



Chair's Report - June 2023

I am pleased to provide a written report to the Board of Directors which covers some key updates for members' attention and assurance.

Non-Executive Director appraisals

All Non-Executive Director appraisals have now been completed and the Senior Independent Director, Gerald Meehan has completed my appraisal as Chair, in accordance with guidance and a framework issued by NHSE.

For Beverley Jordan and me, these appraisals are a key part of the process to seek re-appointment and my thanks to governor members of the Remuneration and Nomination sub-group who will be meeting at the end of June 2023, to consider the process in accordance with the new NHS Code of Governance and guidance issued by NHSE.

Council of Governors

The Council of Governors (CoG) met for a formal meeting on 23 May 2023 and those in attendance contributed to a varied agenda which included a briefing on the operational planning and strategic delivery plans for 2022-23, an update on the transfer of the Adult Social Care contract to the Council, and confirmation of the conclusion of the audit of the financial year 2021-22.

The members of the CoG also considered a proposal in respect of shadow governors and the election timetable, recognising and supporting a small amendment to reflect this in the FT constitution. This proposal will be formally received by the Board of Directors.

At every formal meeting of the CoG, each of the Non-Executive Directors provide a briefing on the areas of focus and any challenges being monitored through their respective committees of the Board.

Finally, an update was provided on the re-appointment process for Beverley Jordan and me, at which point we left the meeting.

We look forward to another development day in July 2023.

Non-Executive Director service visits

As our committee and Board meetings have returned to face-to-face meetings at the Trust's headquarters, we are pleased that Non-Executive Director colleagues are having the opportunity for greater visibility with all staff groups through a programme of service visits.

These visits complement the programme of Executive Director visits which are completed in partnership with Service Directors.

Over the last few months, all Non-Executive Directors have enjoyed visiting services with over 20 visits either completed or scheduled for the next 4-6 weeks.

Well-led developmental review

It is now 12 months since the Board of Directors received the report from MIAA following their external assessment of well-led arrangements across the Trust.

The Board of Directors will therefore be reviewing progress against the areas identified for further development at the next informal board meeting in July 2023, with an update to be shared at the next formal meeting of the Board in August 2023.

Marine Lake Health and Wellbeing Centre

Together with Karen Howell, Chief Executive, I am delighted to have enjoyed two recent visits to the new state of the art health and wellbeing centre in West Kirby. Firstly, we welcomed Mayor Jeff Green and Cllr Jennifer Johnson in mid-May to tour the building with them ahead of it opening its doors at the end of May 2023.

In early June, we were thrilled to visit the centre again to join our staff and GP partner colleagues who have now moved in and are delivering services from the multi-million-pound building. It was wonderful to chat to staff and hear their early reflections on the new facility.

My thanks to all involved in this development which has been delivered on time and in budget and now represents a significant investment in the provision of community health and care services to the people of West Kirby and surrounding areas. I would like to give particular thanks to our Estates and Facilities Teams, especially Dawn Williams Head of Capital Estates and Projects who has lead the project with great determination and passion. Also, thanks to the Communications Team and particularly Sarah Love, Senior Communications and Marketing Manager who has been instrumental in the community engagement aspects of the development. Although this was very much team, there are two senior colleagues who have been actively involved from the beginning and over a long period of time and I would like to also publicly thank them - Mark Greatrex and Alison Hughes.

We are now looking forward to the official opening of the centre on 5 July 2023, to coincide with the 75th birthday of the NHS.

Trust shortlisted in the 'Culture for Innovation' award category at the Northwest Coast Research and Innovation Awards 2023

My congratulations to those involved as the Trust has been shortlisted in the Culture for Innovation award category with a nomination focused on 'Quality Improvement Culture Change' in the organisation.

The submission recognises the Trust's 5-year Quality Strategy promotes quality improvement and transformational change at all levels. It promotes a culture where innovation is able to thrive, staff ideas are heard and acted upon whilst underpinned by a robust quality governance framework.

Mick Whitley, MP

I was pleased to welcome Mick to the Trust in May 2023 to share with him the valuable role this Trust and our services play in supporting people to live healthy and independent lives.

Mick also visited the Family Nurse Partnership Team and recognised the important work the service provides to young people across Wirral and the expertise, compassion and dedication of the specialist nursing team.

New Chair appointed at Mid Cheshire Hospitals

I would like to extend my congratulations to Professor Carolyn Wilkins, OBE who has been appointed Chair of Mid Cheshire Hospitals NHS Foundation Trust.

Carolyn was previously Chief Executive of Oldham Council and Accountable Officer for NHS Oldham Clinical Commissioning Group. She has significant public sector experience, and a long-time commitment to understanding public service delivery from different perspectives.

Place Based governance arrangements

The work across the Wirral system on Place governance arrangements continues to evolve and strengthen through the Place-Based Partnership Board, the Wirral Provider Partnership (WPP) and other key supporting groups as defined by the ICB.

The ICB has started to share guidance on the future accountability and delegation framework which is being reviewed at Place to enhance current reporting arrangements and information flows through the governance structure.

A separate briefing will be provided to the Board on key points of note at agenda item 14.

All members of the Executive Team also continue to support positive system working at both Place (Wirral, Cheshire East, St Helens and Knowsley) and system (C&M) level.

I invite the members of the Board of Directors to receive this report for information.

Michael Brown
Chair

12 June 2023

Lead Governor Report

Council of Governor formal meeting - 23 May 2023

The CoG held a formal meeting in May 2023 with a varied agenda including a briefing for governors on the operational and financial plan for 2023-24, the transfer of Adult Social Care back to the Council and confirmation that the financial audit of 2021-22 had now been completed through the presentation of the auditors report to the Council of Governors.

Following recent meetings, the governors also received and approved the proposals to amend the election timetable and introduce shadow governors to the CoG. This will be formally presented to the Board of Directors.

A briefing on the work of the Remuneration and Nomination group was also provided as described below.

The governors appreciate the attendance of all Non-Executive Directors to CoG meetings who at each meeting provide a summary of the work of their respective committees. This is always welcomed and provides useful information to governors on the work of the Trust but also on the role of the Non-Executive Directors as Chairs of these committees.

Finally, the CoG welcomed the re-establishment of the Governor Quality Forum and noted that Expressions of Interest would be welcomed from all with the intention to schedule a first meeting during Q2, 2023-24.

The meeting was very productive and prompted useful discussion and debate between governors and Trust senior leaders.

MIAA workshop - Governors in the new NHS landscape

Frieda Rimmer, public governor for Wirral South and I attended a very useful on-line event arranged by MIAA for governors, and to provide a briefing on the role of the governor in the new ICS landscape.

It was very interesting, and Frida and I will provide a briefing to governor colleagues at our next development session in July 2023.

Remuneration & Nomination Group

The RemNom group of the Council of Governors will formally meet on 29 June 2023 to consider the reappointments of both Professor Michael Brown and Beverley Jordan. The members of the group were pleased to have the opportunity to meet with Karen Howell, Chief Executive in April 2023 to seek her views on the reappointments and the contribution of both Michael and Beverley.

We have now received all supporting information and evidence to support the process of rigorous review and expect to make a formal recommendation to the full Council of Governors in early July 2023, ahead of current terms of office ending in early September 2023.



Veteran Aware

As a Council of Governors, we have been particularly interested and involved in the Trust's application to gain Veteran Aware status. We are therefore thrilled that the Trust has achieved the VCHA Veteran Aware accreditation and most recently the silver level in the Defence Employer Recognition Scheme (ERS) which means that the Trust has been formally recognised as a NHS healthcare provider committed to providing the best standards of care for the armed forces community.

My thanks to Gary Kelly-Hartley, public governor who has actively supported the Trust in achieving these prestigious awards.

Your Voice Group

The Your Voice Group did not meet in May 2023 due to the number of apologies received.

The group will look forward to their next meeting on 12 July 2023.

Anybody interested in joining the group or learning more about what is involved is encouraged to visit the following link on the Trust's public website - [Engagement Groups - Wirral Community Health and Care NHS Foundation Trust \(wchc.nhs.uk\)](https://www.wchc.nhs.uk/engagement-groups)

Forthcoming Council of Governor activity and meetings

The next development session for the Council of Governors will take place in July 2023 with the next formal meeting on 26 September 2023.

The governors are also looking forward to attending the official opening of the Marine Lake Health & Wellbeing Centre in West Kirby.

I provide this report to the Board of Directors for noting and assurance on the work of the Council of Governors.

Lynn Collins
Lead Governor (public governor, Wirral West)

11 June 2023

Chief Executive's Report - June 2023

1. This report provides an update on regional and local news and developments including important updates from across the Trust. In addition, it advises on the work considered by the Executive Leadership Team. I have also highlighted some key national updates for information.

Local news and developments

Adult Social Care contract transfer

2. We continue to work with Wirral Borough Council to transition the Adult Social Care service back to the Council and we are on schedule to complete this by 30 June 2023.
3. Through the auspices of the Project Team involving both Trust and Council staff, a huge amount of work is being done to facilitate a smooth transfer. Our adult social care colleagues directly affected are being kept informed on progress and actions through regular updates and face to face briefings. Each and every individual member of this staff group is being supported by the Trust and we are working hard to maintain morale and a focus on wellbeing equal to that of business as usual.
4. I will be presenting a report to the Place Based Partnership Board on 22 June 2023 confirming the position of the service as we return it to the Council and a position statement and update report will be provided to the Board of Directors in August 2023.
5. We remain committed to retaining all the benefits that integration of the service has brought. Together we have learned so much and built lasting relationships that remain strong. We will celebrate with our social work colleagues for years to come.
6. I would like to extend my heartfelt thanks to the project team who have and continue to work tirelessly to support a smooth transfer.

Your Experience - the importance of feedback

7. In April 2023 we received almost 2,500 responses to our patient experience survey with 93.5% of people recommending our services.
8. The year-end position for the financial year 2022-23 also reported over 28,000 responses with 93% of people recommending our services.
9. The top 10 themes from the feedback remain staff attitude, the implementation of care, the environment and communication. This is so important to not only ensure we continue to deliver and improve our services for those accessing them, but also for our staff who continue to work incredibly hard and to know that they are appreciated and doing a good job!

People Pulse Survey - April 2023

10. In addition to the annual NHS Staff Survey, we also invite our staff to complete a quarterly People Pulse Survey. In January 2023, almost 500 members of staff responded to the survey providing us with feedback and helping us to measure how we are doing to deliver on our staff survey action plans.

11. The responses have been submitted to meet the National Quarterly Pulse Survey (NQPS) requirement.
12. This quarter we also explored some local questions focusing on wellbeing conversations, how our workforce travel to and from work and staff retention. The responses to these specific questions have provided helpful feedback e.g., 80% of staff reported having a conversation about their health and wellbeing in the last 3 months, with 77% finding the conversation supportive. This will help us to continue the rollout of wellbeing conversations training.

Royal College of Nursing Industrial Action 30 April - 1 May 2023

13. I would like to extend my thanks to everyone in preparing for the RCN industrial action in early May 2023. As with previous industrial action, our collective aim has always been to minimise risk to patient safety whilst supporting people's right to strike, and both myself and our Chief Nurse, Paula Simpson, were grateful for the openness and compassion of colleagues who helped us to do this.

Team WCHC Staff Awards 2023



14. Once again I was thrilled to launch this year's Team WCHC Awards in May 2023. The awards are now in their 10th year and are the highlight of the Trust calendar.
15. Throughout the year, stories of compassion, openness and trust are shared through our weekly Shoutouts, and our monthly Standouts and the awards recognise all the tremendous work that takes place across all areas of the Trust. They showcase our values and our fabulous staff, the people that make it a great place to work and receive care.
16. Since 2012, the awards have gone from strength to strength, getting bigger and better each year. Last year, we were delighted to be back together for a face-to-face event, this time at Chester Racecourse, and supported by our sponsors it was a truly wonderful evening. It brought together individuals and teams to celebrate and recognise the amazing work you our staff do every day.
17. The nomination period is now open for six categories and will close on Friday 30 June 2023. This year there are seven categories including our People's Choice Award which allows members of our local community to nominate members of our team.
 - Excellence in care
 - Excellence in quality improvement
 - Excellence in leadership
 - Excellence in partnership working

- Excellence in inclusion
- Unsung Hero Award

18. The Chair and I are thoroughly looking forward to reading through all the nominations and celebrating with our staff in October 2023.

International Nurses Day



19. We were delighted to celebrate our nursing workforce right across the Trust on 12 May 2023, and personally I enjoyed visiting and spending time with colleagues in Sexual Health, Infection Prevention and Control and Community Nursing.
20. It was wonderful to see and hear about so many celebrations taking place across the Trust to recognise the dedication, expertise and compassion of our nursing colleagues and everything they do for the people of Wirral, Cheshire East, St Helens and Knowsley.
21. On Friday 5 May 2023, we also welcomed Hilary Garratt, Deputy Chief Nursing Officer for England and Sam Sherrington, Deputy Director - Community Nursing for England, to St Catherine's Health Centre.
22. The visit was an opportunity to showcase and recognise the high-quality care and support teams deliver to people across Wirral, Cheshire East, St Helens and Knowsley. Colleagues from the children and young people's services, community and specialist nursing and the community integrated response team came together to welcome Hilary and Sam and talk about the amazing work that goes on across communities to support people to live well and independently.
23. Our guests heard how teams see and treat people both at home and close to home, ensuring essential care is provided to help prevent a visit to hospital. The children and young people's services also shared how they work with families to give little ones the best possible start in life.
24. There was also a visit to the Community Cardiology Service where our guests heard firsthand from a cardiac rehabilitation patient about the wonderful care and support received as part of the recovery journey following major heart surgery.
25. We also took the opportunity to present some of our nursing colleagues with certificates to celebrate the completion of their Professional Nurse Advocate (PNA) training. The training provides nurses with the skills to facilitate restorative clinical supervision and support colleagues with their wellbeing.



26. Thank you to everyone who attended and helped facilitate this incredible event. The feedback from Hilary on the day and in the weeks since has been wonderful.

Marine Lake Health and Wellbeing Centre is open!

27. I couldn't be more proud to confirm that Marine Lake Health and Wellbeing Centre is officially open.

28. This wonderful centre hosts partners from the Trust, Marine Lake and Estuary Medical Practice and Age UK Wirral and marks a new chapter for Team WCHC and the people of West Kirby.

29. This multi-million-pound investment is housed in a state-of-the-art, purpose-built development and brings together community, primary care and independent service provision in one place, reaching out into the local neighbourhood of West Wirral to support people to live well for longer and to receive prompt treatment and attention in their homes, whenever possible.

30. The 2,037sq m bespoke, state of the art centre which spans three floors, is a major investment in community-based healthcare and brings many benefits for our staff providing services there and for local residents, patients and the wider community, including:

- Access to specialist health and care services including Community Cardiology, Podiatry and an expanded 0 -19 Health and Wellbeing Service for local families
- The relocation of Marine Lake Medical Practice and Estuary Medical Practice, allowing health and care professionals to deliver services side-by-side improving their ability to work together quickly and efficiently for the benefit of their patients
- Extended hours and increased capacity supporting better access to services when patients need it
- A new community space led by Age UK Wirral, including a café.
- The BeeWell Together Garden - a beautiful outdoor space designed with, and for the local community around the *Five Ways to Wellbeing*, which are to: *connect, be active, take notice, keep learning and give.*

31. The Chair and I visited the centre a few weeks ago to chat with staff and our GP partners about the new facility and to see how everyone was settling in. It was wonderful to see colleagues and partners in their new home and talk about the opportunities and benefits the centre will bring for local residents, patients and the wider community. Service leads from Community Cardiology, Podiatry, Physio and 0-19 Health and Wellbeing Service came together to explore partnership working in the heart of West Kirby.

32. I would like to extend a heartfelt thank you to Dawn Williams, Head of Capital Projects and Estates and the Project Team for their drive, determination, positivity and commitment to the development. Thanks also to Sarah Love, Senior Communications and Marketing Manager for delivering a creative engagement plan with our local community.

33. We now look forward to the official opening on 5 July 2023 and welcoming our partners, staff and stakeholders to celebrate this significant milestone, whilst also celebrating the 75th birthday of the NHS.

Armed Forces Community and Veteran Awareness



34. We are proud to support our Armed Forces Community as a Veteran Aware NHS Trust. We have achieved Bronze and in May 2023 we achieved Silver Defence Employer Recognition Scheme Award accreditation.
35. We signed the Armed Forces Covenant in June 2022, and by doing so pledged our support to the armed forces both as an employer and health and social care provider to champion best practice in NHS care for people who serve or have served in the UK armed forces and their families.
36. We have been working since then to learn from our staff, patients and their families who serve or have served so we can embed further awareness and improvements that will help us showcase Wirral Community NHS Trust as Veteran and Armed Forces friendly healthcare provider to patients, families, carers and staff, as well as supporting the armed forces as an employer; recognising the experiences and skills ex-military personnel have gained through their service.
37. Our pledges include ensuring;
- Becoming a force friendly organisation - pledging our support and commitment to the armed forces community and raising awareness of what this means for our workforce and community
 - Identifying organisational champions and visible leaders
 - Striving to become an employer of choice for our armed forces community - considering widening participation opportunities and links with the Step into Health programme to recognise the transferable skills and cultural values that Armed Forces community have developed.
 - Establishing links with nearby armed forces community support organisations, working together for the benefit of staff and patients
 - Engaging with staff and community members to understand and raise awareness of the experiences and needs of our armed forces community, offering additional support including signposting to external services as appropriate

- Promoting key messages and support available and ensuring support for key national awareness days and events.
38. Our commitments in the covenant also include ensuring equal care for the armed forces community, ensuring that the armed forces community is never disadvantaged compared to other patients; Training relevant staff on veteran-specific culture so we can respond to the needs of our Armed Forces Community; make reasonable adjustments for those who need them and give special consideration when appropriate in some cases, especially for those who have given most such as the injured and the bereaved.
39. Our Trust has a well-established Armed Forces Community Working Group made up of a range of clinical and non-clinical staff, executives, HR and Inclusion leads, and a range of energised and passionate staff, some of who are serving reservists or ex-military personnel. Together the working group ensure our Trust is committed to a number of key pledges in the covenant and our duty under the Armed Forces Act 2021.
40. The focus of the working group includes developing staff knowledge and awareness of the Armed Forces Community, the challenges they face and the support available to them from specialist NHS services and other non-NHS organisations.

Local Government Association discharge visit

41. In mid-May 2023, the Local Government Association (LGA) visited Wirral following a national visit by NHSE to Cheshire & Merseyside to offer support for discharges across the system.
42. We were very pleased to facilitate a requested visit to our Community Intermediate Care Centre to highlight the role the facility has in supporting complex discharges from the hospital. The LGA team met with front-line staff and managers to hear their experiences and reflections and it was particularly pleasing to receive feedback, via the Place Chief Executive Forum on the positive work at Place to provide the highest quality of patient care.

Dying Matters Week

43. From 8-14 May 2023, we recognised Dying Matters week across the Trust providing an opportunity for people to recognise the importance of talking about dying, death and bereavement.
44. My thanks to all our colleagues who got involved in raising awareness and encouraging all colleagues and those in our communities to start conversations about dying, which often is not as hard as we might think. (*I note our StandOut winners for April 2023 referenced in paragraphs 63 and 64*).

Celebrating Volunteers Week

45. From 1-7 June 2023, we celebrated the diverse range of experience, skills and knowledge that volunteers bring to Team WCHC. We were delighted to recognise the fantastic contribution our volunteers make to our communities and to our services and to say thank you.
46. I was especially thrilled to be able to present Thank You certificates to two of our NHS Cadets who are now volunteers at our Community Intermediate Care Centre.

Carers Week 2023

47. From 5-11 June 2023, we supported Carers Week with this year's theme '*Recognising and supporting carers in the community*'.
48. My thanks to Dr Nick Cross, Medical Director who is also the Executive Sponsor of the Working Carers Staff Network for his vlog talking about the work of the group.
49. We recognise the huge contribution our working carers make to the wider community and our staff network is a great forum for support and providing a space to come together with people who understand.

Supporting Men's Health Week

50. From 13-19 June 2023, we supported Men's Health Week across the Trust providing a great opportunity to encourage men to talk more about their health and seek help if something doesn't feel or look right. During the week, the focus was how we can increase and encourage conversations with men about their health and improve access to and engagement with health services.
51. My thanks to all colleagues across the Trust who supported and got involved in this week of activity.

My BIG Future programme

52. I am pleased to confirm that once again we are supporting The Johnson Foundation in their My BIG Future programme, working with local primary schools to support children in Year 5 to experience working life and explore lots of different career opportunities.
53. This year we have 'adopted' the Priory Primary School in Birkenhead and we have already thoroughly enjoyed talking to the children about careers in the NHS and answering all of their amazing and insightful questions.
54. Last week, we invited the Year 5 children to a VIP visit at St Catherine's Health Centre where they had the opportunity to visit lots of different services, clinical and non-clinical to meet our staff and to ask questions. It was a wonderful morning, and the children were a pleasure to host and we are really looking forward to continuing to work with them and their teachers.

Our Green Plan

55. We continue make great progress and we are very proud of our achievements so far to deliver on the objectives and targets in our Green Plan.
56. It is a subject close to all our hearts and we are working together, right across the Trust that will see our route to Net Zero be a Trust-wide journey.
57. The key areas of focus of our plan are;
 - Embedding sustainability across the Trust
 - Making our buildings more energy efficient



- Promoting active travel such as cycling, lift sharing and public transport
- Innovative approaches to care and utilising digital platforms
- Sustainable medicines
- Reducing plastic use
- Waste management
- Improving biodiversity and green spaces across our sites

58. Some of our achievements so far include;

- Being Greener in IT - in the past year we've recycled approximately 3,000 items, including laptops, monitors and mobile devices
- Improvements to our waste processes - by separating clinical waste we save money and protect the environment
- Increased options for staff travel - our workforce can benefit from many offers and savings that can provide alternative travel options
- EV charging points - available for staff at St Catherine's Health Centre and Victoria Central Health Centre sites
- Procurement processes - ensuring suppliers can demonstrate a commitment and ethical approach to the environment and sustainability

Executive Director appraisals

59. I have now concluded all Executive Director appraisals in line with our appraisal window which is now open across the Trust until August 2023.

60. All Fit and Proper Persons annual checks are also underway in line with our policy.

Liverpool Women's Chief Executive

61. I would like to extend my personal thanks to Kathryn Thomson, Chief Executive of Liverpool Women's Hospital who has announced she will be retiring later this year after almost 40 years in the NHS. She has made a huge impact during her time at Liverpool Women's, and I have been privileged to work with her through the Chief Executive community.

Place Governance

62. I will provide a separate verbal report at item 15 on the arrangements in Place to ensure effective governance and reporting mechanisms are established.

National news and developments

Equality, diversity and inclusion plan for NHS

63. The first NHS equality, diversity and inclusion (EDI) improvement plan was published on 8 June 2023 which sets out targeted actions to address the prejudice and discrimination that exists through behaviour, policies, practices and cultures against certain groups and individuals across the NHS workforce. The plan has been co-produced through engagement with staff networks and senior leaders.

64. The findings and recommendations of the Messenger Review - *Leadership for a collaborative and inclusive future (July 2022)* - reaffirmed the need for this plan.

65. The plan aims to support the long-term workforce plan by improving the culture of our workplaces and the experiences of our workforce, to boost staff retention and attract diverse new talent to the NHS.
66. The full plan can be found via the following link - [NHS England » NHS equality, diversity, and inclusion improvement plan](#)

Association of Directors of Adult Social Services (ADASS) roadmap to transform adult social care in England

67. The report, commissioned by Sarah McClinton, departing president of ADASS charts what needs to be done in the next two years, what changes are needed in two to five years and longer term over the next ten years to ensure that everyone who needs care and support can access it. The report also includes examples already in train that are improving care and support for people.
68. The report can be accessed via the following link - [adass-time-to-act-april-2023.pdf](#)

CQC publish interim guidance on assessing ICSs

69. The Health and Care Act 2022 states that the CQC's approach to assessing local authorities and integrated care systems is subject to the approval of the Secretary of State for Health and Social Care. They are currently awaiting this approval.
70. In the period April to July 2023, they propose a similar approach to assessing integrated care systems as that outlined for local authority assessment. For integrated care systems they will start to form a national view of performance, initially focused on themes in the Equity in access quality statement.
71. This would demonstrate whether systems are working together to support people to access the care, support and treatment they need when they need it. It includes how they are responding to inequalities of access across their populations. The findings will inform the CQC annual 'State of Care' publication.
72. Going forward from this point, they plan to pilot the approach with some integrated care systems before starting formal assessments. They will carry out further assessments of integrated care systems, taking into account the learning from the pilot approach and national view of equity in access.
73. The guidance can be found via the following link - [Our approach to assessing integrated care systems - Care Quality Commission \(cqc.org.uk\)](#)

The government's response to the Health and Social Care Committee inquiry and Hewitt Review into ICSs

74. The government has set out its response to the recommendations put forward by the Health and Social Care Select Committee's (HSCC) inquiry on 'Integrated care systems: autonomy and accountability' published in March 2023, and the Rt Hon Patricia Hewitt's independent review of ICSs, published in April 2023.
75. NHS Providers has published an interesting On the Day Briefing summarising the response and sets out NHS Providers' view, which can be accessed via the following link - [54191_otdb-govt-response-to-hewitt-review.pdf \(emlfiles4.com\)](#)

Communications and Engagement

Get Together - Team WCHC Briefing



76. The monthly on-line Get Together meetings continue to be well attended by staff and we continue to use this important engagement forum to share news and updates but also to seek feedback from our staff.
77. I look forward to these sessions every month and the opportunity to engage with so many members of Team WCHC.
78. In recent months we have refreshed the agenda to also include a Service Spotlight where we hear from colleagues across the Trust about their services and what they are most proud of, and we also hear a staff story which could be a reflection from a colleague about their experiences of working at the Trust or a recent project they have been involved in. We also announce the winners of the Monthly StandOut at the Get Together which is a wonderful moment of celebration.
79. I continue to represent the Trust at regular Place and wider system meetings including Northwest Leaders, Cheshire & Merseyside Providers Chief Executives, and Cheshire & Merseyside Mental Health, Learning Disabilities and Community Provider Collaborative (MHLDC).

Congratulations!

Tissue Viability Team - Best Placement Area Award

80. Huge congratulations to the Tissue Viability Team who won the 'Best Placement Area' Award presented by Liverpool John Moores University. This reflects feedback from student nurses who always find the team so friendly and approachable and leave their placement having had such excellent and positive learning experiences. The team not only provides a high standard of skilled care to some of our most complex patients, but they also provide a brilliant learning environment for Student Nurses. Well done to all!

NorthWest Coast Research and Innovation Awards 2022

81. We are delighted to have been shortlisted in the Culture for Innovation award category at the Northwest Coast Research and Innovation Awards 2023 with a nomination focused on 'Quality Improvement Culture Change' in the organisation.
82. The submission recognises the Trust's 5-year Quality Strategy promotes quality improvement and transformational change at all levels. It promotes a culture where innovation is able to thrive, staff ideas are heard and acted upon whilst underpinned by a robust quality governance framework.

The Monthly
StandOut!
TeamWCHC

83. Our monthly Stand Out winners for April 2023 was the **End of Life Care Team, Specialist Palliative Care** nominated by Jessica Thompson.

84. In nominating the team, Jess shared the following,

“The End of Life Care Team offer a vast array of training and support to Wirral Care Homes and Community Nursing to support them in facilitating high quality end of life care. It can be challenging to teach about a sensitive and highly emotive subject, however the team constantly receives exceptional feedback about how they deliver the training with such compassion and care.

Below is just some of the feedback received from recent training sessions provided by the team;

- *Many thanks for taking the time to provide this 1:1 session, it was really appreciated given the nature and difficulties pertaining to this. The delivery was outstanding and thoughtful! - Community Nursing Manager*
- *I wanted to take the time to say what a wonderful session you provided on Thursday, the amount of information and reassurance you gave to our residents families’ about the 6 steps process, the support they can expect to receive and the importance of planning was amazing, On a personal level, the compassion understanding, and genuine warmth demonstrated throughout was appreciated, your passion for end of life care is evident in how you speak to others about it. - Care Home Manager*
- *I feel more confident and braver to have those difficult conversations when my resident is dying now, thank you for being so kind and supportive, what a lovely team. - Care Home Care Assistant*

The above feedback truly embodies our Trust Values, and the above feedback highlights the team’s passion and expertise, but above all else, it shows their compassion in supporting our staff to deliver end of life care”.

85. Our monthly Stand Out winners for May 2023 were Jen De Ornellas and Kenny Robinson, Adult Social Care nominated by Steve Smith.

86. In nominating Jen and Kenny, Steve said,

“I would like to nominate Service Director Kenny Robinson and Quality Lead for Adult Social Care Jennifer De Ornellas for this monthly stand out.

This is because of their outstanding work, leadership and engagement with Adult Social Care teams leading up to the transfer date back to the local authority. Kenny and Jen have been an amazing support to the whole of adult social care for many years and none more so since the announcement of the contract returning to the council.

I would like to thank them for their continuous help and support not only to me but also the wider Trust. It has at times been very complex linking in with all the different the work streams around estates, IT, HR etc. while providing feedback to Team Managers and staff. Both Kenny and Jen continue to navigate these changes with compassion and professionalism always putting their colleagues and service users first”.

87. Congratulations to the End-of-Life Team, Jen and Kenny for this recognition from colleagues right across the Trust.

Summary of Executive Leadership Team (ELT) business in April and May 2023

88. ELT has continued to receive regular updates on the following:

- A Wirral system sitrep including measures introduced to support discharge from the hospital and address system flow.
- Developments across the national, ICB and Place health and care systems.
- The work of the various UECUP (Urgent & Emergency Care Upgrade Programme) committees and workstreams.
- The transfer of the Adult Social Care contract back to Wirral Council from 1 April 2023.
- Operational plan and debriefs regarding industrial action.

89. During April and May the following were approved by ELT:

- An update to the Trust’s SFIs in relation to procurement items which were exempt from the requirement for an official purchase order.
- A proposal to withdraw from the Wirral Care Record along with other system partners.
- The list of categories for the Team WCHC Awards on 6 October 2023.
- A proposal from Spa Medica to increase the space it occupies at St Catherine’s Health Centre.
- The Informal Board plan for 2023/24 including sessions for Board members to meet with groups of staff to learn more about their roles.
- The addition of objectives for directors in relation to Equality, Diversity & Inclusion and Staff Engagement.

90. Additional items were also presented to ELT for assurance or discussion including:

- Operational updates on the Trust’s Ophthalmology and Cardiology services.
- An action plan to enable the Trust’s complaints process to meet the needs of the Patient Safety Incident Response Framework (PSIRF).
- An overview of the falls predictive risk stratification tool which the Trust had developed in order to maximise use of the data available to provide a holistic view of a person’s risk of falling.
- An update on the actions required following the inspection of Wirral’s services for children and young people with special educational needs and disabilities (SEND).
- An overview of the Trust-led Home First pilot which supported people to be discharged from hospital sooner and receive follow-up care and assessments at home.
- The governance plan to ensure effective management of Patient Led Assessments of the Care Environment (PLACE).
- The draft Quality Account 2022-23 for comment prior to consideration at Quality & Safety Committee.
- An update on the Trust’s agile working plan.



- The arrangements being made by Wirral Council in relation to the Open Golf Championship in Hoylake, including plans to ensure that health and care staff were able to move freely around the area in order to carry out their duties.
- An update on the review of the Trust's Key Performance Indicators.

Conclusion

91. I hope you find this report interesting and helpful, and it provides a clear description of the current priorities and business for the Trust and the key activities underway to address them.

Karen Howell
Chief Executive

Alison Hughes
Director of Corporate Affairs

12 June 2023