



Improvement programme update

February 2023

Our improvement programme, led by Mike Murphy, Executive Director for Strategy, Business Development and Governance, has already delivered a huge amount, and we're now pulling together plans for a second phase. This will join up the remaining actions needed from the CQC recommendations and other improvement projects that are part of our wider strategy.

Sexual safety charter launched

We are working hard to make sure everyone in SCAS feels supported and safe. Sexual safety is an important part of that. Working with colleagues across the Trust we've developed a new charter. In SCAS we pledge to:

- Never tolerate, ignore or excuse harmful sexual language, behaviour and attitudes
- Do everything we can to make sure people are heard, believed and feel safe
- Take clear and prompt action about any sexual harassment, violence, or intimidation

The charter was launch as part of *Sexual Abuse and Sexual Violence Awareness Week* (6-12 Feb).

Improving culture

The sexual safety charter is one part of driving forward cultural improvements to improve patient safety and staff wellbeing. With strengthened teams in several key areas there's lots happening to raise awareness and provide training in several areas, including:

- **Safeguarding**, making sure everyone understands their role in safeguarding patients and colleagues, the benefits of reporting and how to report concerns.
- **Speaking-up**, making sure everyone can voice ideas or concerns with confidence that things will be listened to and followed up.
- **Incident reporting**, we've been making our incident reporting systems easier and showcasing where our new systems have spotted and dealt with issues faster.

Our just and learning culture programme is making sure if there are performance issues or mistakes we support our staff and learn together. Doing so promotes an open and fair culture that is best for patients and staff.

Quality assurance visit

In December 2022, a quality team from our integrated care systems visited SCAS to test some of our improvement work.

The team came to our Otterbourne HQ to speak with members of the patient safety improvement workstream and visited North Harbour ambulance station for an infection prevention and control review.

Feedback has been positive and gives added assurance about our progress. The result has been to reduce some of the additional external scrutiny put in place after our CQC report.

Helen Young, SCAS Chief Nurse and Executive Director for Patient Care and Service Transformation, said: "Having partners in to test what we're doing is essential and it's great that our hard work over the last few months has been recognised."

Some highlights noted by the visiting team include:

- Seeing a demonstration our new online tracking process for medical devices, to manage maintenance schedules and equipment location.
- Our expanding safeguarding team and a new traffic light system for referrals to aid prioritisation and mitigate risk. Good working relationships with ICB safeguarding teams were also noted.
- Increased involvement from operational staff in serious incident reports and action plans to strengthen frontline ownership. Our commitment to a just and learning culture as part of incident investigation.
- Our expanding Freedom to Speak Up team and their good relationship with the executive team. Our move to host the Freedom to Speak up team within Organisation Development was noted as novel and progressive.
- The infection prevention and control station visit confirmed; pigeon infestations had been fully resolved, cleaning processes are in place and all staff knew how to report issues if needed.

The significant evidence presented at two oversight groups and tested by the visit means the ICBs assurance arrangements have been reviewed and reduced. Recommendations from the team are:

- Safeguarding Oversight Group reduces its frequency from fortnightly to monthly.
- Section29A Oversight Group is stood down from January 2023.
- Hampshire and Isle of Wight System Quality Group to review and reduce SCAS oversight arrangements.
- Monthly tri-partite assurance meetings to become the single oversight arrangement for the improvement progress.
- Operational pressures and performance are monitored separately from CQC improvement progress.