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25 September 2014

Steven King

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Ref: FOI 4536 SWI 12D

Dear Mr King

Request under the Freedom of Information Act 2000

Thank you for your request for information received on 7 July 2014, relating to AWP.

I am pleased to confirm that Swindon CCG does hold the following information:

1. I would ask to see all the documents you hold regarding AWP services.

Swindon Quality and Performance Report: Month 3 (30th June 2014)

Indicator	Months			Commentary
	April	May	June	
CQC Compliance	94%	94.1%	93%	<p>Three outcomes have been identified at LDU level as needing particular action. These have either been scoring lower than average on a consistent basis, or have been on a downward trajectory.</p> <p>Actions (Localities)</p> <ul style="list-style-type: none"> • Outcome 2 – action plan implemented. • Outcome 4 – action plan implemented. trajectory. • Outcome 7 – Significant improvement in M3.

Please also find enclosed:

- Ax diagnosis Feb to July 2014
- AWP assurance response to Saville
- AWP benchmarking data – unexpected deaths
- Quality and performance report M1 Swindon
- Scorecard 201404 Swindon

2. May I please see the documents that contain the actual feedback you were given please?

The mental health workshop was an engagement event and not a consultation exercise. The mental health workshop report was completed on the day and was circulated shortly afterwards. The table discussions were written on flip chart paper and these were included in the feedback from the morning and afternoon breakout sessions (pages 10-15 and 25-29 in the workshop report). The information written on the flip charts was fully incorporated into the engagement event report (the flip charts have not been kept)

3. I ask you to provide me with copies of all information you fed back to the CQC as part of that inspection process

The outcomes listed below are the only ones that Swindon CCG were asked to comment on.

CQC Feedback from Swindon CCG April 2014

Outcome 1: Respecting and involving people who use services

People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run.

Swindon Feedback:

Currently showing good evidence of engagement with service users through the local care forum and initiatives run by the service user engagement lead.

Outcome 2: Consent to care and treatment

Before people are given any examination, care, treatment or support, they should be asked if they agree to it.

Swindon Feedback:

Consent to treatment is outlined within the contract for both formal and informal patients. There is methods for collection for patients but this does not feed into the core KPIs which are fed back to commissioners through IQ at present.

Outcome 4: Care and welfare of people who use services

People should get safe and appropriate care that meets their needs and supports their rights.

Swindon Feedback:

Quality outcomes and expectations within Swindon have shown a gradual deterioration and consistent under performance over the 7 months within IQ performance feedback. Commissioners are concerned and if this continues then a rectification plan will be requested. Concerns have been noted in the local performance meetings.

Outcome 5: Meeting nutritional needs

Food and drink should meet people's individual dietary needs.

Swindon Feedback:

No concerns noted at present

Outcome 6: Cooperating with other providers

People should get safe and coordinated care when they move between different services.

Swindon Feedback:

Representation at local forums has not been consistent with AWP more so than other providers locally e.g. the urgent care forum which is of concern to local commissioning

Outcome 7: Safeguarding people who use services from abuse

People should be protected from abuse and staff should respect their human rights.

Swindon Feedback

Local safeguarding numbers have been reported as low by the local authority and this has been discussed with AWP locally. There are mechanisms locally to ensure safeguarding for children is routinely considered with all secondary care referrals into the Recovery team.

Update since submission

AWP have since presented to the Local Safeguarding Adult Board.

Outcome 8: Cleanliness and infection control

People should be cared for in a clean environment and protected from the risk of infection.

Swindon Feedback:

No concerns at present.

Outcome 9: Management of medicines

People should be given the medicines they need when they need them, and in a safe way.

Swindon Feedback:

There has been concern expressed from primary care lead GP for mental health and some surgeries about guidance, regarding medications given on transition from AWP being inadequate. There is also concerns about poly-pharmacy and the need for consolidation of medication regimes for longstanding patients which have been echoed by GPs.

Outcome 10: Safety and suitability of premises

People should be cared for in safe and accessible surroundings that support their health and welfare.

Swindon Feedback:

No concerns at present

Outcome 11: Safety, availability and suitability of equipment

People should be safe from harm from unsafe or unsuitable equipment.

Swindon Feedback:

No concerns at present

Outcome 12: Requirements relating to workers

People should be cared for by staff who are properly qualified and able to do their job.

Swindon Feedback:

Some concerns expressed by the local authority of AWP staff around safeguarding, training has been offered and taken up.

Outcome 13: Staffing

There should be enough members of staff to keep people safe and meet their health and welfare needs.

Swindon Feedback:

Staff changes and structural changes at local level are consistently not communicated to commissioning increasingly over the last year. This has caused some concern over sustainability and skill mixes and the prevalence of risk assessments completed within operational services changes

Update since submission

Detailed discussions via the contract meeting have taken place with assurance that AWP have achieved full establishment in the Intensive Team .

Outcome 14: Supporting workers

Staff should be properly trained and supervised, and have the chance to develop and improve their skills.

Swindon Feedback:

Supervision target has been failed consistently for a year – this is a self-imposed target from AWP and has failed across the majority of localities.

Update since submission

Improved figures now being reported for supervision appraisals

Outcome 16: Assessing and monitoring the quality of service provision

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care.

Swindon Feedback:

There are data anomalies which are not adequately explained within performance meetings e.g. the Intensive teams response to four hour emergency target, a lack of understanding reasons for Delayed transfers of care despite requests from commissioning to have a detailed understanding for the next performance review, splitting down of friends and family testing adequately which are all covered within IQ which are cause for concern and do not advocate confidence in data provided

Update since submission

Improved Friend and Family scores for community and inpatient overall response 16.2%

Outcome 17: Complaints

People should have their complaints listened to and acted on properly.

Swindon Feedback:

Requests for reports on patient's complaints and trends analysis has been requested and has not been given for the last four months

Update since submission

This data is now provided with a focus on learning outcomes requested at contract meetings.

Outcome 21: Records

People's personal records, including medical records, should be accurate and kept safe and confidential.

Swindon Feedback:

Internal records audit as part of the monthly self-assessment has shown Swindon AWP to be compliant with internal targets for the last 6 months consistently – there should not be any anomalies or poor performance

Swindon CCG would like direct feedback of any inspections carried out locally if agreed by the provider and felt appropriate from CQC

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If you remain unhappy with the decision after review you should contact:-

The Information Commissioner's Office
Wycliffe House
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Yours sincerely



Jan Stubbings
Interim Accountable Officer