

BRIEFING FOR HEALTH AND WELLBEING SCRUTINY COMMITTEE

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LOOKED AFTER CHILDREN AND SAFEGUARDING CQC REVIEW: ACTION PLAN

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Introduction

The Care Quality Commission (CQC) undertook a review of health services for Looked After Children and Safeguarding provision in Leicester City between 8th and 12th February 2016. The CQC review involved services commissioned by both Leicester City Clinical Commissioning Group (CCG) and Leicester City Council; the review followed the child's journey.

The CQC published their report on 5th August 2016. The CQC report does not offer any rating, but does make recommendations (in total 59) for improvements in health organisations involved in the review. Where areas for improvement relate to services provided by the NHS, but commissioned by the local authority, the CQC sent a separate letter for the attention of the local public health team.

A detailed action plan to address the recommendations in the CQC report has been developed and agreed with local partners involved in the review. Supplementary areas of concern brought to the attention of public health within Leicester City Council are not included in the CCG coordinated action plan. The action plan was submitted to the CQC on 3rd September 2016.

The implementation of the agreed action plan is being monitored by Leicester City CCG and Leicester Safeguarding Children Board (LSCB), with oversight provided by NHS England. Progress against each recommendation will be received from relevant organisations in accordance with a quarterly reporting schedule.

The evidence will be scrutinised by the CCG and a first formal report will be made available to the CCG Governing Body in January 2017. It will then be shared with the LSCB.

Implementation of Action Plan

The CQC Action Plan is divided into 11 sections, as outlined in the CQC report, with actions attributable to the following organisations:

- Leicester City CCG (CCG)
- NHS England
- Leicester City Local Authority
- Leicestershire Partnership Trust (LPT)
- University Hospitals of Leicester NHS Trust (UHL)
- SSAFA – Soldiers, Sailors & Airmen Families Associations
- Leicester Recovery Partnership
- Staffordshire and Stoke on Trent NHS Partnership Trust

Leicester City CCG is currently working with partner organisations to collate evidence of the progress relating to each recommendation. This will involve a confirm and challenge from the CCG that has commenced and will continue through November 2016 in order to report to the Governing Body in January 2017.

The following are examples of actions taken as of 27th October 2016.

Leicester City CCG has completed the following;

- Included information and guidance on the Child Sexual Exploitation (CSE) risk assessment tool into GP level 3 safeguarding training.
- In partnership with NHS England has agreed with UHL that within the new build for the Emergency Department there will be a designated 'place of safety' for children and young people in Leicester as defined for detention under the Mental Health Act section 135/136as.
- A prompt has been included in the general practice registration process for children so that social work involvement is identified at the time of registration.
- The full details and relationships of any adults attending a GP consultation with a child (which is vital to establish limits of parental responsibility and it's inter relationship with consent to treatment) has been included into the new GP Safeguarding Assurance Tool, which should be launched by the end of 2016/2017.

UHL has reported the following;

- Capacity issues within the safeguarding nursing and midwifery teams have now been resolved and vacancies filled.
- The introduction and use of a prompt (sticker) in all unscheduled care settings that they manage.
- A new liaison form developed, to be cascaded to all unscheduled care settings.

- Safeguarding supervision for midwives is in the Trust policy and provision and effectiveness is being audited.
- Safeguarding concerns for neonates are now escalated to safeguarding managers to expedite social care responses to find safe and appropriate placements so to reduce delayed discharges.
- Safeguarding training for midwives will now include a Female Genital Mutilation (FGM) risk assessment.
- The maternity service is seeking to ensure opportunities to explore domestic abuse with pregnant women is not missed; women are asked regularly throughout their ante natal period about domestic abuse and seeing women on their own for at least one of their antenatal appointments being implemented.
- Information sharing by the police to health services in regards to domestic abuse is being addressed at an inter-agency working group established to improve the domestic abuse care pathway. The group is led by the police with full engagement from the CCG Safeguarding Team, LPT and UHL.

LPT has not been able to share examples and actions that have been completed as their internal report is subject to the Trust internal scrutiny and assurance processes first, but will be available for January.

The CQC required assurance to ensure that staffs in general are aware of and compliant with their responsibilities to share appropriate information and fulfil statutory requirements to safeguard children and young people.

- LPT is in the process of strengthening their standard operating procedures, whilst UHL and the CCG can already provide assurance that this is covered within Information Governance Training.
- SSAFA has provided assurance that all staff receive full training in this area and that all safeguarding referrals are quality assured.

Another key area was that access to the children's mental health crisis team for young people presenting in unscheduled care settings requires improvement. This has been taken forward by the *Better Care Together* work stream and will form part of the new service specification for CAMHS (Child and Adolescent Mental health Services).

Recommendations for the Leicester Recovery Partnership have been taken forward by Turning Point as the new service provider, which has reviewed all the recommendations relating to the service and is doing the following;

- Developing a joint protocol focused on the children's safeguarding pathway with social care, health visitors and school nurses.
- Future training will include risk assessment of the impact of parental substance misuse on children in the family.

- Introduced enhanced supervision process as part of a supervision protocol, complex case review process for children and young people affected by their parents/carers substance misuse.
- Flagging vulnerable children known to them.

Staffordshire and Stoke on Trent NHS Partnership Trust were referenced in the recommendations and report that they have reviewed their procedures. They state confidently they can demonstrate child safeguarding supervision is offered routinely and is embedded in practice with decisions and actions recorded in the client records. Assurance evidence is being sought.

Conclusion

The CCG has worked with local partners to develop and agree a detailed action plan in response to the CQC review findings and organisations have responded by undertaking some immediate actions. The focus is now on the more complex and far reaching actions which will be completed by March 2017.

The response to this CQC review and the completion of this action plan contributes to the wider improvement journey of safeguarding services for children in Leicester City and we expect to be able to demonstrate the impact of these changes in 2017.