



# Minutes

<b>Name of meeting</b>	<b>EXTRA-ORDINARY MEETING OF THE POLICY &amp; SCRUTINY COMMITTEE FOR ADULT SOCIAL CARE AND HEALTH</b>	
<b>Date and time</b>	<b>MONDAY 17 SEPTEMBER 2018, COMMENCING AT 5PM</b>	
<b>Venue</b>	<b>THE CONFERENCE ROOM, LEVEL B, MAIN HOSPITAL, ST MARY'S HOSPITAL, PARKHURST ROAD, NEWPORT, ISLE OF WIGHT</b>	
<b>Present</b>	Cllrs John Nicholson (Chairman), Geoff Brodie, George Cameron Rodney Downer, Karl Love, Lora Peacey-Wilcox	
<b>Co-opted Member</b>	Chris Orchin – Healthwatch, Isle of Wight (Non-Voting)	
<b>Apologies</b>	Cllr Steve Hastings	
<b><u>Also Present</u></b>		
<b>Other Council Members</b>	Cllrs Vanessa Churchman, Clare Mosdell, Dave Stewart	
<b>IW Council Officers</b>	John Metcalfe, Paul Thistlewood, Megan Tuckwell	
<b>IW Clinical Commissioning Group</b>	Tracey Savage	Deputy Director of Quality & Medicines Optimisation
<b>Isle of Wight NHS Trust</b>	Claire Budden	Board Secretary
	Alistair Flowerdew	Medical Director
	Andy Hollebon	Head of Communications
	Maggie Oldham	Chief Executive
	Suzanne Rostron	Director of Quality Governance
	Lesley Stevens	Director of Mental Health & Learning Disabilities
	Barbara Stuttle	Director of Nursing, Midwifery & Community Services
	Vaughan Thomas	Chairman of the Trust
	Nikki Turner	Director of Acute Services

Plus a number of senior managers and patient representatives.

**14. [Minutes](#)**

RESOLVED:

THAT the minutes of the meeting held on 16 July 2018 be confirmed.

**15. [Declarations of Interest](#)**

Cllr Lora Peacey-Wilcox declared an interest in agenda item 16 as a family member worked for the Isle of Wight NHS Trust.

16. Care Quality Commission (CQC) Inspection Report – Isle of Wight NHS Trust

The Chairman of the IWNHS Trust outlined the CQC Inspection report published on 6 June 2018 and the actions that were being taken to address the findings.

The committee received presentations on Quality Governance and End of Life Care, but concerns were raised that the format of the meeting would not allow adequate time for the committee to ask questions. The Chief Executive of the IWNHST noted that officers had planned presentations which would address the actions being taken following the CQC report, but were happy to accommodate whichever format would help the committee.

A brief summary on who would have spoken and the areas which would have been covered in the presentations was provided.

It was agreed that the committee would not receive any further presentations and would proceed to questioning. A copy of the slides would however be circulated to the committee following the meeting.

Members highlighted that there should not be a reliance on eLearning for staff. It was felt by middle management that the CQC report had given focus to staff. To address training issues, it was clarified that a new board had been appointed in conjunction with a restructure.

All associate managers had been through a development centre and participated in a staff survey, a 12-month development programme had been implemented for all staff, and every manager had an improvement plan.

Questions regarding End of Life Care were raised. The intention of the partnership work with the Mountbatten Hospice was to set up an ideal model and eventually embed best practice across every ward. It was clarified that a robust and clear programme for training syringe drivers was in place.

It was noted that some patients felt reluctant to make a complaint as they feared it could impact their care. It was reassured that the complaints process was kept entirely separate from case notes and a representative of the Patient's Council added that due to recent improvements they finally felt that their voice is heard.

The Chief Executive of the IWNHST noted the very challenging summer due to the heatwave, which prompted discussion regarding the national difficulty in recruiting nurses and the problems caused by reliance on agency staff.

A range of initiatives were being introduced for staff recruitment including an apprenticeship scheme for nursing and an induction session for agency staff. Staffs were also encouraged to raise concerns through a range of channels to ensure safe working.

The committee believed that the Trust was becoming more transparent and accountable. The need to work closely with all partners was emphasised.

RESOLVED:

The initial findings of the committee on key issues arising from the CQC inspection report requiring a specific focus by the IWNHS Trust were:

- i. The importance of listening to patients and learning from their feedback;
- ii. The leadership of the Trust and the continuing journey of improvement involving senior managers;
- iii. Reviewing the delivery of training and methodology for effective engagement of staff

CHAIRMAN