

Briefing regarding Action Plan submission to CQC

Introduction

1. 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 and which followed the child's journey. The CQC published its report on 5th August 2016. A copy of the report is attached.
2. The CQC report does not offer any rating, but does make 59 recommendations 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.
3. A detailed action plan to address the recommendations in the CQC report was 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 joint action plan. The action plan was submitted to the CQC on 3rd September 2016.
4. The implementation of the agreed action plan is being monitored by Leicester City CCG, Leicester Safeguarding Children Board (LSCB) and with oversight provided NHS England. Progress against each recommendation is received from relevant organisations in accordance with a Quarterly reporting schedule.
5. The evidence for each quarter is received by the CCG Hosted Safeguarding Team and scrutinised by the Designated Nurses. Updates have been shared with the Leicester City Governing Body and the Leicester City Children Improvement Board.

Summary of Action Plan

6. The CQC Action Plan is divided into 11 sections and are attributable to the following organisations:
 - Leicester City CCG
 - NHS England
 - Leicester City Local Authority
 - Leicestershire Partnership Trust
 - University Hospitals of Leicester NHS Trust
 - SSAFA
 - Leicester Recovery Partnership
 - Staffordshire and Stoke on Trent NHS Partnership Trust
7. The 11 sections cover the 59 recommendations highlighted by the CQC. However, there are 172 planned actions identified in the CCG plan to achieve improved outcomes following the CQC review.

8. As of March 2017 significant overall progress has been made against the delivery of the action plan. In summary, this includes:
 - 143 (of 172) planned actions completed
 - 28 planned actions are currently being implemented and are on track
 - 1 action, dependent on national work (Child Protection Information Sharing Project), is currently in progress but behind anticipated delivery.
9. Leicester City CCG continues to work with partner organisations to collate evidence of progress against actions relating to each recommendation. This will involve detailed confirm and challenge from the CCG Hosted Safeguarding team following submission by each provider against their quarterly submissions as part of the CCG quality monitoring process. Quarter 4 submissions and updates will be received during April 2017.

Examples of Actions Implemented

10. The following are examples of actions taken as of April 2017:

Leicester City CCG

11. A key issue identified within the CQC Review was the timeliness of Initial Health Assessments (IHAs) not meeting the national standards. In November 2016 the three LLR CCGs (Leicester City, West Leicestershire, East Leicestershire and Rutland) agreed to use NHS England non-current funds to review the Looked After Children service across LLR. This review will be concluded by end of April 2017.
12. The CCG continues to work with our partners and a joint presentation is being prepared for the next Leicester City Children Improvement Board.
13. Progress against other action points have included:
 - Inclusion of the CSE risk assessment tool into GP level 3 safeguarding training.
 - Designated 'Place of Safety' in operation at Bradgate Unit as of June 2017.
 - A prompt has been included in the registration process for newly registered child patients to identify if there is social work involvement.
 - 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 its inter relationship with consent to treatment) has been included into the new GP Safeguarding Assurance Tool, which is being launched April 2017.
14. Access to CAMHS 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.

University Hospitals of Leicester NHS Trust (UHL)

15. UHL has reported that the following key actions that have been taken:

- Introduction and use of a prompt (sticker) in all unscheduled care settings that they manage.
- A new liaison form developed, which will be cascaded to all unscheduled care settings.
- Safeguarding supervision for midwives was not embedded robustly enough, so UHL will ensure the existing policy is embedded into frontline practice and provide assurance through regular audit.
- Safeguarding concerns for neonates was leading to delayed discharge when social care had not secured safe and appropriate placements. UHL has already responded by strengthening its systems to ensure swift escalation to safeguarding management is achieved to try and limit the length of delayed discharge.
- The CQC has identified that ligature risk assessments with A&E did not meet NICE standards. UHL is about to transfer its services into a new Accident and Emergency unit and this meets the required NICE standard.
- Capacity issues within the UHL safeguarding nursing and midwifery teams have now been resolved and posts recruited to by the Trust
- Safeguarding training for midwives will now include FGM risk assessment and have strengthened the safeguarding element in preceptorship training.

Leicestershire Partnership NHS Trust (LPT)

16.LPT has reported improved access to the children's crisis & treatment at home service (CHRT), with staff recruited and team established from November 2016 with the view to this being fully operational from 1st April 2017.

SAFFA

17.SSAFA has reported that Staff training has been completed using recognised health e-learning package. A template has also been designed to prompt practitioners to consider safeguarding concerns for any child presenting with injuries (including non-mobile babies) and a similar alert/prompt has been added for adults with responsibility for children.

Turning Point

18.Turning Point is implementing a flagging of vulnerable children on its patient record system with clear guidance to staff on recording concerns and alongside a robust 'did not attend' (DNA) policy.

Staffordshire and Stoke on Trent NHS Partnership Trust

19.Staffordshire and Stoke on Trent NHS Partnership Trust has reviewed its procedures and child safeguarding supervision is now offered routinely. It is embedded in practice with decisions and actions recorded in the client records.

Conclusion

20.The CCG has worked with local partners and has developed and agreed a detailed action plan in response to the CQC review findings. Organisations have

undertaken immediate actions and continue to implement the plan which is scheduled for completion by December 2017.

21. The response to the CQC review and the completion of the action plan contributes to the wider improvement journey of safeguarding services for children in Leicester City.

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