

**Report to:** Board of Directors (Public)  
**Paper number:** 1.6  
**Report for:** Information  
**Date:** 28 September 2017  
**Report authors:** Various  
**Report of:** Chief Executive  
**Fol status:** Report can be made public

**Strategic priority supported:** Early and effective intervention.  
**Cultural pillar Supported:** We are connected.

---

**Title:** Chief Executive's Report

---

### **Executive Summary**

This report provides updates on a number of key meetings with staff and external stakeholders and information on key national developments. In addition, this report provides news of internal events and media interest.

### **Recommendations to the Board**

The Board of Directors is requested to:

- **RECEIVE** and **ACCEPT** the contents of this report.

### **Risk Implications**

The paper covers developments in areas already identified within the risk register.

### **Finance Implications**

There are no specific financial implications identified by this report.

### **Equality and Diversity Impact / Single Equalities Impact Assessment**

N/A

## CHIEF EXECUTIVE'S REPORT

### GENERAL UPDATE

#### CQC Visits and Submissions

The Trust has now had the date of the full CQC inspection confirmed as the week commencing 4 December 2017. The Trust CQC team received the Provider Information Request and made the submission in full on 29 August. The CQC are now in the process of analysing the data and may ask for further information. I would like to thank them for their continued hard work in ensuring that the Trust is well prepared for the upcoming visit.

A number of engagement sessions have been, and continue to be, held with staff and stakeholders. These include two further CQC Quiz events on 8 September, to ensure staff are prepared and know what to expect when CQC inspectors speak with them. Governors have also received a briefing at the September Council meeting and will be engaged on an ongoing basis to ensure they are well informed and prepared.

The Trust has now engaged Deloitte to carry out our external Well Led review. This is building on the work of the self-assessment which is currently in progress. The final report is expected at the Board of Directors meeting on 30 November 2017.

#### Psychiatry Liaison CQC Inspection

A Psychiatry Liaison CQC inspection took place over three days and the work done on making improvements at the Whittington in particular was praised. The inspectors noted the need for environmental improvements, which are planned for December 2017. Caroline Harris-Birtles will also be meeting with the Chief Operating Officer at the Whittington Hospital to discuss this and the CQC have written directly to the Whittington Hospital as well. The absence of section 136 leaflets was noted in the informal feedback and further assurance around training procedures was required. The formal report is expected in six weeks' time.

### ORGANISATIONAL UPDATE

#### Service changes

The work we are doing on service changes is progressing well. Our women's PICU is on track to open on 10 November and we have some staff appointed with more interviews planned.

Our review of our rehabilitation pathway has made excellent progress with a significant number of our service users moving into the new residential care service (Lime Tree Gardens) shortly, and a regular case review process in place to support patients flow and maintained care management.

#### St Pancras Programme

The St Pancras Programme was presented at the Joint Health Overview & Scrutiny Committee on 19 September 2017, and was well received. There was strong support for the option of moving acute beds to the Whittington site and a keenness to develop community hubs in the partnership with the local authorities. The Committee were keen to see local engagement and wished to formally consider the Full Business Case in due course.

## **INTERNAL EVENTS**

All staff have been invited to complete the Staff, Friends and Family test as an opportunity to have their opinions heard and to shape Trust strategies. The survey closed on 22 September and the results will help us to make improvements to the experiences of staff around the Trust.

I am pleased to say that the Recovery College celebrated its third anniversary on Monday 25 September. The College has become an important and valued part of the Trust and I look forward to many more anniversaries. I encourage all staff to look at the courses that are provided there and take advantage of the opportunities available.

## **MEDIA PROFILE**

The 'Camden New Journal' carried a very positive piece on 31 August about our community choir – financed by the Trust's Governor Improvement Fund – describing its inclusive nature and therapeutic value. They got in touch after seeing tweets we'd put out about a performance the choir gave in July. We set up an interview with Staff Governor and Trust Head of Commercial Operations, Simon Ramage, who told the newspaper: "Users see this as something they treasure".

We also placed a news story with 'Mental Health Today' - a website visited by social care professionals, including frontline care workers and commissioners, as well as staff working for service providers, and people who use mental health services. In the 30 August piece, they described our Integrated Practice Unit for individuals with psychosis as a "pioneering project" designed to prevent individuals with psychosis dying 15-20 years earlier than the general population. They detailed the work we are doing around reducing smoking rates and ensuring our staff have the physical health skills needed to treat service users holistically.

Also on our IPU, The 'Ham&High' published a story we gave them on 17 August about a £65,000 Health Foundation award to fund a sophisticated dashboard to help identify IPU service users needing urgent physical treatment alongside their mental health care. The piece concluded that this project could be rolled out more widely thanks to its early promise.

## **COUNCIL OF GOVERNORS**

The Council of Governors met on 12 September 2017 in what was a successful and well attended meeting. In undertaking its formal duties the Council received a positive report on the annual appraisal of the Trust Chair and approved a 1% pay award for Non-Executive Directors and the Chair, in line with the 'Agenda for Change' increase awarded to other staff, with effect from 1 April 2017.

Key issues presented to, and discussed by, the Council were an update on the St Pancras Redevelopment Programme that was presented by myself, and a CQC Inspection Preparation Programme presentation from Aisling Clifford, Interim Deputy Director of Nursing.

Other items received were the external auditors' annual report to the Governors on the Trust's 2016/17 Quality Report and a paper setting out bids received for 2017 funding from the Governors' Service User Improvement Fund. These bids related to the C&I community choir; service user exercise classes; gardening improvements to the outdoor space the rear of Ash House; and research into potential software apps that may assist those with dementia. The Governors approved all four bids.

## **STAFF APPOINTMENTS AND CHANGES**

Malcolm McFrederick has been appointed as the St Pancras Programme Transformation Director.

## **SERVICE VISITS**

- North and South Camden Specialist Drug Service
- Islington Learning Disabilities Service
- Camden CMHT
- Pharmacy Team
- Sexual Problems Clinic
- Finance Team

## **CEO STAKEHOLDER MEETINGS**

- NCL CEO Provider Meeting
- C&I and the London Borough of Islington Partnership
- C&I and the London Borough of Camden Partnership
- North London Executive Leaders' Summit
- NHSE CEOs and COs meeting
- Emily Thornberry MP

## **USE OF TRUST SEAL**

There has been no use of the Trust Seal since the last meeting of the Board of Directors.