that they can use to inform service improvements. The survey results also feed into our intelligence about NHS trusts, which directs the focus of our inspections.

Chief Inspector of Primary Medical Services' report

7. Recent publication: Online primary care - response from the regulators

On Thursday 26 September we published a joint statement from the members of the cross-regulatory group on what we are doing as regulators to address the issues that exist within the system. The joint statement is a piece in the jigsaw about what we're doing in response to our concerns. It is largely a reactive piece to help media colleagues in answering questions, but will serve as a united front at the same time.

The piece was shared with trade media and referenced in our bulletin to primary care providers. The other regulators on the group also supported communications through their own channels.

8. Recent publication: Update to 'Choosing an online healthcare service' page

Also on Thursday 26 September, we published updates to the "choosing an online healthcare service". The updates provide more detailed information about the risks in the system, and the types of questions that patients should ask themselves when using an online healthcare service. We also made additions for those specifically having an online consultation for a sexual health issue.

The work was shared on our social media channels, and through our bulletins to the public.

Chief Operating Officer's report

9. Fees Scheme – 2020/21

A verbal update will be provided.

Chief Digital Officer's report

Nil report.

Executive Director of Strategy and Intelligence's report**10. Preparing for the UK's exit from the EU**

The situation regarding the UK leaving the EU remains uncertain. As things currently stand, the UK will leave the EU with 'no deal' on October 31st 2019 or an earlier date if an agreement is reached before then. If the Government seeks an extension to EU Exit as set out in the Benn Act, the proposal is that the UK would leave the EU no later than the end of January 2020 if an agreement is reached.

Our assessment of our readiness for a 'no deal' EU Exit indicates a low risk for our own staff, processes and data. CQC plans, including arrangements for Silver/Gold Command are in place. These will be monitored, reviewed and tested on an ongoing basis. CQC will continue to work with partners to ensure our readiness is maintained.

Attachments:

Annex 1 - Performance Report: August 2019 (*separate pdf document*).