

## **File note from conference call with SSG 10:00 01/02/19**

**From:** [REDACTED]>

**Sent:** 31 January 2019 15:31

**To:** [REDACTED]

**Subject:** EOE and SSG UKSAS- Rainham Report

**When:** 01 February 2019 10:00-10:30 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

**Where:** 03306060194 Code: 488492#

EEAST –

[REDACTED]

Tracy Nicholls

Tom Davis

[REDACTED]

[REDACTED]

SSG –

Update with CQC and report. Just given update to [REDACTED]

Rainham inspection – ready to be published Monday next week, cover off report . Report reflects Fareham report however Rainham not in special measures due to timing of inspection.

Actions have been reviewed must/should.

Rainham – Meds storage much more suitable and policies and procedures not fully embedded still on paper expecting electronic tracking system by end of Feb complete tracking from pharmacy to patient.

Continue audit CD's, PGD's has been mentioned a lot of work done, now have SSG approved for use in [REDACTED] developed PGDS going through approval at EEAST???? Where???

Need to have a conversation around audit for PGD's outside of this call as you hold the PCR's ???

MHRA alerts – more capacity around these so that they are not missed.

New system in place to monitor meds temperature storage.

Incidents – rolling out electronic process to track trends and detail time of day frequent people named within them, piece of software being introduced. Need to close the Loop with EESAT to make sure they are aligned.

Need more assurance of information going overseas to the board is more accurate minutes not previously taken, now more detailed.

Director of governance needed more training in statutory requirements. New statutory appointments need to be made.

## **File note from conference call with SSG 10:00 01/02/19**

Discharge of DoC again highlighted as poor, now have a robust policy for statutory notifications.

Staff records and accuracy of recording DBS, stat, mandatory training files. Also didn't feel assured staff numbers were required at each grade to match contracts, workforce plan.

Audit – increasing roll out of IPC audits, need to chat outside of this call we need to be stronger specifically around PCR's as we need access.

HR – not assured, pinned staff roles, scopes of practice and appraisals, we use self-employed so not give them appraisals

Now put together change programme board, how do we come out of special measures. Fortnightly updates we need a single point of contact at EEAST perhaps to go to weekly updates.

EEAST – we need to understand and review the report that is sent to [REDACTED] and review the CQC report and come back early next week.

There are no surprises from the report.

Plans to support [REDACTED] to support companies like SSG and how we can support external partners in the next couple of weeks.

[REDACTED] joined SSG on Monday of this week.

SSG have been speaking with customers and its down to EEAST to send to our CCG's. [REDACTED] to action.