
Annual Quality Account

2017/2018

About Annual Quality Accounts

Quality Accounts, which are produced by providers of NHS funded healthcare, focus on the quality of the services they provide.

They look at:

- ✓ Where an organisation is performing well and where they need to make improvements
- ✓ Progress against quality priorities set previously and new priorities for the following year
- ✓ How the public, patients, carers and staff were involved in decisions on these priorities.

If you would like this information in another language or format such as large print, please contact:

0115 883 9654

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1

Introduction from the Director of Nursing and Allied Health Professionals

Welcome to Nottingham CityCare Partnership's Annual Quality Account for 2017/18, which is an accurate and honest representation of the quality of care we are delivering across all parts of our organisation.

I am very proud to present to you some of our achievements from the last year and to lay out our ambitions for the next year and into the future.

Throughout 2017/18 we have continued our relentless focus on safe, effective and compassionate care and our staff are passionate and committed to ensuring our patients receive the very best care they can provide within the commissioned service specification.

We absolutely understand that there will sometimes be areas where we can do better, and our work as part of the Sign Up to Safety initiative has continued to reduce avoidable harm across our Adult and Children's Clinical Services. We have also continued to ensure any learning is shared across the organisation and we are passionate about hearing our patients' voice and using this to inform our strategy for the future.

As an organisation we are very aware that the quality we deliver is thanks to our exceptional staff who often go above and beyond what is expected of them, and we are so thankful to them for all they do.

This appreciation is shared by our service users and is expressed through our Patient Experience Group and through our patient satisfaction questionnaires. We see our staff as our most valuable resource and this is why we have made supporting our staff a quality priority once again this year as we need to care for them so they can continue to care for our patients.

The last year has held a lot of uncertainty for staff as the contracts we held came up for tender, and we were delighted to hear that our plans for the future coupled with their hard work, evidenced by successful delivery against the contracts since we became a social enterprise in 2011, has resulted in us being awarded the Out of Hospital (Adult) and 0-19 year Better Start (Children) contracts which begin this year.

We believe the priorities we have set in this report will make a real impact and help us on our journey alongside our partners in the local health economy. The future is positive and we understand where we need to focus our energy and commitment.

I would like to personally thank our staff for all they have done over the past 12 months and all they continue to do to provide the care we are so very proud of in CityCare.

To the best of my knowledge, the information in this document is accurate and a true account of the quality of our services.

Tracy Tyrrell

Director of Nursing and Allied Health Professionals on behalf of the Board



About CityCare

We deliver a range of community healthcare services shaped to meet the needs of the communities we serve - from health visiting and education for young families to community nursing and home-based rehabilitation services for older people, and from the NHS Urgent Care Centre to specialist services.

We work in partnership with patients, staff, the private, public and voluntary sectors and the local community to build a healthier, more sustainable future for all.

For more information on our services visit www.nottinghamcitycare.nhs.uk or call our Customer Care Team on **0115 883 9654**



Listening to patient and service user voices

We continue to involve patients and service users in helping us improve and develop our services through ongoing feedback and engagement opportunities.

We have expanded our use of feedback by text this year and will continue to do so throughout 2018/19, making it quicker and easier for people to tell us what they think about our services. Our Patient Experience Group (PEG) continues to meet regularly and members are involved in a wide range of different activities. In 2017/18 we increased our involvement of PEG members in our Quality and Safety Group and Research Strategy Group, and continue to have representation on our Equality and Diversity Group.

Other PEG activity includes:

- Involvement in our peer review process, working with teams of clinicians and non-clinical staff to review the quality of our services
- Involvement in task and finish groups, for example reviewing a medication adherence tool
- Reviewing patient information such as service leaflets
- Auditing complaint files in partnership with Nottinghamshire Healthcare NHS Foundation Trust
- Being members of the interview panel for senior members of staff.

In addition to PEG, other groups are convened for specific purposes. This year, the Health Visiting service carried out focus groups in relation to children's services, talking to mothers and fathers of young children about their experience of services and whether both parents have felt involved. The antenatal letter and pathway have been adapted to be more inclusive of fathers and this was welcomed by the focus group attendees.

We are continuing to grow our participation of patients and service users as we develop and deliver Out of Hospital and 0-19 services. We will do this in conjunction with our partners across the health and social care system, avoiding duplication and ensuring that themes from feedback are shared and acted upon.



Patient and service user satisfaction

We ask people about their experience of our services on an ongoing basis. We are pleased that in 2017/18 we have continued to achieve high levels of satisfaction, with the number of patient survey responses remaining high at 6,782.

Analysis of our main satisfaction survey results shows that:

90%

services are 'excellent' or 'good'

90%

'excellent' or 'good' for meeting their particular needs (of 4,281*)

90%

were involved in decisions (of 4,086*)

94%

'excellent' or 'good' for being treated with dignity and respect (of 4,305*)

Friends and Family Test

92%

'likely' or 'extremely likely' to recommend the CityCare service that they had received (of 3,291*)

* number of respondents

Satisfaction within all groups

It is important for us to ensure that our services meet the needs of particular groups and people with protected characteristics as defined in the Equality Act 2010. Our surveys have monitoring forms attached enabling us to analyse this. Our two main surveys tell us the following:

How well did the service meet your overall satisfaction?

- **459** patients/service users from a Black and Minority Ethnic (BME) community answered this question, and of these, **90%** (413) rated the service as excellent or good
- **1,524** patients/service users who consider themselves to have a disability or long term condition answered this question, and of these **91%** (1,385) rated the service as excellent or good
- **91** patients/service users who identified as being Lesbian, Gay or Bisexual answered this question, and of these **91%** (83) rated the service they had received as excellent or good.

In 2017 we carried out a survey with interpreters asking them a number of questions in relation to access to services for the people they interpret for. Forty six people responded, representing around 50% of the interpreters providing a service for CityCare. The findings showed that access to CityCare services is generally good. Some issues raised included the importance of suitable venues for people with different religious and cultural backgrounds, the importance of making referral processes easy for people whose first language is not English and the importance of providing clear information.

We also carried out a survey in Children's Services in 2017, identifying what is important for people in terms of child and family health. Interpreters supported people to complete the survey when needed. Twenty two per cent of responses were from people whose first language is not English, with 12 different languages represented. The survey showed that people from a range of cultural backgrounds ask for support with similar issues such as baby feeding, child's sleep, child's weight and child's behaviour and development.

The findings of these surveys, along with our ongoing feedback and engagement findings, will help us continually shape our services to meet the needs of diverse communities.

Compliments

Adult services...

"Your staff are amazing; in these hard times I am very lucky to have the support and care from them."

"Listened to us and then spent a lot of time explaining what was on offer and how to use it. We didn't feel rushed at all at any stage. Emotional needs and feelings taken into account as well as physical ones. Thank you very much."

"They contacted me before the visit and explained what I should do to prepare for my treatment. They were on time, friendly, courteous and very reassuring. I was treated with care and was put at ease throughout the procedure."

"It gave me support and guidance when I was discharged from hospital. I did not know what to do, this service gave me direction. Keep up the good work, you can't pay for this level of service/after care."

"I am delighted to send a very sincere thank you for the excellent care your team has provided following my discharge from QMC. The physio and her support workers could not have provided better treatment. Their help and advice has been invaluable. Every support worker under the physio's direction has also been so encouraging and pleasant. It has been both a pleasure and a privilege to welcome every one of them into my home every day - in fact I looked forward to seeing them."

Children's services...

"Offer support to you when needed. I had a tricky time at the start with my baby and I can honestly say I had full support from my Health Visitor. They were fantastic at giving me advice, support (emotionally) and willing to listen to any problems. The service keeps you in touch with activities, groups and general communication with the local community centre."

"You listen when I need to talk. You give me advice when I need it and no one else will. You make me feel listened to and understood which makes my mood better."

"It has helped with my child opening up regarding his feelings with someone that is providing a feeling of comfort and safety and has given him strategies to work with when he gets anxious and overwhelmed."

"The service is extremely informative, it helps put your mind at ease especially for new parents. It was a comfortable atmosphere which makes it easier to join in and learn."



Urgent care centre...

"I would like to thank you all for the prompt and amazing treatment you gave my husband. If you hadn't done what you did, as quickly as you did, he wouldn't have made it through the night."

"After hearing about the delays within the NHS it was very comforting to be processed through triage and treatment so quickly."

"Everyone was totally professional, caring and treated me with compassion and dignity."

"Today I have had very good experience with the nurse. This showed me the importance of the NHS and their staff. Really helpful, from the care of the receptionist who was also very well accommodating."

"Everything was superb and the staff were brilliant, felt very comfortable considering I'm very ill and also suffer with anxiety. 10/10."



Managing complaints

We appreciate that sometimes people are not satisfied with the service we have provided and we are fully committed to being open, honest and transparent in our investigation of and response to complaints.

Complaints are reported monthly to our Quality and Safety Group and quarterly to our commissioners and Board, including outcomes and lessons learned. As a provider of NHS funded services we adhere to the NHS complaints regulations and all of our patients/service users are advised of their right to free advocacy and to have their complaint reviewed by the Ombudsman if they remain dissatisfied.

We continue to review complaint files in line with agreed standards through our peer review process, working in partnership with other agencies and lay representatives.

How do we respond to feedback on how we can improve services?

Below are some examples of how we have responded to feedback and made changes to our services.

Service	Issue raised	The changes we made	People benefiting from the change
Community nursing - Doppler clinics (checking circulation for people with leg ulcers)	Difficulty getting in touch with CityCare staff having received treatment at the clinic at Radford Care Group, and concerns about the quality of information that was passed on to the GP.	Key contact details for a named CityCare member of staff will be left at the care centre in case patients need to make contact when there is not a clinic running. GPs will now be provided with leg measurements for patients to enable them to order the most appropriate hosiery.	People accessing Doppler clinics
Homeless Health Team	Emmanuel House was receiving feedback from patients that they would like to be seen by GPs in clinic settings. The team worked with a GP from Platform One and it was identified that this was a missing resource.	Due to this being highlighted by the Homeless Health Team, a GP-led clinic was set up at Emmanuel House which also helps reduce the impact on out of hours GP services.	Homeless people
Continuing Care	Some people accessing Continuing Care struggled to understand what the service offered.	The team are now giving all service users information leaflets on what the service does and does not provide. The information includes helpful information and useful contacts.	People with complex conditions and high levels of need
MSK Physiotherapy	Self-referral issues on the website and over the telephone.	The service has made it simpler for people to refer themselves online by making this more prominent on the MSK page of the CityCare website. The service has also instigated a 'call queueing' system on the phone lines.	All
Health Visiting	Advice and information about weaning.	We are reviewing our literature to support breast feeding and weaning to ensure that that advice we give is clear and concise.	Parents with young children
Integrated Respiratory Service	Some people not turning up for appointments ('Did not Attend'- DNAs).	Times and locations of clinics have been changed to reflect patient preferences. Text reminder now sent before appointments. Referrals now processed through triage nurse so that people understand the reason for their appointment more fully.	People with respiratory conditions
Breast feeding peer support	The importance of peer support and shared experience when providing breastfeeding advice and information.	The team worked with Derby University to produce a film with two local mothers talking about their experiences of breastfeeding which will be used at 'Bump, Birth and Baby' groups.	Women with young babies

"Without this care package I would not manage at this present time. It is very reassuring to know there's someone coming in to take care of me whilst I recuperate."

Patient Compliment



Service	Issue raised	The changes we made	Protected characteristic or specific group
Urgent Care Centre	Feedback regarding the chairs in the waiting room - some discomfort expressed.	Some chairs were replaced and additional new chairs were ordered including two bariatric suitable chairs and some higher level chairs with arms. The specialist chairs will provide additional comfort for people such as bariatric patients, older people, pregnant women and people with limited mobility.	All
Urgent Care Service	Delay in discharge from hospital.	An escalation process has been put in place for community beds if there is a delayed response from a care home regarding whether a patient can be accepted. This will help avoid delays in discharges for patients.	People requiring support when leaving hospital
Smoking Cessation (New Leaf)	Waiting times in areas with high demand for services.	The service set up 'hub' sessions, allowing one-to-one appointments and drop-ins to run alongside each other and increasing choice and access for first appointments. This reduced waiting times for obtaining products as well as reducing the postage cost.	All

Listening to local families with children

Over the past year our patient satisfaction survey results indicate that the vast majority of parents feel they are involved in their child's care. The responses below are in relation to the Health Visiting service:

How well did the service...	Number of responses	% very or highly satisfied
keep you informed?	337	89%
support you?	337	88%
treat you with dignity and respect?	333	94%
meet your particular needs?	332	91%
meet your overall satisfaction?	336	93%
involve you in decisions about your care?	320	98%

We pride ourselves on the relationships built up with our families and are focused on continuing to develop our engagement strategy. We are developing a 'Family-Friendly Charter' which will include our promises to you, based on what you have told us is important to you.



"We can't thank you enough. You've helped us so much with becoming parents, becoming independent and gaining confidence. We couldn't have done it without you."

Patient Compliment

Small Steps Big Changes

Led by CityCare, Small Steps Big Changes is a partnership of parents, professionals and organisations including voluntary and community groups, the City Council and health providers coming together to help give the best start for Nottingham's babies and children.

It continues to drive forward with its innovative 'Community Connections' governance model. Our 10 Parent Champions bring the voice of the community into our multi-agency Community Partnerships and hold the majority vote at SSBC Board.

In the last year Parent Champions have been involved in:

- Procuring a new evaluation partner
- Designing and developing a new service - *Community Voice, Community Connections*
- Evaluating and approving bids for the SSBC Innovation fund.

There are now more than 25 Parent Ambassadors who help raise awareness and understanding of the programme across the SSBC communities.

Their enthusiasm and ability to get our message to local communities is recognised as a key driver in helping raise the profile of the programme, increasing attendance at groups and encouraging involvement.



Feedback has included:



"My child took his first steps at Boogie Tots."

"Coming to SSBC groups is my lifeline."

"You have helped me to want to better myself for myself and for my children."

"SSBC has made a big difference to me. From using some of the groups with my youngest child, to getting involved in the Community Partnerships and becoming a Parent Champion, and then on to where I am now in my role as a Family Mentor."



2

Review of quality performance

In this part of the report we look back at the progress made against the quality priorities we set for 2017/18. The priorities together address the three domains of patient safety, patient experience and clinical effectiveness.



For more information on the background to these priorities, [click here to see last year's report.](#)

2.1 Promoting prevention

This priority covers:

- Improving mental health and wellbeing
- Signposting to key services
- Making Every Contact Count
- Self care.

Promoting prevention is one of the key themes within the NHS Five Year Forward View (FYFV) and a priority for CityCare. The FYFV stipulates the need for health services to be more engaged with relationships with patients, carers and citizens to promote wellbeing and in turn prevent ill-health.

Promoting prevention is being carried forward as a key priority into 2018/19. Please find information about actions being taken forward from this year in part three of this report.

What we said we would do	What we achieved	How we have worked differently
All adult patients considered low in mood to have a PHQ-9 assessment completed on SystmOne.	Clinicians now signpost to relevant services to ensure patients are seen.	Services continue to work closely with mental health (MH) clinicians across services as well as with MH clinicians working within Neighbourhood Teams employed by Nottinghamshire Healthcare NHS Foundation Trust.
	<p>Children's services</p> <p>Children's services staff undertake emotional health assessments with parents and use GADD 2 and Edinburgh Post Natal Depression Score tools.</p> <p>The maternal mental health pathway provides clear guidance for staff if an adult is displaying low mood.</p>	Children's services have actively engaged in the development of a multiagency Perinatal Mental Health pathway.
Increase the number of social prescriptions compared to 2016/17.	<p>Social prescriptions prescribed by care coordinators when appropriate and encouraged through development of holistic worker role.</p> <p>Promoted at weekly Joint Case Reviews in care delivery group 7 as part of the continued development of Neighbourhood Plus.</p>	<p>Individual case studies used to provide feedback and patient experience.</p> <p>Joint working with social care and third sector.</p> <p>Case management of social prescriptions through SystmOne.</p> <p>Face to face consultations with patients using the Patient Activation Measure (PAM).</p>
Deliver Connect 5 Mental Health Promotion training.	Two staff within the Workforce Development team have been trained.	
	<p>Children's services</p> <p>A number of the children's workforce including managers will attend two-day Mental Health First Aid Training from April to July 2018 on supporting staff experiencing mental health problems.</p>	Managers proactively undertaking stress risk assessments.

What we said we would do	What we achieved	How we have worked differently
<p>Increased awareness and use of Making Every Contact Count (MECC). Plan how to embed MECC into existing practice.</p>	<p>MECC face-to-face training delivered to 48 staff on the Holistic Worker programme. 12 expressed an interest in becoming MECC champions and received more intensive training.</p> <p>Working group set up to devise a MECC and personalised care audit project plan and an implementation plan is now in operation.</p> <p>Holistic worker competency framework now incorporates MECC/self-care competencies.</p>	<p>Staff are putting learning into practice e.g. reporting more awareness of taking additional time to explain written literature such as medication instructions.</p> <p>Staff more aware of referral pathways and where to look for information such as the LiON on-line community directory.</p>
	<p>Children's Services MECC embedded into 6 week review by Health Visitors.</p>	<p>Three questions have been incorporated into the assessment of mothers:</p> <ol style="list-style-type: none"> 1. How do you feel about your general health and wellbeing? 2. How important is it for you to improve your general health and wellbeing? 3. Is there anything I can do to help you improve your health and mental wellbeing? <p>Health Visitors have been able to discuss these issues further and support referrals to health and wellbeing services.</p>
<p>Improved engagement from patients and staff in relation to self-care.</p>	<p>Included as part of the Holistic Worker programme. We will build on feedback from current engagement to influence future roll out of MECC, Health Literacy and Social Prescriptions.</p> <p>Work undertaken across Neighbourhood teams to develop person centred treatment plans and promoted across all CDG areas, allowing patients to identify their own treatment goals and how they may personally achieve them.</p>	<p>Care coordinators consider self care needs with citizens recently discharged from hospital to support better discharges and avoid readmissions.</p> <p>Identification of the cohort number of patients who will benefit from personalised care and support plans will be managed through the 2018/19 CQUIN target.</p>

Case Study

Social Prescribing in action - 'Supporting Mr M'

Mr M, a 61 year-old man of Asian ethnicity with multiple long-term health conditions, was referred for a social prescription by his Community Matron.

He had described being in constant pain and severe depression/anxiety as he was *'not able to do anything about it'*. He said he had no social life and while he felt that getting out and about would be effective for him, he was particularly anxious about the practicalities as he had a problem with urinary frequency which meant he needed to go to the toilet every 20-30 minutes. This caused him significant anxiety and embarrassment when he was out.

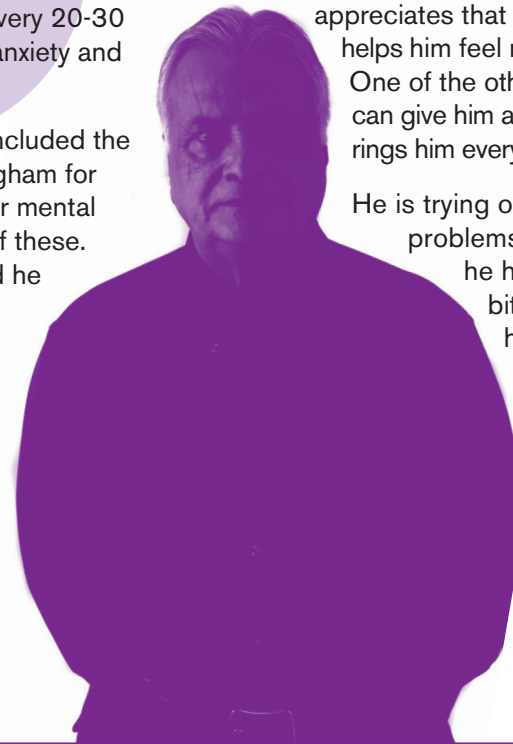
The initial options suggested to him included the Age UK Visiting Service, Click Nottingham for social inclusion and Nature in Mind for mental health support, and he agreed to all of these. The Care Coordinator also suggested he look at taking part in a local chronic pain support group and a coping with anxiety group.

They also referred him to the Metropolitan STEPS Connect Service, a face-to-face befriending service for County residents, particularly for people of minority ethnic backgrounds.

His Community Matron then came across an article in the Nottingham Post about another self-help group, the Ugly Ducklings, which met nearer to his home.

The Care Coordinator passed on their details and while at his self-care three month review Mr M said that he hadn't yet felt well enough to attend any of the groups, but he felt most attracted to the Ugly Ducklings. After six months we contacted the patient again, by which time he had visited the Ugly Ducklings twice. He said he found the experience "quite positive", and although unfortunately he can't go every time due to his health conditions, he said the group leader is very friendly and he particularly appreciates that it's in his own neighbourhood, so it helps him feel more a part of the local community. One of the other group members lives nearby and can give him a lift to the group. The group leader rings him every so often to check how he's doing.

He is trying out a new product for his urinary problems, which he says is better than he had before, so this affords him a bit more time when he's out of the house.



2.2 More integration for seamless care (by working more closely across CityCare services and with our partners for example social care and community organisations)

This priority covers:

- Adult Services
- Childrens Services

Working in a more integrated way is fundamental in managing the complexities of care delivery at the current time. We need to consider how we can work in a more seamless way to ensure the best care is delivered for our patients in an efficient cost effective way.

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
Roll out of the holistic worker role.	<p>The role has been implemented with 72 members of the CityCare Urgent Care and Reablement Team (city wide) and 18 staff within Neighbourhood Plus (CDG7).</p> <p>The programme also worked in partnership with 26 members from the Nottinghamshire County Council (NCC) START team and King's Mill Hospital discharge/EDASS team.</p> <p>Participants undertook classroom sessions in:</p> <ul style="list-style-type: none"> ● Occupational therapy/physiotherapy ● Social care/mental health ● General nursing ● MECC/health literacy <p>Through the Urgent Care and Reablement team there are holistic workers in each CDG.</p>	<p>The staff on the programme have more understanding of other disciplines and are able to make more informed decisions on referral or undertake procedures without needing to refer to another member of staff.</p> <p>Additional training needs have been highlighted e.g. within CDG7 anomalies in relation to tissue viability were recognised resulting in additional training from the Tissue Viability team.</p> <p>Comments received during evaluation have prompted equality and diversity considerations e.g. staff on rotas different to disciplines such as OT and physio requested flexibility to undertake the shadowing required, and we are working with team leaders to allow this. We have also offered flexible session times to staff that have not been able to attend classroom sessions outside of their normal working hours. The use of e-learning will be considered to enhance this flexibility further.</p>	<p>We will scope new teams to undertake the programme and devise a model which will help to promote holistic working across all CDG areas and which is realistic and achievable within time and budget limitations.</p> <p>Support continues for those currently taking part in HW as part of 2016/17 roll out.</p> <p>Work has progressed with Optimum Workforce Leadership to engage with care homes/home care and this will continue over the next year.</p> <p>See part three of this report for more actions moving forwards in relation to the holistic worker role.</p>
Development and use of core assessments in line with the holistic worker programme.	The Holistic Worker Project Manager has been involved in meetings looking at the revision of the CityCare core assessment particularly in relation to data capture and reporting on MECC priorities		We will continue to progress this.

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
Development of a holistic assessment in the neurology team.	Due to the possible changes within the contract specification in line with the procurement of the Out of Hospital tender there have been no developments as yet.		The contract has now been awarded to CityCare and this will be picked up as services mobilise to new contract specifications.
Work with relevant partners to deliver a coordinated offer for children in the city.	<p>Joint events held with Nottingham City Council Early Help Managers and CityCare staff to map work and identify potential areas of duplication.</p> <p>Nottingham Insight utilised as a shared data resource to assist planning of integrated work to increase alignment of activities.</p> <p>Work has commenced with NUH and the child health team on sharing of data with a potential to increase electronic access – e.g. hearing screening results</p> <p>Joint work continues within the priority families programme which supports families with complex needs and problems.</p> <p>Facilitative management model</p> <p>Changes have been implemented within the Children's Services Leadership team.</p> <p>A detailed training plan has been proposed to ensure each staff group has the knowledge and tools to successfully fulfil their new roles.</p>	CityCare services are publicised on the 'LiON' online platform together with Local Authority, childcare services, local organisations, services and activities for children and young people.	<p>In line with the new Children's Services Contract, we will develop collaborative working relationship with the Early Help Team. Partnership working will include joint pathways, data sharing agreements and co-location where possible.</p> <p>Work with NUH to streamline and improve the quality of data will contribute to the implementation of the new 0-19 Children's Services Contract.</p> <p>Further investment in the accredited Priority Families practitioner has been supported in order to embed the priority families agenda.</p>

2.3 Reducing avoidable harm

This priority covers:

- Learning from incidents
- Recognition of the deteriorating sick adult or child (including sepsis)
- Safeguarding – children and adults

2.3.1 Learning from incidents

Working to prevent patients from suffering avoidable harm is a high priority in our organisation, and where harm has occurred, that we learn from this as an organisation to reduce harm in future to patients.

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
<p>Reduce the number of the most frequent and potentially serious incidents.</p> <p>Demonstrate a growing safety culture within the organisation and reduce avoidable harm.</p>	<p>Stage 2 pressure ulcer incidents reduced from 801 in 16/17 to 417 in 17/18. Whilst not all incident investigations have been finalised only approximately 6% of stage 2 pressure ulcers were avoidable to CityCare. See parts 4 and 5 of this report for more information on how we are working to reduce all our patient safety incidents.</p> <p>The total number of pressure ulcers acquired in CityCare services in 2017/18 was 561 (reduced from 900 in 16/17).</p> <p>Stage 2 pressure ulcers that have completed their investigation show a reduction in avoidable stage 2s from 94 to 26 (72% lower).</p> <p>Stage 3 pressure ulcers that have completed their investigation show a reduction in avoidable stage 3s from 22 to 10 (54% lower).</p> <p>There have been no avoidable stage 4 pressure ulcers (although 2 are still under investigation) and there were 4 last year.</p> <p>Number of root case analysis investigations (RCAs) of pressure ulcers: In 15/16 there were 108 pressure ulcer incidents categorised as serious compared with 36 in 16/17. In 17/18 there were 23.</p>	<p>All stage 3 and 4 pressure ulcer incidents are reported as moderate harm incidents and reviewed at the CityCare Holistic Incident Review Panel (CHIRP). A multi professional panel reviews all moderate harm incidents and looks at the cause of the incident and actions required. If there are significant lapses in care, significant harm to the patient or significant learning to be gained to prevent the incidents recurring then a full root cause analysis investigation is carried out. If incidents are related to care from other providers these are notified for either individual or joint investigations.</p> <p>We have conducted patient safety discussions where senior managers and quality and safety meet with teams to openly discuss patient safety.</p> <p>The Assistant Directors regularly Walk the Floors, spending time with clinicians to offer support and see staff in their daily work.</p>	<p>To reduce avoidable stage 3 pressure ulcers by a further 10%</p> <p>To reduce avoidable stage 2 pressure ulcers by a further 10%.</p> <p>Hold an event to feed back to staff the learning from the patient safety discussions.</p> <p>Audit the quality of root cause analysis investigations.</p>

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
<p>Reduce the number of the most frequent and potentially serious incidents.</p> <p>Demonstrate a growing safety culture within the organisation and reduce avoidable harm.</p>	<p>We have completed eight of our 11 actions identified from the thematic review of pressure ulcers undertaken in 16/17 and one is in progress. The final 2 are a) in relation to care agency training b) motivational interview training, both of which have on going actions currently.</p> <p>Insulin</p> <p>Insulin incidents attributable to CityCare dropped by 27% in the period April 2017 – February 2018 (compared to the previous year).</p> <p>We have seen an increase in insulin incidents in March 2018 and a review of the incidents identified three were no harm and one was a low harm incident.</p> <p>82% of eligible staff have been trained on insulin awareness. We will continue to train our staff to ensure they have the correct skill set on insulin awareness.</p> <p>All bases are using the new insulin allocation system. We have devised and rolled out a new insulin allocation standard operating procedure to all community nursing teams.</p> <p>Root cause analysis (RCA)</p> <p>RCA training – three sessions planned.</p> <p>100% of staff attending training will be asked to evaluate.</p> <p>Root cause/s identified in 100% of RCA investigations.</p>	<p>We have run one training session out of the three.</p>	<p>Root cause analysis training will now be part of our manager training (see page 33).</p>
<p>Ensure all learning from avoidable harm incidents is embedded across services.</p>	<p>In the place of learning from relevant medication incidents being presented at District Nurse team leader meetings, it was decided that a greater impact would be made by focusing on producing regular one-page newsflashes based on learning from medication incidents.</p>	<p>We now have a learning lessons group which meets monthly and reviews learning from an incident and how it can be embedded across all relevant services.</p> <p>In 2017/18, 14 newsflashes were produced and sent out to all clinical teams. The topics covered were insulin, controlled drugs, flu vaccines, enoxaparin, and rivastigmine. The feedback from the community teams has been excellent as the newsflashes have been discussed at team meetings, and staff who have been absent at team meetings have been signposted to the newsflashes.</p>	<p>We are merging our learning lessons group and serious incident review group so that actions and learning from serious incidents is reviewed and discussed and learning cascaded from one group.</p>

2.3.2 Recognition of the deteriorating sick adult or child (including sepsis)

Sepsis is responsible for 44,000 deaths annually in the UK although a more recent estimate is 260,000 people each year and 70% of the cases occur in the community (UK Sepsis Trust 2016). The potential local incidence of severe sepsis is predicted to be greater than 1,800 patients per year of which more than 650 will die, based upon the population covered by Nottingham University Hospitals for secondary care. It is vital that CityCare ensures that all staff are aware of the signs of sepsis and escalate care appropriately when individuals show signs of deterioration.

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
Survey 50% of health visitors, nursery nurses and school nurses to assess their current level of knowledge and develop a training package based on knowledge deficits identified.	Survey undertaken of 50% of children's services staff (including a range of roles from both qualified and unqualified clinicians) and 34 adult services RGNs as part of a District Nursing degree project. Training package developed following survey, 10 sessions held from Sep 2017 - Mar 2018.	'Safety netting' (information provided to families to make them aware of the signs and symptoms of sepsis and when they should be seeking further help) is now being discussed with families. Evidence from Adult Nursing Evening and Night Service that they escalated to emergency services a patient they felt had sepsis.	Survey to be repeated with 50% of staff to ensure staff know when to escalate concerns.
To ensure all staff have access to the Sepsis UK Trust algorithms.	Reviewed algorithms with both Adults and Children's Services and amalgamated the Sepsis UK algorithm for carers and registered professionals into one document.		Survey to be repeated with 50% of staff to ensure that the algorithms are in use across the organisation.
Training session for staff running the minor ailments clinics and the Urgent Care Centre (UCC).	Minor ailment clinics are not yet in place but staff that will be working in the clinics have all had recognition of deterioration training. UCC has had training from the Consultant Microbiologist, Primary Care Infection Prevention and Control Doctor and also at the CityCare Prescribing Forum. Prescribing audit of antibiotic use has been conducted at UCC, results show prescribing at the UCC is in line with local Antimicrobial Prescribing Guidance.	Change from prescribing of Trimethoprim to Nitrofurantoin for urinary tract infection in line with the Antimicrobial Prescribing Guidance.	Audit 25% of records where an antibiotic prescription has been issued to establish whether the clinician has prescribed in line with guidance.
To develop a goal centred care plan for patients with urinary catheters which clearly states for patients, carers and staff when they may need to escalate concerns. To ensure its widespread use across CityCare teams.	New goal centred care plan is being added to SystmOne. CityCare also took part in the Infection Prevention Society national Catheter Prevalence Survey. The results of the survey have been shared including local data which will now be used to further develop our catheter management policy. Catheter passports have been distributed for teams to use which will include all the information about an individual's catheter.	All patients with a catheter on the caseloads within the CDGs and the Care Homes Team were reviewed and additional data collated on those that had had a catheter placed for the first time during the preceding 4 weeks. All patients reviewed had a care plan in place and had a review date for removal.	We will share catheter survey results with the participating CDGs. We will review 13 sets of records in each CDG and Care Home Team to audit 30% of records of patients with a catheter.

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
To ensure the holistic worker core competencies include the recognition of deterioration and the need to escalate as appropriate.	The Holistic Worker (HW) competency document is being revised and recognition of the deteriorating patient will be included.	Training has been provided to staff in CDG teams, Urgent Care and Reablement and the Evening and Night Service. Further training will also be delivered as part of the HW training.	As the HW project extends, the training and competencies will be shared across health and social care provider partners in Nottinghamshire.

2.3.3 Safeguarding children and adults

Safeguarding children and adults is an important priority for CityCare; as a provider of care we know that safeguarding is everybody's business and is fundamental to ensuring quality care. We are duty bound to protect people's health, wellbeing and human rights and we support the people we serve to live in a way that they choose and ensure they are safe, free from harm, abuse and neglect.

The Safeguarding Team comprises a Named Nurse/Head of Safeguarding, Safeguarding Service Manager, Nurse Specialist Domestic Abuse, Lead Practitioner for Adult Safeguarding and two Safeguarding Practitioners.

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
Revise the Safeguarding Training Strategy	<p>A revised Safeguarding Training Strategy has been implemented.</p> <p>We have built on existing professional relationships and strengthened communication between staff and the safeguarding trainers to ensure a streamlined and efficient booking and reporting process.</p> <p>E learning packages have been introduced.</p> <p>Training Compliance data:</p> <p>Safeguarding Adults level 1 - 96%</p> <p>Safeguarding Adults level 2 - 91%</p> <p>Safeguarding Children Level 1 - 77%</p> <p>Safeguarding Children Level 2 - 90%</p> <p>Safeguarding Children Level 3 - 95%</p> <p>Domestic Abuse - 89%</p> <p>MCA - 76%</p> <p>Prevent - 93%</p>	<p>A strengthened approach to individual and management responsibilities for undertaking safeguarding training.</p> <p>A significant reduction in face to face training delivery time and an increase in individual responsibility for completing work books. This has had a positive impact on service delivery, building capacity into the system.</p>	<p>We will continue to implement the Training Strategy, raising standards through improved compliance.</p> <p>Specific focus will be on the newly introduced E Learning packages, masterclasses and 'bite size' learning packages</p>

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
<p>Extend the role and responsibilities of the safeguarding champions.</p> <p>Safeguarding champions will provide advice and support at point of need, which will in turn improve the knowledge, skill and confidence of the workforce and delivery of care.</p>	<p>The Safeguarding Champion's role has been segregated into four areas: Multi Agency Safeguarding Hub (MASH), Domestic Abuse, Children and Adult.</p> <p>In total we have 28 Safeguarding Champions.</p> <p>Four MASH Champions have completed formal safeguarding supervision training. They will support the safeguarding team in the coordination and management of the MASH. The champions will be supported by the Nurse Specialist for Domestic Abuse. The MASH champions will initially observe the processes and then undertake the role, supported by the safeguarding duty service.</p> <p>There are three Domestic Abuse Champions, with an additional position currently being recruited to. Their role will be to support the MARAC process. They are undertaking a program of shadowing and a workbook with support from the Nurse Specialist for Domestic Abuse.</p> <p>Six children's safeguarding champions will mostly facilitate Think Family Group Supervision sessions. They are supported by a safeguarding team mentor to undertake a workbook as well as practical demonstrations and observations. They also receive support through 1:1 safeguarding supervision, the Safeguarding Champions' Forum and drop in sessions.</p> <p>The 14 Adult Safeguarding Champions continue to be supported through the Safeguarding Champions Forum and the Lead Practitioner for Safeguarding Adults and MCA.</p> <p>All of the safeguarding champions are supported through their line management structure in addition to the safeguarding team. Managers consider their workload and support them to ensure they have the capacity to undertake the role. The roles are carefully thought out to ensure adequate numbers of practitioners are utilised to fulfil the role and to ensure individuals are not excessively burdened with additional responsibilities.</p>	<p>A Safeguarding Champion has delivered Adult Safeguarding training with support from the Safeguarding Team</p>	<p>The Safeguarding Champions are now completing their training and induction; they will soon be facilitating safeguarding supervision with the support from the safeguarding team.</p>

What we said we would do	What we achieved	How we have worked differently	Work to be carried over to 2018/19
Embed the Safeguarding Team into CityCare services.	This is an ongoing and will be further progressed once the Children's Services tender process is complete.		The Children's and Domestic Abuse element of the new contract is incorporated into the wider Children's Services therefore the safeguarding service has become integral to the Children's Service delivery.
Safeguarding supervision model to be redesigned	<p>The safeguarding supervision model has been redesigned to promote group supervision. In addition the model offers targeted support for one to one supervision where necessary.</p> <p>Practitioners complete a minimum of two 1:1 supervision sessions per year, in addition to group sessions.</p>	Skill mixed Think Family group supervision sessions have been positively appraised by practitioners, strengthening opportunities to learn together and transfer learning across the workforce.	



Priorities for quality improvement 2018/19

To produce our Annual Quality Account we have engaged with staff and stakeholders including consultation events with our Patient Experience Group and a group of staff members.

We have reviewed our feedback from a diverse range of patients/service users over the last year, from feedback forms, web feedback, comment cards, complaints and engagement events and this has also helped us shape our priorities.

We sent out consultation documentation to Nottingham City Council, Nottingham City Clinical Commissioning Group, Healthwatch, the East Midlands Academic Health Science Network and Small Steps Big Changes as well as to community and voluntary organisations such as Nottingham Community and Voluntary Services, Self Help Nottingham, Disability Direct, The Carers Federation, Age UK, Stonewall and Metropolitan.

Our draft priorities and the final draft of the report were shared with Nottingham City Clinical Commissioning Group, the Nottingham City Health Scrutiny Panel and Nottingham City Healthwatch to enable them to comment.



Promoting prevention

This is an ongoing priority carried forward from 2017/18, and there is more detail on the work so far in part two of this report.

The priority includes:

- Improving mental health and wellbeing
- Making Every Contact Count (MECC)
- Self care
- Personalised care planning.

Why we chose to continue this priority	This priority is of critical importance to CityCare because it represents the cornerstone of the type of care we wish to provide. The promotion of prevention is a fundamental aspect of quality and safety as this enables individuals to maximise their personal independence by taking control of their health and wellbeing. This has a direct impact on both physical and mental health outcomes as self-control and self-determination offer empowerment opportunities to people that facilitate feelings of belonging and purpose. This approach also helps staff see the whole person and the opportunities that may exist to build more self-reliance and capacity in a person's personal networks and community.
Quality domains	<p>Patient experience - how our approach and the opportunities that self-care and personalisation make people feel about their physical and mental health</p> <p>Patient safety - ensuring that a patient's health is not compromised but balancing this with personal choice and individual risk taking</p> <p>Clinical effectiveness – how staff have effective conversations with patients to identify and implement prevention programmes</p>
Work it builds on	See part two of this report.
Our key partners	<ul style="list-style-type: none"> ● All CityCare staff including in particular neighbourhood teams and Care Coordinators ● Nottinghamshire Healthcare NHS Foundation Trust ● Local authority ● Social care commissioners, health commissioners, third sector organisations and self-help groups.
The difference we hope to make	<ul style="list-style-type: none"> ● We will empower staff to communicate and engage with patients in this area so meaningful one to one conversations take place that explain how this approach will have benefits. ● Through better engagement with patients, carers and communities we will promote wellbeing and prevent ill-health where possible. ● We will provide opportunities and an environment that encourages and facilitates our staff to lead healthy lives and take care of their own wellbeing.

Actions following on from work completed during 2017/18 (see part two of this report)



- Review all support and the mental health strategy in 2018 to understand the needs of staff and how best to support patients with mental health problems (given that we are not the lead provider for MH services).
- A new Perinatal Mental Health pathway is due for completion in April 2018. An implementation plan will be developed.
- The Holistic Worker steering group is undertaking a review of competencies and programme delivery. Future competencies will link to self-care including social prescriptions.
- Increased communication and training for CityCare staff, third sector, social care and GPs promoting the use and benefits of social prescribing.
- Learning from the Mental Health First Aid training will support teams as they transition onto the new children's services contract.
- We will consider including MECC as part of new starter induction.
- MECC interactions will be recorded on the Core Assessment. Reporting will be gathered via data extracted on individual MECC interactions.
- Approximately 40-60 CityCare staff will undertake MECC face to face training as part of the holistic worker model during 2018. This will also be extended to partners including care homes and home care. We aim to achieve this with medias such as e-learning.
- MECC champions will support the workforce to complete the programme and embed it into everyday practice.
- CityCare is working collaboratively to share good practice and resources with partners such as Nottinghamshire County Council and will be part of MECC steering groups across the area at strategic and front line level.
- The Care Coordinator role is being considered as an additional way in which we can achieve MECC more effectively.
- Three Care Coordinators will be trained through the NHS England programme, 'Better Conversations , Better Health' to gain a better understanding of self care and how to identify self care needs.
- Staff training will be delivered for Personalised Care and Support Planning in line with targets identified within the CQUIN indicator.
- CityCare is part of the wider STP partner group (led by the CCG) to develop and implement a system wide self-care and personalised care plan tool. A summary front sheet and training plan has now been agreed across the STP and CityCare is in the process of rolling this out to nurses and clinicians within neighbourhood teams in our CDGs.

Additional new actions planned for 2018/19

What do we plan to achieve?	How do we plan to achieve it?	How we will measure/evaluate our progress and success?
Patients offered self care opportunities and control around their plan of care.	Roll out of system agreed care plan summary sheet to identified patients	Number of those patients with a care plan. Feedback from a number of patients on impact and patient experience.
Improve patient and carer understanding of what self care means (i.e. they will still be supported by health services but we will be working in partnership with them to help them gain more control of their own health and care).	<p>We are working alongside commissioners and other local providers of care to agree terminology in response to patient feedback. We are currently planning how we raise awareness with both our workforce and with patients and carers of how personal independence and support around opportunities to being in control of health and care can be improved and we will then roll out a communication and engagement plan.</p> <p>We will work with our patient and service user engagement groups to ensure a clear understanding of the self care agenda.</p> <p>The Tissue Viability service will undertake a project to look at appropriate self care for patients with wounds.</p>	<p>Review of the engagement plan and roll out and feedback from staff, patients and carers on its effectiveness.</p> <p>Evidence of discussions and outcomes at patient/service user groups and forums.</p>
Checking patient experience and effectiveness of self care (also MECC and social prescriptions where possible)	We are currently working with our neighbourhood team workforce and our Care Coordinators to explore ways in which we can follow up on the impact of self care to see if signposting and facilitating self care opportunities have had positive or negative impacts on patients' experiences. This will include consideration of MECC and tracking where healthy lifestyle signposting has been made and the impact this may have had.	Work underway and we are holding a number of workforce service development workshops. When we have an agreed plan for service development we will identify and confirm how we will check experience and effectiveness of self care and build in ongoing reviews.
<p>Children's Services</p> <p>Mental Health remains a high priority as it is recognised within key documents (e.g. Five year forward view and 'Better Births') regarding what impact a parent with mental health concerns can have on the development of a child.</p> <p>We will strive towards improving the mental health outcomes of parents, children and young people.</p>	<p>Clearer identification of vulnerable mothers at antenatal contact to begin tailoring services towards their needs.</p> <p>Embed effective assessment tools to support staff to recognise families in need at every contact.</p> <p>Offer evidence-based programmes of support to parents, children and young people with identified mental health needs.</p> <p>Promote staff health and wellbeing by offering information signposting to support to address mental health needs.</p> <p>Upskill managers to support staff with mental health needs (Mental health first aid training)</p>	<p>Re-design pathways with partner agencies to identify vulnerable mothers as early as possible.</p> <p>Invest in staff development to upskill our workforce. Audit staff confidence in ability to identify vulnerable individuals post training.</p> <p>In partnership with stakeholders, develop clear pathways for staff to support parents, children and young people with identified needs into appropriate services. Monitor effectiveness of interventions using outcome measure tools developed alongside commissioners.</p> <p>Reduced numbers of work related absences relating to stress and anxiety across Children's services in comparison the previous year.</p>



Spotlight on personalised care planning

Personalised care planning is aimed at all individuals with long term conditions such as asthma, cancer, diabetes, stroke, mental health illness or heart disease.

It involves looking not just at their clinical and medical needs, but also at the other areas of an individual's life and the wider issues that can affect their health and wellbeing, such as employment, access to public services, and social and emotional issues.

Care planning discussions focus on supporting the individual to tell their story and set their own agenda, with agreed goal setting and action planning, problem solving, negotiation and shared decision making.

Over the next two years we aim to embed personalised care and support planning for people with long-term conditions. In the first year, activity will be focused on agreeing and putting in place systems and processes to ensure that the relevant patient population can be identified, the relevant workforce receive appropriate training, and that personalised care and support planning conversations can be incorporated into consultations with patients and carers. The second year will focus more on delivery of personalised care and support planning, the quality of conversations and the impact on individual levels of knowledge, skills and confidence.

Key features will include:

- Personalised care plans will be developed in conjunction with the patients/citizens, informed by the assessment, including assessment of risk as part of an agreed format designed by the wider STP footprint of providers and commissioners to ensure a consistent approach for patients in Nottinghamshire
- The needs and preferences of patients and carers will be at the centre of care planning
- Care plans will include clear outcomes using 'goal setting' principles
- Care plans will be available to share electronically including with appropriate professionals, with appropriate safeguards and compliance with information governance requirements.

Care and Support Planning Group

CityCare is working with the STP-wide Care and Support Planning Group contributing to the content of the new care and support plans. We have embedded the care and support plan summary sheet within our services SystemOne units and roll out across care homes team and with neighbourhood teams is underway. We will roll out the full care and support plan once this agreed by the system and our workforce will take part in the system wide training for this. We are advocating for Making Every Contact Count to form part of this new approach and are working with partners to achieve this. We are reviewing and updating our core assessment template to embed the goal centred approach.



Reducing avoidable harm

This is an ongoing priority, which covers both adult and children's services. It links to ongoing work from 2017/18 (see part two of this report) and our work towards Sign Up to Safety (see part five of this report), plus the following:

- Tissue Viability and pressure ulcer prevention
- Promoting appropriate leg ulcer care
- Peer Reviews

Why we chose this priority	<p>We need to ensure quality is maintained within our services and we are providing safe and effective services.</p> <p>CityCare have been working on the long term objective since 2012 of reducing avoidable pressure ulceration and maintaining this standard as the norm. Learning lessons from investigations to improve care has widened the understanding of how this is implemented in practice.</p> <p>Leg ulcer guidance has been updated and CityCare are striving to achieve leg ulcer assessments within the recommended timeframe to establish the cause of the ulcer and therefore have appropriate treatment. This results in improved healing, reduced pain, nursing visits, dressing and antibiotic costs and infections.</p>
Quality domains	Patient safety, patient experience and clinical effectiveness (especially patient experience in relation to leg ulcer care).
Work it builds on	<p>Continued work on our Sign Up to Safety action plan.</p> <p>Pressure ulcer prevention has been an ongoing aim. For World Stop Pressure Day in 2017 a pressure ulcer prevention competition was held for staff to put forward ideas. The five winners will be supported to put their ideas into practice facilitated by the Tissue Viability Team.</p> <p>A review of 'Peer reviews' and a move to a model of quality visits, to strengthen our systems and processes for quality assurance by increasing the number and series of visits we undertake with clinical teams.</p>
Our key partners	<ul style="list-style-type: none"> ● All teams in adult services and specialist children's services across CityCare ● Care homes, care agency providers and practice staff ● East Midlands academic Health Science Network
The difference we hope to make	<ul style="list-style-type: none"> ● Improve healing rates and appropriate preventative care to prevent patients developing recurrent leg ulceration ● Further reduction of avoidable stage 2 and 3 pressure ulcers by 10% ● To strengthen our systems and processes for quality assurance by increasing the number and series of visits we undertake with clinical teams

What do we plan to achieve?	How do we plan to achieve it?	How we will measure/evaluate our progress and success?
Continue to ensure organisational learning from avoidable harm.	Review the serious incident and learning lessons group to combine the two groups. RCA training to be included in manager training.	Learning from serious incidents to be shared through team visits by the quality and safety team. 90% attendance at the training session for managers.
Implementation of the five pressure ulcer competition winner ideas.	Three of the ideas (reassessment care plans, information for carers, and guidance for patient information plans) to be in practice by the end of 2018/19.	The three ideas will be in place in practice. The more challenging development ideas of an App will have been resourced for development.
Review current provision of leg ulcer care and training in line with new guidance for assessment times.	Review of training involving leg ulcer clinics. Leg ulcer assessments achieved in 2 weeks to be at 50% by the end of 2018/19 with the remaining 50% within the national target of 6 weeks.	New training programme in place. Audit of patients with leg ulcers conducted by the Tissue viability and leg ulcer service.
Introduction of information on caring for feet	Implementation of an information film and booklet for foot care.	Care homes will have access to the resources and this will be monitored by evaluation with the EMAHSN.
Provide new information for patients on leg ulceration and check their satisfaction with services provided.	New leaflets will be developed and regular satisfaction surveys for patients with leg ulcers at home and in clinic.	All new leaflets in place and in use for patients with leg ulceration. Analysed by audit of leg ulcer clinic and home patients by staff caring for them. Satisfaction survey results analysed 6-monthly.
Review the current peer review process to move to quality visits.	Proposal paper to be presented to the Quality and Safety Group for discussion and approval.	Approval of process by June 2018 with programme of visits for the next 12 months.



Supporting our staff

This covers all CityCare staff and includes:

- Investing in and empowering the workforce
- Health and wellbeing
- Sharing good practice

Why we chose this priority	By improving our understanding and management of people and performance we can increase our organisational performance, drive up standards of care, and improve employee engagement and job satisfaction.
Quality domains	Patient experience, patient safety and clinical effectiveness
Work it builds on	Previous staff survey reports, 'We said, we did' engagement events and training needs analyses. See our Quality Accounts for 2014/15, 15/16 and 16/17 and the staff survey section below.
Our key partners	All CityCare staff

The difference we hope to make	<ul style="list-style-type: none"> ● We will improve the employee experience and so enhance the quality of our services ● Our staff will consider CityCare to be an 'Employer of Choice', with a healthy workplace and workforce ● We will increase our productivity by reducing staff sickness, therefore saving money and increasing efficiency ● We will value our employees by offering supervision that focuses on them as professionals. ● We will look after the health and wellbeing of our staff to ensure they are equipped to look after the community of Nottingham
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What do we plan to achieve?	How do we plan to achieve it?	How we will measure/evaluate our progress and success?
Invest in and empower the workforce through raised awareness of available opportunities and support to access them	<p>We will develop a Management Development Programme which will also form part of the new Manager Induction (currently being developed – delivery of this programme will commence during the summer of 2018).</p> <p>We will continue the roll out and promotion of Restorative Resilience Supervision.</p> <p>We will develop a plan to further promote and deliver Apprenticeships for staff.</p> <p>We will improve the way we communicate development opportunities by promoting them through the weekly internal e-newsletter Cascade, team meetings/briefs, through the Workforce Development website; email circulation; EMLA Roundup; Performance Development Review and Management Supervision(121s).</p> <p>Ensure clear pathways for registered and non registered staff.</p>	<p>Numbers of staff attending training programmes.</p> <p>Evaluation reports on manager's induction / training development programme.</p> <p>Number of staff attending engagement sessions.</p> <p>Report on the number of individuals accessing Restorative Supervision.</p> <p>Increased attendance on development programmes.</p> <p>Feedback in future Staff Opinion Surveys.</p> <p>Better informed workforce.</p> <p>Evaluation of future apprenticeship placements.</p> <p>Feedback from staff on development.</p> <p>Feedback from exit interviews – i.e. is one of the top three reasons for leaving due to 'lack of development opportunities.</p> <p>HR KPIs reporting on the reason individuals leave CityCare.</p>
Support staff to remain healthy and well in their work	<p>Drop in HR surgeries will be promoted to staff.</p> <p>Validium Employee Assistance Services.</p> <p>COPE Occupational Health Services.</p> <p>A staff stress survey was completed in March 2018 and we will analyse the responses and develop actions accordingly.</p> <p>HR Team to provide training to managers in sickness management and support managers with sickness management targeted work.</p> <p>Look at high levels of turnover and take action on what the data is telling us.</p> <p>To have conversations with our workforce at the earliest opportunity as to why they are seeking to leave the organisation.</p> <p>Implement our action plan from the NHSI retention scheme to ensure we retain the valuable skills of our current workforce (i.e. introduction of 'Itchy Feet Club' / Leavers Focus Group).</p>	<p>Reduction in the current 'reason for absent' percentage compared to 12 months previous.</p> <p>Improved reporting to the Quality Committee on individuals leaving the organisation / staff turnover (how many people leave within 3/6/12 months of joining).</p> <p>A repeat of the staff stress survey in 12 months to measure any change in responses / awareness.</p> <p>Quarterly management reports and contract management meetings with our Occupational Health and Employee Assistance provider.</p> <p>Decrease in sickness absence levels.</p> <p>Reduction in turnover rate.</p> <p>Feedback from future staff opinion surveys on HR KPIs – i.e. Quality of appraisals / do people have regular appraisals etc.</p>

What do we plan to achieve?	How do we plan to achieve it?	How we will measure/evaluate our progress and success?
Support staff to remain healthy and well in their work (continued)	<p>Update leaver process and promote to managers to ensure the correct process is utilised (to include a conversation regarding the exit interview / questionnaire).</p> <p>Develop initiatives to promote health and wellbeing at work (Health and Wellbeing group to set priorities).</p> <p>Ensure managers are appropriately trained to support the workforce to manage their own health and mental wellbeing.</p> <p>Undertake a full review of the appraisal process to improve engagement and the effectiveness of the process and ensure that staff receive timely and regular feedback on their performance.</p>	
Respond to issues raised in the staff survey	Identify key themes from the Staff Opinion Survey 2018 and create action plan to address any areas of concern.	<p>Feedback from future staff opinion surveys.</p> <p>Evaluation of progress made against the Staff Opinion Survey action Plan.</p>
Promote sharing of good practice	<p>A sharing event will be held on International Nurses Day in May for all clinicians across the Trust.</p> <p>Patient satisfaction will be highlighted in the Cascade newsletter.</p> <p>The Nursing and AHP forums held across the organisation will aim to share best practice.</p> <p>The Chief Executives Blog for staff will promote best practice.</p> <p>Rotational Nursing programme across the Nottinghamshire Health Community to raise awareness of the community / acute settings and also share good practice across the settings.</p>	<p>Increased recruitment numbers for the rotational nurse programme.</p> <p>Increased patient satisfaction</p>

Staff survey responses

By improving our understanding and management of people and performance we can increase our organisational performance, drive up standards of care, and improve employee engagement and job satisfaction.

In 2017 we took part in the NHS Staff Survey which ran from October to December. Responses were received from 707 staff.

This year we took part in the National NHS Staff Survey and were compared nationally with a smaller Community Social Enterprise. To get a wider comparison we asked Picker Institute, who administered the survey on our behalf, to provide us with comparable data from seven UK NHS Community Trusts that they administered the survey for.

Please note that unlike the national survey data the following data comparisons have not been adjusted by occupational group.

This year, CityCare's total response rate was 63%, the highest response rate nationally compared to seven Community Trusts and an increase on our previous response rate of 57%. CityCare acknowledge that it has been a challenging time for staff during a period of significant change.



Key survey results

Our core strengths:

- Fewer staff work additional paid hours per week for this organisation
- In the last three months, fewer staff felt pressure from their manager to come to work despite not feeling well enough
- Adequate adjustments(s) are made to enable disabled employees to carry out their work
- Staff are satisfied with opportunities for flexible working patterns
- Staff feel safe raising concerns about unsafe clinical practice.

Issues to address:

- Communication between senior management and staff always being effective
- Taking positive action on health and wellbeing
- Staff always recommending the organisation as a place to work
- Senior managers always involving staff in important decisions
- Senior managers always acting on staff feedback.

Key improvements since 2016:

- Training helped more staff do their job more effectively
- Training helped more staff to stay up to date with professional requirements
- Staff given more feedback about changes made in response to errors
- Fewer staff work additional paid hours per week for this organisation
- More staff had mandatory training.

Some key questions included:

Question	Response
Care of patients/service users in my organisation top priority	65%
Organisation acts on concerns raised by patients/service users	70%
I would recommend my organisation as a place to work	38%
If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation	68%

The scores presented below are the un-weighted questions level score for question that inform the Workforce Race Equality Standard. are the un-weighted questions that inform the Workforce Race Equality Standard.

Question	White Staff	BME Staff
Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	24%	24%
Percentage of staff experiencing harassment, bullying or abuse from colleagues in last 12 months	14%	19%
Percentage of staff believing that the organisation acts fairly in career progression	86%	53%
In the 12 last months have you experienced discrimination from manager/team leader or other colleagues?	5%	13%

- Workforce cultural competence: a deep dive was undertaken in light of the increasing diversity of our local population. A stakeholder event focused on assessing our current level of competence. Cultural Competence training sessions are being rolled out to staff with elements incorporated into corporate and management induction. Supportive resources including guidance and video are also available. Information is cascaded to staff around religious observances such as Ramadan and a diversity calendar is available for staff.
- Workforce Race Equality Standard (WRES): CityCare has published its WRES report demonstrating progress against a number of indicators of workforce equality. With staff engagement, an action plan was produced to address areas including career progression for BME staff, fair and consistent recruitment, harassment and disrespectful behaviour and the formal discipline process. In January 2018 the action plan was reviewed and agreement reached that actions had been successfully implemented.
- The Workforce Disability Equality Standard will be introduced during 2018 which will demonstrate progress against a number of indicators of workforce equality highlighting the experience of staff with a disability/long term condition compared to those without.
- CityCare has a range of training/development opportunities and resources/materials in place to enable staff to address discrimination and promote equality, diversity and inclusion in all aspects of their work including:
 - Mandatory equality training at induction
 - Unconscious Bias and Cultural Competence training
 - Management and Management Mastery programme (explores the importance and relevance of equality matters when working with staff and patients)
 - Dedicated intranet pages with resources and guidance.
- As part of the Equality and Diversity Week celebrations in May 2018, CityCare will be holding its Equality and Diversity Group meeting and staff engagement will take place across CityCare

CityCare performed better than the average in the following areas.

	2016	2017	Average
Often/always enthusiastic about my job	77%	74%	73%
Time often/always passes quickly when I am working	77%	81%	78%
Opportunities to show initiative frequent in my role	75%	74%	73%
Feel trusted to do my job	92%	92%	91%
Able to do my job to a standard I am pleased with	78%	78%	75%
Team members have a set of shared objectives	76%	74%	73%
Team members often meet to discuss the team's effectiveness	74%	70%	69%
Satisfied with level of pay	40%	36%	34%
Satisfied with opportunities for flexible working patterns	67%	61%	58%
Not felt pressure from manager to come to work when not feeling well enough	86%	82%	78%
Not put myself under pressure to come to work when not feeling well enough	7%	6%	5%
Don't work any additional paid hours per week for this organisation, over and above contracted hours	87%	88%	80%
Would feel secure raising concerns about unsafe clinical practice	80%	80%	77%
Not experienced physical violence from patients/service users, their relatives or other members of the public	94%	93%	92%
Not experienced harassment, bullying or abuse from managers	94%	93%	92%
Training helped me do my job more effectively	83%	87%	86%
Disability: organisation made adequate adjustment(s) to enable me to carry out work	87%	77%	73%

CityCare has performed significantly below the average of the eight community providers in the following areas:

	2016	2017	Average
Feedback from patients/service users is used to make informed decisions within directorate/department	54%	44%	54%
Would recommend organisation as place to work	57%	38%	57%
Satisfied with extent organisation values my work	41%	33%	44%
Appraisal/performance review: organisational values definitely discussed	37%	32%	38%
Clear work objectives definitely agreed during appraisal	37%	27%	34%

CityCare has performed significantly below the average of the eight community providers in the following areas:

	2016	2017	Average
Enough staff at organisation to do my job properly	36%	25%	30%
Communication between senior management and staff is effective	35%	25%	42%
Senior managers try to involve staff in important decisions	33%	25%	36%
Senior managers act on staff feedback	30%	23%	34%
Organisation definitely takes positive action on health & wellbeing	31%	22%	34%
Appraisal/performance review definitely left feeling work is valued	27%	22%	30%
Appraisal/review definitely helped me improve how I do my job	23%	17%	23%
Receive regular updates on patient/service user feedback in my directorate/department	61%	55%	64%
Satisfied with recognition for good work	56%	52%	56%
Organisation treats staff involved in errors fairly	57%	51%	57%
Often/always look forward to going to work	56%	50%	57%
Often enthusiastic about my job	74%	69%	74%
If friend/relative needed treatment would be happy with standard of care provided by organisation	77%	68%	74%
Care of patients/service users is organisation's top priority	75%	65%	74%
I know who senior managers are	86%	79%	84%
Time often/always passes quickly when I am working	77%	74%	80%
Organisation acts on concerns raised by patients/service users	75%	70%	76%
Had appraisal/KSF review in last 12 months	90%	88%	93%
Organisation acts fairly: career progression	86%	84%	89%
Patient/service user feedback collected within directorate/department	93%	91%	94%

We will listen to our staff through Board lunch sessions and focus on actions that we take as an organisation to improve and support staff. We will continue to take a range of actions which are being led by the Director of Nursing and Allied Health Professionals through the Human Resources and Organisational Development Group. In light of our organisational change, key objectives this year include: valuing staff, health and wellbeing, communication and senior management, change/decision making and patient feedback to inform decisions. Equality questions and responses by protected characteristics will be discussed actioned through the Equality and Diversity Group meeting.



Safe and effective discharge

This covers adults and children's services and includes:

- Discharge from hospital
- Transitions between children's and adult services

<p>Why we chose this priority</p>	<p>Safe and effective discharge</p> <p>We know it makes a difference to the experience of our patients if the discharge from hospital to the community is effective. We want to build on the work undertaken during 2017/18 for one of our CQUIN targets - supporting safe discharge from Nottingham University Hospitals (NUH).</p> <p>Transitions</p> <p>CityCare provides both the children's continuing care framework and the adult continuing healthcare framework within the Greater Nottinghamshire area. Transition is an important stage in an individual's pathway as moving from a child with a high level of complex health needs and wrap around care from families and children's services, to adult provision where services may function in a different way can be both worrying for children and their families. It is a priority for CityCare to ensure this client group have their needs met in a seamless pathway.</p> <p>Transition from children and young persons to an adult service directly is rare within the context of continuing care as most children will be in the community at the point of transition unless they are under section in mental health hospitals.</p> <p>There are changes in the way services and support is provided when children move from a nurturing, supporting and educational pathway to becoming an adult. The focus for CityCare is to assure that within the frameworks which both children's and adults continuing care function, both young persons and their families are helped to understand the changes and the implications right from the start of the transition process to improve the patient and the family experience.</p>
<p>Quality domains</p>	<p>Feedback from our services on the transfer of care between hospitals and our services is important to support an effective discharge process to support continuation of high quality care.</p>

Work it builds on	<p>CQUIN 8 for 2017/2018 (discharge from NUH): Developments from the group to improve flow through the system include:</p> <ol style="list-style-type: none"> a. Implementation Plan b. An Integrated Discharge Function c. Clear discharge pathways with agreed performance targets d. A shared dashboard which will include bed status, Predicted Date of Discharge, pre noon discharges, average length of stay, complaints and incidents e. Standardised system communication, to ensure workforce engagement and patient understanding. f. Operationalising actions in the Greater Nottingham Urgent and Emergency Care System Resilience Integrated Discharge Function Business Case 2017-2019 <p>Transitions</p> <p>This work will continue to build on the links between both the Children’s Continuing Care service and the Adults Continuing Healthcare service and the links we have with the local authority and children’s services in the community including further education. The present system ensures a seamless referral of children for assessment of their needs at particular times relating to the framework. Advance knowledge of children who may transition at the age of 14 and 16 ensures no child is lost in a multi professional process and at the age of 17 joint funding commences.</p>
Our key partners	<p>Safe and effective discharge</p> <p>Work with partner agencies including GPs and social care partners to foster a shared understanding of needs to deliver packages of care that enable people to leave hospital and live as independently as possible.</p> <p>Other partners include the urgent care and reablement service and the stroke team.</p> <p>Transitions</p> <p>CityCare services work closely when identifying the health and wellbeing needs for children transition into adult services. Where children have an EHCP (education and healthcare plan) this remains in place until they are 25 which enables partnership working with the local authority and school with the key working services providing support planning. CityCare uses specialised services such as the Learning Disability liaison services for children with particular needs and the children’s service maintain links with children’s health visiting and supplementary teams such as safeguarding when dealing with vulnerable families.</p>
The difference we hope to make	<ul style="list-style-type: none"> • Reduce the chance of early readmission • The transition approach to care ensures the experience of the young person and their families is central to the planning process with personalisation in the form of choice and control being maintained. This approach enables changes to care as the young person moves through the next few years of their life.

Safe and effective discharge

What do we plan to achieve?	How do we plan to achieve it?	How we will measure/evaluate our progress and success?
Discharge (transfer) of patients is appropriate and safe.	Review current procedures relating to transfer of care.	Reduction of transfer of care incidents. Transfer of care concerns completed by CityCare staff. Monthly meetings with NUH to discuss concerns, identifying themes and areas of learning. These will be shared at the monthly governance section of the provider to provider meeting.
Improving the whole system response to meeting need correctly.	Continue to develop collaborative working with partners to improve the supported transfer of care process.	Care pathway and appropriate standards in place. Weekly provision of data to the system Discharge to Assess (D2A) dashboard with identified metrics for improvement, including length of stay, number of patients assessed within 4 hours, number of patients discharged within 24 hours of medically safe for transfer date. Staff engagement – at team meetings, representation at system wide meetings giving feedback to teams, staff involvement in problem solving/ transformation suggestions for improved ways of working. Patient and public engagement – work with communication teams across providers to ensure understanding about patient pathways, reducing length of stay and improving patient outcomes. Seek patient feedback from a range of sources.
Effective use of eTOC (Transfer of Care document) to place patient in correct supported discharge setting first time.	In reach into NUH to promote accurate completion of eTOC. Joint training with NUH for discharge planning and importance of transferring/ supporting discharge from NUH within 24 hours of being medically safe for transfer. % increase in decision on placement within 4 hours and transfer of patient from NUH within 24 hours of being assessed as medically safe for transfer from acute setting. % decrease in poor discharge reports.	Daily system conference calls and representation at the weekly provider to provider meeting, monthly Home First/Discharge to Assess meeting and A&E Delivery Board. Embedding learning from concerns raised about transfers of care from NUH. Reduction in number of transfer of care concerns raised (baseline quarter 1). Data collected monthly.

Transitions

What do we plan to achieve?	How do we plan to achieve it?	How we will measure/evaluate our progress and success?
<p>NICE guidance recommends that all organisations have robust transition pathways from one service to another. CityCare are committed to developing a seamless process for those young people in need of ongoing support.</p>	<p>Develop collaborative working relationships with key stakeholders including GPs, education, acute and community healthcare providers to develop joint pathways focused on streamlining appropriate support for young people transitioning into adulthood.</p> <p>Collaborate with young people to establish what information/ resource they require to support them to transition into adult services.</p>	<p>Review patient experience feedback related to the impact of transition arrangements.</p>
<p>An allocated case manager during the period up to 18 years of age from the children's team if known to the service until safe discharge to the adult service.</p>	<p>Allocation at the point of referral into the service following the transition path.</p>	<p>Patient feedback.</p> <p>By identifying through the support plan that an individual's health and wellbeing needs are being met.</p>
<p>An allocated named case manager for the young person at point of transfer from 17 years for the first year and further should the complexity of the care require future management.</p>		<p>Patient feedback.</p>

4

Board assurance

The Board is accountable for our Quality Account and has assured itself that the information presented in this report is accurate.

4.1 Review of services

In 2017/18 CityCare was commissioned to deliver 60 NHS services and five pilots across Nottingham City and Nottinghamshire County and one service in Derby City. CityCare has reviewed all the data available to us on the quality of care in all of these NHS services. This data includes activity performance and waiting times, levels of clinical risk, workforce data and financial budget variances. This data is then triangulated alongside patient feedback, compliments and complaints.

All data is submitted as part of our contract compliance to the relevant commissioner. It is also shared with the Board and sub-committees as part of the governance arrangements.

The income generated by the NHS services reviewed in 2017/18 represents 100% of the total income generated from the provision of NHS services by CityCare for 2017/18.



4.2 Participation in clinical audits

During 2017/18, five national clinical audits and one national confidential enquiry covered NHS services that CityCare provides. During that period CityCare participated in 80% of those national clinical audits and 100% of those national confidential enquiries which it was eligible to participate in.

The national clinical audits and national confidential enquiries that CityCare participated in, and for which data collection was completed during 2017/18, are listed below alongside the number of cases submitted to each audit or enquiry as a percentage of the number of registered cases required by the terms of that audit or enquiry.

- Child Health Clinical Outcome Review Programme **100%**
- Falls and Fractures Audit Programme **100%**
- National Chronic Obstructive Pulmonary Disease (COPD) Audit programme **100%**
- Sentinel Stroke National Audit programme (SSNAP) **100%**
- UK Parkinson's Audit **100%**

(The organisation did not participate in the National Audit of Intermediate Care.)

The reports of 26 local clinical audits were reviewed in 2017/18 and CityCare intendsto take the following actions to improve the quality of healthcare provided:

Clinical audit project	Key actions/learning
Record Keeping Audits (17 separate projects reported)	Services each have their own action plans. Aspects identified in action plans as requiring improvement were much more spread than in previous years, with the only real common themes being abbreviations and allergies. Results for Mental Capacity Act assessments (both stage 1 and stage 2) have increased significantly over the last 3 years.

Clinical audit project	Key actions/learning
Non-Medical Prescribing of Antibiotics 2017/18	Some use of delayed prescriptions, to be further encouraged. Nottinghamshire Antimicrobial Guidance to be promoted with agency staff. UTI guidelines to be disseminated to all staff.
Controlled Drugs (CD) Audit 2017/18	CD prescribing not regularly reviewed in management supervision, some teams not risk assessing CD abuse. Developing CD key messages and newflashes. Policy to be amended. All staff to have a copy of Palliative Care Drugs Handbook. Drug calculations module to be developed.
Safe Handling of Medicines in Health Centres 2017	Risk of waste from expired stock due to not rotating stock and checking expiry dates. Some temperature checks not being done daily and out of temperature readings not reported. Guidance to be publicised through newflash.
Leg Ulcer Clinics Audit 2017	Wound assessments completed to good standard but need to be more frequent and referral to specialists more timely. Tissue Viability working with clinic coordinators, assessment tool been updated, guidance being disseminated to staff and training being undertaken, training needs analysis being undertaken for bandage competency training.
Community Public Health Nursing Standard Operating Procedures (SOPs) Audit 2015/16	SOPs being used appropriately, no concerns. Assessment form amended to reflect consent recording changes. Continence assessments raised with staff. Safeguarding SOP to be reviewed.
Clinical Dietetic Service Did-Not-Attend (DNA) Audit 2017	Significant amount of adult and paediatric DNAs. Appointment letters to now include details of what to expect. Some letters not being received - encouraging bookings in person/ by phone and text reminders now in place. Clinics rearranged to better match referral locations. New process in place for DNAs. Initial phone consultations being offered.
UNICEF Baby Friendly Initiative Audit 2016-17	Standards to be addressed - staff being able to assess breastfeeding, identify if baby getting enough milk, and defining responsive breastfeeding. Information to be sent to health visiting and breastfeeding peer support staff, review of progress took place early 2018.

Clinical audit project	Key actions/learning
Wound Assessment COUIN Audit 2017	Need to improve detailed holistic wound assessment at 4 weeks to enable the failing to heal wound to be recognised. Assessment tool to be amended, wound management policy developed, newsflash sent to highlight need to reassess and recognise failing to heal wounds.
Sepsis Audit (Children's) 2017	Good recognition of signs of sepsis and staff know appropriate actions. Sepsis training and screening tool to be developed.
Community Public Health Nursing Infection Control Equipment Audit 2017	Lack of personal protective equipment (PPE) in some bases and lack of understanding of use. All staff to be issued with clinic bag including PPE, bases to be made aware of how to order further supplies, pathway for PPE use to be written into Standard Operating Procedures when reviewed.
Safe Handling of Medicines in Health Centres 2016/17	Temperatures not being recorded - brief training and thermometers provided, signposted to standard operating procedure. Large amount of expired stock - brief training provided and procedure to be written.
Community Neurology Duty Referrals Audit 2016/17	The team plan to review the referral form to reduce missing information, improve identification of initial appointments in order to reduce wait times, and improve reflections at case conference meetings to reduce delays caused by waits for specialist clinician input.
Safeguarding Referrals Audit 2016	The audit identified that there was not always a robust process in place by partner agencies to notify our practitioners of the outcome of a referral, in particular this audit highlighted the lack of formal outcome letters received by our practitioners. This issue has been addressed through working with our partners and the implementation of the Safeguarding template on SystemOne.

Clinical audit project	Key actions/learning
Safeguarding Multi-Agency Audits - Medical Neglect March 17	Variable quality of school safeguarding files - self-assessment form being developed for schools to use. Medical condition care plans less evident in non-health records - safeguarding board newsletter to highlight importance of medical care plans and risk of losing sight of medical needs in cases with complex family circumstances.
Environmental Infection Control Audit 2016	Cleaning - main risks were cleanliness of hand hygiene facilities, toilets, slop hoppers and couch curtains. Property services - main risks were state of walls, ceilings and flooring, cleanliness of ventilation etc., and availability of hand hygiene facilities. Health Centre Managers to work with NHS Property Services and Domestic Supervisors to address.
Care Homes Infection Prevention and Control Audit 2016/17	Common themes included policy availability, re-using medicine pots, not discarding open dressings, sharps bins labels and closures, availability of gloves and aprons, equipment not being cleaned, damaged paint work, damaged/unclean furniture, sinks with overflows, waste compound not locked, inappropriate cleaning storage. Training to be offered to care homes and report to be shared with local authority and CCG.
Oral Nutritional Supplements Audit 2016/17	Identified poor nutrition risk screening, inappropriate prescribing and lack of monitoring. Training has improved knowledge and confidence of care homes staff, and Dietetic support to GP practices has significantly reduced prescribing costs.
Wound and Chronic Oedema Prevalence 2016-17	The number of patients with wounds on community nursing caseloads is increasing, average age of patients is increasing, patients are less mobile, and comorbidities are rising. Training (face to face and online) to be provided, and a new chronic oedema and wound pathway is to be developed.
CPHN Drop-In Clinics Audit 2015-16	Variations in duration and timing may be impacting on service equity and access. Rooms may not be fit for purpose for access and confidentiality, and young people may be put off when staff change. Service is working with schools and commissioners to resolve issues, a task and finish group to be established.

4.3 Participation in clinical research

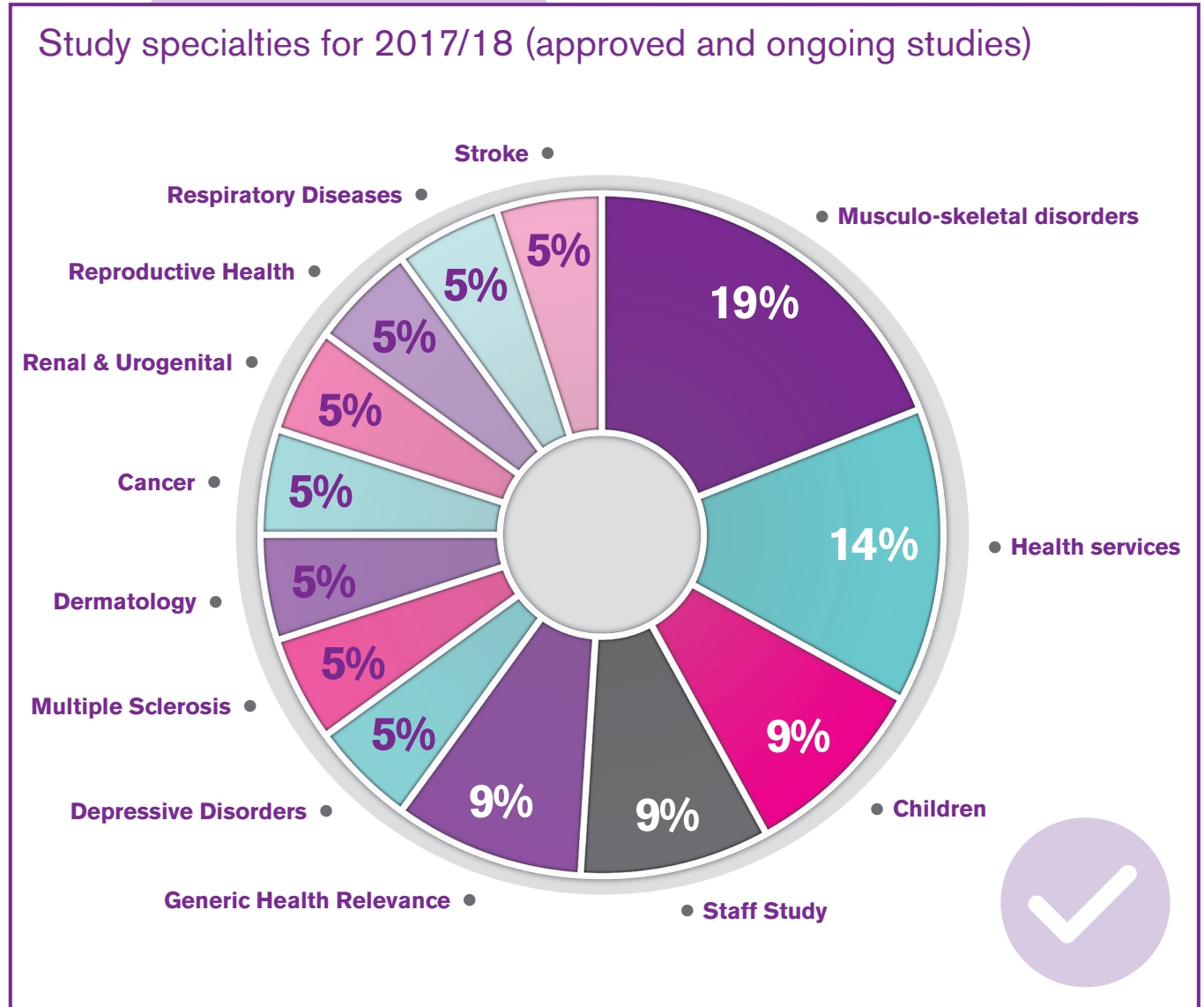
During 2017/18 CityCare was involved in conducting eight newly approved clinical research studies and 13 ongoing studies approved before 2017/18. These are both portfolio and non-portfolio studies and the chart below shows the study type and percentages.

The number of patients receiving NHS services provided or sub-contracted by CityCare in 2017/18 were recruited during that period to participate in research approved by a National Research Ethics Committee was 480 (study types included research into health service delivery and musculoskeletal disorders).

Thirteen CityCare clinical staff participated in research approved by a research ethics committee (for example, a university ethics committee) during 2017/18. These staff participated in research relating to musculoskeletal disorders and health care. A total number of 493 participants were recruited to research projects approved by CityCare.

We have also:

- Held four research training events for staff
- Involved five patients in our research meetings
- Worked in collaboration with the CRN to match fund a clinical academic post f or a non-medic
- Submitted three grant applications to the National Institute for Health Research (NIHR); two have been shortlisted
- Helped two members of staff to submit fellowship applications to the NIHR
- Won a large NIHR Health Technology Assessment grant as co-applicants and will be a host site.



4.3 Goals agreed with commissioners – use of the CQUIN payment framework

CityCare achieved 81.5% of the available CQUIN money over 2016/17.

CQUIN Target			% of total	Value	Q1 Income Achieved	Q2 Income Achieved	Q3 Income Achieved	Q4 Income Achieved	Total Value Achieved	% Achieved
Main CCG Contract										
CQUIN 1	1a	NHS Staff Health and Wellbeing (Staff Survey)*	0.15%	£58,625				£0	£0	0.0%
	1c	NHS Staff Health and Wellbeing (Flu Vaccination)	0.15%	£58,625				£58,625	£58,625	100%
CQUIN 8	8b - a	Supporting proactive and safe discharge - develop & agree a plan, baseline & trajectories	0.18%	£70,350		£70,350			£70,350	100%
	8b - b	Supporting proactive and safe discharge - deliver plan	0.12%	£46,900				£46,900	£46,900	100%
CQUIN 10	10a	Improving the assessment of wounds - Full audit report and improvement plan with trajectory	0.15%	£58,625		£58,625			£58,625	100%
	10b	Improving the assessment of wounds - demonstrate improvement**	0.15%	£58,625				£8,794	£8,794	15.0%
CQUIN 11	11a	Personalised care and support planning - plan to ensure care & support is recorded by providers	0.08%	£29,312		£29,312			£29,312	100%
	11b	Personalised care and support planning - Identify patients as having multiple LTC	0.05%	£17,587			£17,587		£17,587	100%
	11c	Personalised care and support planning	0.09%	£35,175				£35,175	£35,175	100%
	11d	Personalised care and support planning	0.09%	£35,175				£35,175	£35,175	100%
Local CQUIN - A	Improving the safety and risk mitigations for patients with home oxygen - Number of patients who have a completed EMHORT assessment		0.15%	£58,625	£14,656	£14,656	£14,656	£14,656	£58,625	100%
Local CQUIN - B	Improving the safety and risk mitigations for patients with home oxygen - Cumulative reduction of number of patients on the PEP list during		0.15%	£58,625				£58,625	£58,625	100%
Totals					£586,247				£477,792	81.5%

*While our staff survey response rate increased to 63% (from 57% last year) we did not meet the required improvement. We are fully committed to improving on this and are developing our action plan so we can support our staff. This is part of our quality priorities for the next year.

**The wound assessment CQUIN is a 2 year project. The first year has shown improvement in the number of wound assessments being completed at four weeks and the quality of these assessments as the SystemOne wound assessment tool has been improved. Two further audits will be completed next year.

4.5 Statement on Care Quality Commission registration

CityCare is required to register with the Care Quality Commission (CQC) and is currently registered with no conditions on its registration. We received our last inspection at the end of 2016, when we were delighted to have been rated overall as Outstanding. We received a rating of Outstanding for our services being caring and well-led and Good for our services being safe, responsive and effective. For the full report go to www.cqc.org.uk/provider/1-186610815.

The CQC has not taken any enforcement action against Nottingham CityCare Partnership as of 31 March 2018.

Connect House

Connect House, as a wholly owned subsidiary organisation of Nottingham CityCare Partnership, was required to be registered with the CQC independently. In an unannounced inspection carried out by the CQC in June 2017 there were improvements noted with a rating of Good against caring and responsive, with Requires Improvement in the other domains; safe, effective and well led.

This resulted in an overall Requires Improvement rating and work continued to make improvements across the domains. A decision was made by Board to sell Connect House and this was completed in August 2017.

4.6 Data quality

We submit data for the Children and Young People's Health services as the dataset for Community Services. This has now been extended to include the mandatory data flow for all adults and children's data in the new Community Services Data Set (CSDS).

We have implemented additional functionality to SystmOne which will enable better sharing of clinical information across all our services to reduce duplication and facilitate integrated working in the delivery of care.

The SystmOne modules used by four of our services are currently being reconfigured to support the delivery of the new Out of Hospital Contract for Adult Services. The children's unit will also start a reconfiguration project in the coming months to support the delivery of the new 0-19 service. Electronic referrals between teams are being implemented to support referral management and make it quicker and easier for services within CityCare to refer to each other. We are working with the F12 team in Connective Notts to implement electronic referrals for GPs into our community services.

We are also further developing the functionality on our clinical systems to ensure key data items are captured by introducing prompts and reminders. To support this work CityCare have implemented daily loading of data which now give services access to timely information to review performance, data quality and clinical pathways.

4.7 NHS Number and General Medical Practice Code Validity

CityCare now sends weekly extracts to the Secondary User Service for attendances at the Urgent Care Centre. For the 2017/18 year 98% had a valid NHS Number.

CityCare does not submit inpatient or outpatient datasets as this is not applicable to us as a community service.

4.8 Information Governance Toolkit attainment levels

The NHS Information Governance Toolkit measures CityCare's performance against 39 requirements relating to overall Information Governance, and on Confidentiality, Information Security, Data Quality and Records Management. CityCare's Information Governance assessment report overall score for 2017/18 was 66% and was graded green (satisfactory). CityCare strives to continually improve quality and therefore, as a minimum, will seek to maintain compliance at the levels required by commissioners and national regulatory bodies.

In 2018/19 we are moving to the replacement toolkit referred to as Data Security and Protection Toolkit, and are focusing on the implementation of GDPR.

4.9 Clinical coding error rate

As a community service CityCare is not subject to clinical coding for Payment by Results and therefore will not be involved in the audit for 2017/18.

4.10 Incident reporting

We continue to use a software package called Datix to record all our incidents, complaints and risk register to provide comprehensive reporting to support triangulation of the data. In 2017/18 there were 1,510 incidents reported which is a reduction in the number of incidents reported in the previous 12 months. 80% of incidents reported over the last 12 months have been graded as no injury or minor harm incidents. The remaining incidents were graded as moderate harm and these incidents continue to be reviewed weekly at the incident review meeting.

The reduction in incidents is a positive outcome from work carried out across the organisation. For example, in April 2016 CityCare joined the 'Sign up to Safety' national campaign to commit to reducing avoidable harm. The action plan was presented to the Quality and Safety Group and the key areas of patient safety concerns were agreed as reducing avoidable harm from:

- Pressure ulcers
- Medication management
- Sepsis.

This includes the management of incidents in these areas. The action plan is monitored through the Quality and Safety Group and good progress has been made with the actions set. See part five of this report for more information on our Sign Up to Safety work.

The following are updates on our specific quality improvement areas

- ***Continue to improve the way information is made available to teams so that they are able to see trends to be addressed***

We continue to use clinical newsflashes to share learning across the organisation and we will adapt our training in line with the training needs for staff. We will continue to promote an open culture in reporting incidents and near misses. We plan to review the Quality and Safety dashboard to support teams so that they can use this information as part of their discussions around quality, risk and learning in team meetings. We have also reviewed our group structure and are merging the serious incident group and learning lessons group.

- ***Training in Root Cause Analysis***

We developed a training package based on our newly developed Root Cause Analysis (RCA) toolkit for managers. We now offer a two-hour RCA training session for managers so that we increase the number of managers able to undertake RCA investigations. Unfortunately we have not had the attendance we had aimed for as we have had to cancel three sessions. This year we are including RCA training as part of training for managers.

- ***Serious Incidents (SIs)***

All serious incidents have a full Root Cause Analysis investigation so that the organisation understands the root causes that contributed to those incidents and what improvements have been made as a result. This will ensure lessons are learned, sustainable improvements are made and similar incidents are prevented from occurring.

We have seen a year on year reduction in the number of serious incidents. In 2017/18 we have had 28 serious incidents reported on STEIS.

The commissioners have reviewed our process for reviewing all our moderate harm incidents within a panel that meets weekly to determine whether a patient has suffered significant harm or there is significant learning from an incident. This is in line with the Serious Incident Framework (2015). This group continues to meet monthly.

Learning from deaths

The organisation has an incident reporting policy and procedures that outlines the process for reporting all incidents, including serious incidents and unexpected deaths. We have developed a new standard operating procedure for child deaths which links to the policy.

The Director of Nursing and AHPs continues to provide quarterly reports to the board and this includes learning from serious incidents. There have been no incidents reported in the previous 12 months that have led to the death of a patient as a result of actions or omissions in care provided by CityCare services.



Other quality measures

We have continued to make progress in a number of other quality areas.

Sign up to safety

CityCare is committed to the national Sign Up to Safety campaign and the three priority areas that the organisation is focused on in relation to reducing avoidable harm are sepsis, pressure ulcers and medication incidents.



The plan is part of our Quality Strategy and progress is monitored quarterly through the Quality and Safety Group. Progress against the action plan for sepsis and recognition of deterioration can be viewed in the update on the 17/18 priority areas in part two of this report.

Pressure ulcers

In 17/18 the total number of pressure ulcers acquired in CityCare services has reduced from 900 in 16/17 to 561.

- Stage 2 pressure ulcers that have completed their investigation shows a reduction in avoidable stage 2s from 94 to 26 (72% lower)
- Stage 3 pressure ulcers that have completed their investigation shows a reduction in avoidable stage 3s from 22 to 10 (54% lower)
- There have been no avoidable stage 4 pressure ulcers (although 2 are still under investigation) and there were 4 last year.

Quarters 3 and 4 of our CQUIN on 'improved healing of leg ulcers by early assessment' were not achieved however 85% of patients had their leg ulcers assessed in the correct timeframe against a national average of 16%. In the new CityCare contract the Tissue Viability Service will be managing the leg ulcer service and will continue an audit of practice to improve the outcomes for patients with leg ulcers.

The Tissue Viability Service has developed a '*Happy Feet*' project to improve care of feet for clients at home and in care homes. This project has secured funding from the East Midlands Academic Health Science Network. Promoting foot care to care home staff has taken place via training supported by the Vanguard initiative.

A new wound care policy has been developed and ratified and includes wound infection identification and advice on the use of antimicrobial dressings so that they can be used effectively. The Tissue Viability team have acquired new skills and techniques for managing the bacterial colonisation in wounds to promote healing and these have shown very good results improving healing and the quality of life for patients.

Medicines management

Insulin was identified as highest medication risk to CityCare at Quality and Safety Group linked to RCAs. Key areas of achievement have been:

- Insulin policy revised to enable APs to administer from pens
- Insulin awareness training programme was written - very well attended and good engagement from staff
- Insulin visit allocation risk summit held and a new uniform visits allocation system devised.

Infection prevention and control - zero tolerance to avoidable infections

CityCare works very closely with the providers across the health economy to ensure that the targets set for surveillance of infection are met.



The targets are population based and therefore not solely the responsibility of one provider. The targets relate to MRSA blood stream infections, clostridium difficile infections, and also E.coli blood stream infections. E.coli is a new target introduced during 2017/18 and the aim is to reduce E.coli blood stream infections by 50% by March 2021.

Health economy work across all the providers within Nottingham City and Nottinghamshire County is also vital to the success of local campaigns. The aim of the local campaigns is to prevent infection and to reduce the burden of infection that can impact on local health care resources. CityCare's Infection Prevention and Control Team (IPCT) are integral members of all the health economy work streams which include antibiotic stewardship, influenza prevention and management and learning from root cause analysis infections.

During 2017/18 the following objectives have been achieved:

- There have been no MRSA blood stream infections attributed to Nottingham City as a health economy. Two cases were investigated and reviewed by the CityCare IPCT but all care was found to be in place and it was agreed by Public Health England that these cases would be attributed to third party assignment.
- The 2017/18 population-based target for Nottingham City (not specific to CityCare only) for Clostridium difficile has unfortunately been breached (60 against a target of no more than 51 cases). All of the cases are reviewed to further develop an understanding of the risk factors for

infection. Out of 38 reviews undertaken, seven were found to be avoidable. Four were due to inappropriate antibiotic prescribing, two cases had documented allergies to penicillin which resulted in a less appropriate antibiotic choice. It was not clear that the allergy was definitely substantiated. One case had no sample sent and an anti-motility agent had been prescribed prior to exclusion of an infectious cause. Individual feedback is given to the clinicians involved in each review. In addition to the 38 reviews, three serious incident investigations were also undertaken. The learning from these cases is shared with the health professionals involved in each individual case and also more widely via the Quality and Safety Group within CityCare. Where there is GP involvement in the cases the CCG assists with communicating the learning across the practices.

- E.coli blood stream infection surveillance commenced during July 2017. Since that date 142 blood stream infections have been reviewed and, of those, 99 have been found to have health care acquired risk factors. Further work is being undertaken across the health economy working closely with Public Health England to further review those risk factors and to identify emerging themes. This will then enable further review of the interventions required to reduce the incidence of infection.

- A health economy campaign was launched during the summer of 2017 to encourage the public to drink more to prevent dehydration and potential infection complications as a result of urinary tract infection. CityCare's IPCT also took part in a national study led by the Infection Prevention Society which has reviewed catheter use across organisations. CityCare's individual data has been fed back to the organisation during April 2018 and will be used over the next 12 months to inform our policy development around preventing catheter associated urine infections.
- Policies and leaflets for infection prevention and control have been reviewed within the required timescales and are available for the staff to access.
- Antimicrobial stewardship and ensuring the appropriate and effective use of antibiotics is a major part of the IPC work plan within CityCare. An audit of prescribing at the Urgent Care Centre was undertaken during 2017 and the findings are positive indicating prescribing in line with local guidance. Areas for improvement have been identified which include the increased use of delayed prescriptions and ensuring any agency staff have access to the local antimicrobial prescribing guidance. During 2017 the health economy antimicrobial stewardship group won a national award for the work that had been carried out in relation to antimicrobial stewardship across the City and the County with involvement from all the providers of health care.
- A five year infection prevention and control strategy is in place up to 2020 and progress against this strategy is monitored each quarter through the health care associated infection prevention and control report which is presented to the Quality and Safety Group.
- 71.9% of clinical staff received an influenza vaccination this year and the split between staff groups is shown in the table below. This is a huge improvement on the 16/17 staff vaccination figures:

Date	Qualified Nurses & HVs	Allied Health Professionals	Clinical Support Staff	Doctors	Total Front Line Staff	Non-clinical Support Staff	Overall Total
2016-2017	52%	66%	46%	67%	52%	36%	47%
2017-2018	69%	87%	69%	100%	71%	65%	69%

- 92% of clinical staff have received infection prevention and control training and this is closely monitored each month to ensure figures remain high.
- Audits of all health centre environments in relation to cleanliness and the environment have been undertaken during 2017/18. Five sites had risk scores higher than the other sites and therefore this information has been shared with Property Services who are responsible for commissioning the cleaning services within the health centre sites. Individual action plans are also given to each health centre manager at each site to ensure continued monitoring and follow up of outstanding actions. A re-audit will take place during 2018.

Equality and diversity

CityCare is committed to embracing diversity and embedding inclusion in all aspects of our business, in relation to the communities that we serve and staff at all levels within the organisation.



We aim to eliminate discrimination, promote equality of opportunity and develop a culture of inclusion in relation to people from diverse communities.

Our Equality and Diversity action plan has been developed using the Equality Delivery System (EDS2) which is part of the NHS standard contract. This will support us in delivering our Equality Objectives and will be reported upon regularly to the Equality and Diversity Group, CityCare board and our commissioners.

The Equality and Diversity Group brings managers and staff together to embed equality and diversity matters into all that we do. The group has delegated responsibility from the board to monitor delivery and performance in relation to equalities through reports and updates from the Equality and Diversity Lead. It is responsible for monitoring progress on the EDS2, national and local reporting and alerting the board to any risks and supports, and facilitates CityCare to meet its statutory in all aspects of equality and diversity relating to patients/service users and the workforce.

CityCare reports to commissioners on the Accessible Information Standard, the Workforce Race Equality Standard, Equality Delivery System, Public Sector Equality Duty and the Equality Act. During 2017/18 we also reported on a cycle of deep dives focusing on workforce cultural competence and accessibility to services.

To enable inclusion within our services, we have improved our data collection of the nine protected characteristics (age, disability, race, religion, sex,

gender reassignment, marriage and civil partnership, sexual orientation, pregnancy and maternity) as defined in the Equality Act 2010. Further data recording includes:

- Protected characteristic data collated for CityCare's workforce with a current high response rate of 98.7%. Staff can complete this information within the Electronic Staff Records self-serve option with training given and an explanation as to the purpose of collating this information.
- The "Happy to Ask, Happy to Tell" document is available for staff which highlights both the importance of collating this information and how to collate information sensitively from patients.
- The Sexual Orientation Monitoring Standard is being implemented across services which provides a mechanism for consistently recording the sexual orientation of all patients/service users aged 16 years and over across the whole health and social care in England.
- CityCare have amended the recording categories on SystemOne with the category of ethnicity to align with the Census.
- A pilot has been undertaken to inform the recording categories of disability to SystemOne to focus on patient need rather than diagnosis.
- The staff survey responses are analysed by protected characteristics and an action plan agreed to address issues for specific groups. This will be reported through the Equality and Diversity Group.

- Patients and carers are invited to complete surveys following engagement with services which are reported by protected characteristic in order to identify issues or gaps.
- Interpreted surveys have been successfully piloted to improve feedback from people whose first language is not English.

Key achievements and future actions:

- CityCare has an Equality Strategy (2017-2020), along with an action plan, objectives and measurable outcomes. It sets out CityCare's responsibilities and provides staff at all levels with an understanding of organisational and individual responsibilities.
- EDS2: NHS England requires that EDS2 is graded at four- yearly intervals. CityCare agreed it would be good practice to hold an interim EDS2 event to assess and grade progress against previously "developing" actions. Stakeholders agreed improvement across all areas with many progressing to "achieving" and with robust plans in place for the "developing" action of the management training programme to be implemented from May 2018.
- Equality Analysis is undertaken for current services within CityCare, at the point of a new policy, new service or service redesign as part of the policy template. Guidance and forms are available to staff with support from the Equality Lead if required.
- Equal access to services for patients: a cycle of deep dives were undertaken focusing on equal access to services for patients. A stakeholder event with workshops looked at information including the Healthwatch Report on LGBT people's experience of healthcare, a 'did not attend' patient survey, compliance with the Accessible Information Standard and a survey of our interpreters. A report has been explored through the Equality and Diversity Group and AIS Task Group.
- The Accessible information Standard (AIS) ensures that disabled patients, service users, carers and parents receive information in formats they can understand and that they receive appropriate support to help them communicate. A policy and standard operating procedure support staff with a Task and Finish Group addressing issues and sharing good practice.
- CityCare holds clinics in purpose built venues with disability access with home visits available where appropriate.
- We work closely with community groups and organisations to ensure that we listen to the views of vulnerable groups and people that are seldom heard. Services engage in targeted work through community centres, employers and places of worship including group sessions in alternative languages.
- The Interpreting and Translation policy is available for staff. Data is available to staff to identify the number of requests for information in different languages, for use within equality analysis and enabling them to identify their service user demographic.
- Dedicated equality intranet pages
- Staff Survey: following the publication of the CityCare staff survey results, engagement sessions will be undertaken with staff (see part three of this report for more information).



Clinical variation

CityCare have worked to reduce clinical variation in 2017/2018



Over the last year there has been a national objective measured in a CQUIN to improve the standard of wound assessment for patients who had a wound that had not healed in 4 weeks. CityCare undertook an initial audit and reviewed the wound assessment tool, discovering that not all the patient and wound characteristics advised by NHS England were included. The wound assessment tool on SystemOne was standardised and a reaudit conducted demonstrating an improvement in the number of patients who had a wound assessment at 4 weeks and an improvement in the quality of that assessment.

Standardisation of practice for staff undertaking the Braden pressure ulcer risk assessment. Following the investigation of a pressure ulcer incident it became apparent that a group of staff in one service did not undertake the Braden risk assessment due to their role. These staff are now undertaking the Braden risk assessment competency training that all staff complete to enable them to assess patients accurately for pressure ulcer risk.

Following the investigation of an incident where a patient was transferred between hospital and community care and communication regarding the number of dressings in a wound was not clear, a new standard operating procedure between services has been developed. The new procedure for what to do if a staff member suspects that a piece of dressing has been retained in a wound has been agreed between primary and secondary care and has been cascaded to all services, standardising the process to follow.

6

What other people think of our Quality Accounts

Greater Nottingham Clinical Commissioning Groups Corroborative Statement

Clinical Commissioning Groups (CCGs) use a collaborative approach to commission services from Nottingham CityCare Partnership (CityCare). NHS Nottingham City CCG act as the Co-ordinating Commissioner on behalf of associates in gaining assurance on the safety and quality of care delivered by CityCare.

The quality assurance framework that Commissioners use consists of reviewing information on safety, patient experience, outcomes and performance, in line with the quality schedule and national and local contractual requirements. Hard data is complemented by quality visits to clinical areas which enables Commissioners to experience the clinical environment as well as explore the views and perspectives of patients and front line staff. The CCG can validate that the information received during the year is consistent with the information in this quality account.

This Quality Account demonstrates the hard work and commitment of CityCare to ensure patients remain at the centre of care delivery. As healthcare Commissioners, we are dedicated to commissioning high quality services from our providers and are encouraged that the organisation focuses on patient safety, patient experience and clinical effectiveness. CityCare has worked constructively and flexibly with Commissioners and other partners to respond to commissioning intentions and develop integrated care pathways to support the reduction of health inequalities and improve the health of the local community.

We are pleased to acknowledge CityCare performance against priorities for quality improvement during 2017/18 which included the three-year Sign Up to Safety Campaign and we support the organisation's approach to continue two quality priorities from 2017/18 and introduce two new priorities that interlink.

Significant progress has been made around reducing the number of pressure ulcers in patients receiving care from CityCare and it is expected this improvement and monitoring will continue during 2018/19. Identification of issues with insulin management and the subsequent actions taken supports CityCare's focus on improving patient safety.

CityCare have demonstrated their commitment to capture the experiences of patients by expanding feedback mechanisms such as introducing text messaging to enhance their ability to explore and take action based on the experiences of patients. CityCare have increased awareness in relation to Making Every Contact Count delivering training and supporting staff with personalised care planning via the Commissioning for Quality and Innovation (CQUIN) framework. Commissioners have been assured of the impact of this on the local health economy.

Workforce remains a challenge for all healthcare providers but CityCare are exploring innovative approaches to attract and retain staff. Commissioners acknowledge the quality priority being introduced relating to supporting the CityCare workforce, which includes using data from staff surveys and exit

interviews as well as receiving support via the NHS Improvement retention scheme, all of which is expected to contribute to improving health and wellbeing of staff.

CityCare have demonstrated their ability to work as a system partner during the winter months of 2017/18 and it is to their credit that they have responded at scale and pace to support patient flow across organisations. This has increased discharges from hospital back into the community which has been essential to support patients who have complex and chronic ill health. They have worked collaboratively with patients and families, as well as with staff in other organisations and Commissioners.

This Quality Account presents a balanced picture of the assurances of safety and quality provided by CityCare to Commissioners during 2017/18 in line with the quality schedule and contractual requirements. During the forthcoming year Commissioners will continue to work closely with CityCare to monitor future assurances and progress against the quality priorities for 2018/19.

Sam Walters

Accountable Officer for the Greater Nottingham CCGs

Nottingham City Health Scrutiny Committee

The Nottingham City Health Scrutiny Committee welcomes the opportunity to comment on the Nottingham CityCare Partnership Quality Account 2017/18. Our comment focuses on the areas in which we have engaged with the organisation during 2017/18.

No issues relating to the provision of services by Nottingham CityCare Partnership were identified for scrutiny by the Committee during 2017/18. The Committee has explored the opportunities, challenges and risks associated with CityCare's successful award of the Out of Hospital Community Services contract, and intends to review provision of services under this contract in due course.

In previous years the Committee has heard about CityCare's provision of reablement services at Connect House. The Care Quality Commission inspection in June 2017 rated it as 'requires improvement' which was concerning. The Committee had then hoped to visit the facility during 2017/18 but it was subsequently sold to Medina Connect Limited. An unannounced Care Quality Commission inspection of Connect House (then operated by Medina Connect) in February 2018 rated it as 'inadequate'. While the Committee recognises that the facility is no longer operated by CityCare, CityCare still utilise community beds there and staff work closely with Connect House. The Committee suggests that ensuring quality of the services it provides at Connect House is a focus for 2018/19.

The Committee welcomes CityCare's deliberate approach of retaining some of the same quality improvement priorities for the forthcoming year so as to maintain a focus on the same issues and allow sufficient time to deliver sustained improvement, for example in promoting prevention and reducing avoidable harm.

The Committee shares CityCare's view that it is important to show its workforce that they are valued, especially during periods of change such as those that CityCare have/ are going through. It is positive that CityCare gathers information on staff experience and views, including through mechanisms such as a staff survey and engagement events. While feedback shows that there has been a decline on some satisfaction measures and CityCare has performed significantly below the average of community providers in some areas, the Committee is reassured that the need for change has been recognised and that support for staff has been identified as a priority area for 2018/19. The Committee suggests that action being taken in relation to this priority should include exploring ways of ensuring meaningful staff engagement across all staff groups, possibly including a review of how governance and management structures could build in more opportunities for staff at all levels to shape services and influence decision making. The Committee is particularly concerned about the issues raised by information relating to the race equality standard included in the Quality Account and will be scrutinising how CityCare is responding to the issues this raises,

and also exploring initiatives and actions being taken in relation to employees with other Protected Characteristics. The Committee will be interested in how CityCare performs in relation to the disability equality standard being introduced during 2018.

Healthwatch Nottingham and Nottinghamshire

As the independent watchdog for health and care in Nottingham City and Nottinghamshire County, we work hard to ensure patient and carer voices are heard both by commissioners and by providers. We are grateful for the opportunity to view and comment on the Nottingham CityCare Partnership Quality Account 2017/18.

The report provides a detailed overview of the progress made against the 2017/18 quality priorities, including what has been achieved comparatively with the previous year and what will be carried over into 2018/19.

The report describes how CityCare involves patients and service users in the improvement and development of services through feedback and engagement opportunities. This feedback is illustrated with a variety of quotes, gleaned from services across the domains of Adult, Children's, and the Urgent Care Centre services. Approximately half of patients/service users who completed the CityCare satisfaction survey also completed the Friends and Family Test with 90% of people 'likely' or 'highly likely' to recommend the CityCare service that they had received.

The report also includes a case study of a patient with multiple health conditions where the individual reports an improved quality of life through a social prescription, which has been coordinated through a CityCare Community Matron.

In terms of satisfaction within groups, there are also some 'excellent' and 'good' satisfaction levels reflected across service-user groups with protected characteristics. However, it is not evident what

proportions of the overall demography of those who access CityCare services that these percentages represent.

Healthwatch attends the CityCare Patient Experience Group (PEG) meetings on a regular basis at which we listen to service users, discuss health issues, give feedback, and make suggestions for service improvements. Healthwatch were also invited to the CityCare Equality Delivery System grading event (2017) which was attended by staff, patients and service users. Healthwatch were pleased to learn from this forum that the Healthwatch LGBT+ report, which draws on patient experience of services, will help inform a wider review of how CityCare work with service users and staff in 2018. We note also that the EDS grading event was not mandatory, but had been entered into by CityCare following a successful staff survey process; this reflects CityCare's willingness to be honest about how well they are delivering services, and to seek improvement.

The report reflects a learning culture within CityCare. This is outlined in terms of patient care and some twenty six audits undertaken across a variety of clinical areas. From these audits originate some key actions that will be addressed going forward. Learning from the 2017/18 priority relating to workforce indicates an ongoing commitment to improve positive feedback from the annual staff survey and various workforce equality standard domains. Report content relating to 'specific quality improvement areas' and 'other quality measures' also demonstrate an aspiration to drive forward service improvement with various measures and protocols being invoked.

The report describes how complaints are managed and provides some concrete examples of how CityCare have made service changes as a result of feedback, and the benefits derived from these changes. However, it is not apparent in the report how many complaints have been received in 2017/18 and the overall trend comparatively year-on-year. The report does reflect the number of incidents reported and this has reduced year on year; the number of serious incidents has also reduced. The report states there have been no incidents that have led to the death of a patient.

The 2018/19 Quality Improvement Priorities are challenging enough to drive improvement with two of the four priorities being carried over from the previous year. Healthwatch are pleased to see the 'promoting prevention' and 'reducing avoidable harm' themes continuing to be consolidated, along with the inclusion of some additional patient-related themes, with the associated rationale, reflected within the report. The two new priorities include 'supporting our staff' and 'safe and effective discharge'. All four priorities include objectives, aims, how the priorities will be delivered and the means of verification for these priorities.

We note that CityCare has drawn from a wide range of stakeholders and patient feedback to determine this year's four priorities. We are pleased to note that CityCare have increased PEG member involvement in specific groups, e.g. 'Quality and Safety' and that the PEG members continue to be represented in other fora. We note that plans include an intention to expand the breadth of service user involvement to better reflect the demographics of specific categories of services.

Healthwatch Nottingham and Nottinghamshire

Over the past year, Healthwatch has received 19 experiences for CityCare with 12 being for Nottingham CityCare Partnership and 7 for the NHS Urgent Care Centre in London Road. Experiences for both three categories - 1. Access to services, 2. Staff and 3. Treatment and Care and contained such comments as *'I felt really welcome - they listen to you and talk to you'* *'Perfect service and nothing to be improved'*, *'carers need more training to treat people properly'*, *'Did not like the experience. I waited in total 4 hours and was not seen to'* and *'waited 4 hours to be treated. They were in too much rush - they weren't helpful when I did see them'*.

We recommend that CityCare outlines more information relating to the key themes emerging from complaints and describes how learning is improving the service(s) concerned going forward.



Our commitments to you

CityCare is a values-driven, people business, with a passion for excellence in care. Our values of Integrity, Expertise, Unity and Enterprise lie at the heart of what we do, guiding how we work together with partners and each other, to consistently deliver high quality, compassionate care.

We are committed to listening and responding to all service users through a variety of formats. We provide a translation and interpreting service that is available to all patients who need it, along with communications materials in a range of community languages. We also support patients and the public who have communication needs and require information in different formats.

We are also available to patients through new electronic channels including a corporate Twitter feed and online feedback forms, which patients can access for immediate and paperless feedback. We work in partnership with patients, staff and partners to build a healthier, more sustainable future, for all.

Listening to feedback on this report

We would like to thank all the stakeholders, patient and community groups who gave their feedback and suggestions for the content of this report, and thanks also to all the staff involved in producing this document.

If you would like to give us your thoughts on this report, or get involved in the development of next year's report, please contact the Customer Care Team on **0115 883 9654** / email ***tracytyrrell@nhs.net***

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