

From: [REDACTED]
Sent: 11 February 2019 11:56
To: [REDACTED]
Subject: CQC Update

Dear all

We thought it important to update you following our meeting with CQC on Thursday 7th February.

It went well, and the overall feedback was one of positivity in the progress we have made to date, with the joint understanding improvements must continue in order to fulfil the company's objectives of providing safe and excellent clinical care to the patients we serve, delivered by a workforce who are proud ambassadors of the company.

[REDACTED] (Non Executive Director to the SSG Board) provided an overview of the company and how it has come a long way since inception. This was helpful to the CQC and it was agreed how well the company has progressed in a relatively short timeframe. It was agreed the pace of change must continue and the CQC have a sole focus of ensuring organisations provide compliant quality of care to patients at the time of delivery.

We continued with the agenda covering how we have set up a Critical Change Programme, its governance arrangements, the team, what has been delivered to date, how we are engaging our customers and staff and what's next on the agenda of change. I won't go into detail about progress reported against plan in this email update - please see the Stakeholder Communications sent to you all on Friday 8th February.

We wanted to inform the CQC of our key risks and issues drawing their attention to specific concerns threatening the successful delivery of actions within the Rainham Warning Notice (which as you are all aware we are applying to all our sites, not just Rainham). The deadline for our Warning Notice actions is the 15th February, and the key issue against this timeframe is the lack of training courses available for the Statutory Appointments which we have vacant. We reported that individuals have been booked on the courses in February, March and beginning of April, however little indication was given as to whether this was acceptable. The more general risk around staff being overwhelmed with the amount of change/level of absorption and pace of change, was accepted without comment as was the possible minimal delay in formally agreeing the new Corporate Structure given it was more sensible to wait for [REDACTED] to be in post for input and ownership.

The meeting ended with agreement that an extension to the Fareham PIR would be considered (and later confirmed) in order to enable SSG to continue progress against the Warning Notice. It was also advised CQC would be sending requests to meet with the Board in due course, which was welcomed by SSG.

I hope this update is helpful. Any questions please call or email [REDACTED]

Many thanks
SSG - Critical Change Programme

Contact details
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