



**Minute of Dumfries and Galloway
Integration Joint Board Clinical and Care
Governance Committee meeting held on
12th December 2019**

For Approval

Minute of the Dumfries and Galloway Integration Joint Board Clinical & Care Governance Committee meeting held on 12th December 2019 at 1:30pm in Lecture Theatre, Education Centre, DGRI.

Voting Members Present:

Grace Cardozo	(GC)	NHS Voting Member – Chair
Ian Carruthers	(IC)	Local Authority Voting Member

Advisory Members Present:

Lillian Cringles	(LC)	Chief Social Work Officer
------------------	-------------	---------------------------

In Attendance:

Angie Adams	(AA)	Strategic Planning and Commissioning Manager – Women & Children's
Hannah Green	(HG)	PA to COO/CO
Natalie Morel	(NM)	Head of Service Organisational Development and Learning
Stella MacPherson	(SM)	Service User Representative
Linda Owen	(LO)	Strategic Planning and Commissioning Manager
Joan Pollard	(JP)	Associate Director of Allied Health Professionals
Alison Warrick	(AW)	Governance Officer
Alice Wilson	(AWi)	Deputy Director of Nursing

1. APOLOGIES FOR ABSENCE

Apologies were received from Julie White, Eddie Docherty, Ken Donaldson, Caroline Cooksey and Jane Maitland.

2. DECLARATIONS OF INTEREST

Discussions took place regarding the Vice Chair position. AW will discuss with Elaine Murray to discuss this further. Once the position has been established, the terms of reference will be updated to reflect this.

3. MINUTES OF THE PREVIOUS MEETINGS 15th August 2019

The minutes from the 15th August 2019 have been approved; however the 2nd May notes still require approval and will be brought back to the February meeting for approval.

4. AGREED ACTIONS FROM THE PREVIOUS MEETING & ROLLING AGENDA MATRIX

It was decided to add in to the rolling agenda matrix what outcomes will be discussed at each meeting.

5. DAY SERVICES REVIEW

This paper was approved at the IJB last Friday; however an action is that AW and LO will work on a direction.

LO provided an overview of the paper for those not present at the IJB, and advised that this paper was originally planned for the IJB Clinical and Care Governance Committee meeting scheduled in November, however due to the date being rescheduled, the December IJB then took place first.

IC praised LO for her effort regarding this piece of work and suggested that it would be useful for the committee to have sight of the balanced scorecard, which looks at a range of indicators.

A decision was made that this review will be reported on annually to this committee.

6. DUTY OF CANDOUR UPDATE REPORT

The organisational Duty of Candour (DoC) provision came into effect on the 1st April 2018. This created a legal requirement on health and social care organisations to:

- Inform people (or their carers/families) when they have been harmed as a result of the care or treatment they have received

- To offer an apology
- Invite them to participate and be informed by a review
- Offer an appropriate remedy or support to put matters right(if possible)
- And explain fully to the patient (or, where appropriate, the patient's advocate carer or family) the short and long term effect of what has happened.

LC advised that for the Council, this is a new process as previously there have not been any service users that would fit into the 'Duty of Candour' category. Council policies are in place, staff have been appropriately trained, and are aware of the responsibilities within this provision. In future, there will be more data available to report on, but as this is the first year, not a lot of information is available to create a report.

AWi advised that this policy provides clarity, and is clearer to describe to families and individuals. An importance should be placed on the significance of early communication. If at any point the Patient Safety Group suspects a potential significant adverse event, this should be communicated to the family at the earliest opportunity. This reflects good communication, and each circumstance provides a learning summary which may aid future incidents.

IC queried what the benefits are of communicating early with families, if there is a potential significant adverse event. LC informed the committee that in situations when things have went wrong, historically communication is always investigated first, and that poor communication leads to the speculation that professionals are not being fully honest.

Early and clear communication helps to build relationships with services users, and provides evidence that the Board are communicating aptly with patients and their families.

AWi will provide data of how many people are accessing the online module and how many are aware of the regulations and procedures.

Committee Members:

- **Discussed and noted the Duty of Candour Report, this combines information from the NHS Duty of Candour Annual Report 2018-2019, Appendix 1 and to note the progress within Social Work on the implementation of Duty of Candour regulations, as set out in the Social Work Duty of Candour Report 2018-2019, Appendix 2.**

7. CARERS REPORT

This is a summary of the work undertaken in Dumfries and Galloway in relation to National Health and Wellbeing Outcome 6.

LO advised that the Carers (Scotland) Act 2016 came into effect this year, with the key issues being re-commissioning of carer support services and short breaks for carers.

GC advised that a 'Red Amber Green' system stating performance would be beneficial within the action plan (appendix 3).

Under point 4.15 (Strategic Commissioning Intentions), it was decided for this Committee to help action this point.

The committee queried how we can be more involved within the Carer Positive Scheme? LO will look into this further.

Committee Members:

- **Discussed the content of this paper**

8. WORKING WELL PROGRAMME UPDATE

This report provides an update to the Clinical and Care Governance Committee in relation to the work of the Working Well Partnership Steering Group, for discussion and noting.

NM highlighted that the aim of the report was to refocus on staff health and wellbeing, rather than the traditional approach taken for absence and attendance management.

One initiative has been the implementation of staff having breakfast sessions, where issues can be discussed with senior managers.

The focus this year has been to build safer spaces within work environments. There is a future proposal, which will explore different age groups, to differentiate which group have the most members of staff off sick.

NM will contact both Norma Austin Hart and Jim Gatherum, to seek advice regarding including the Third and Independent sector into this Programme.

Committee Members:

- **Discussed and noted the progress of the Working Well programme, as outlined in the Steering Group's first Annual**

Report, which was published in June 2019 (appended) in support of outcomes 6 and 8.

- Noted the continuing progress and focus of the Working Well Steering Group, as evidenced by Data Analysis Report (appended) and the 2019 – 21 work plan currently under development in support of outcomes 6 and 8.
- Noted the NHS achievement of the Carer Positive Established Status Award in 2019, and the Councils prior achievement and maintenance of the Carer Positive Exemplar Award status in support of outcome 6.

9. CULTURE UPDATE

NM provided a verbal update and provided an overview of organisation culture. 1800 members of staff recently took part in a questionnaire survey regarding culture.

An Organisational Development Action Plan update will be presented at the IJB Performance and Finance Committee. Discussion took place to consider that this specific piece of work should also be discussed at the Integration Partnership Forum.

10. IMATTER UPDATE

NM provided a verbal update and advised that imatter is the new staff survey which captures staffs attitude, values etc.

285 teams across the Partnership took part in this survey, which was then evaluated by the University of Strathclyde.

The consensus is that members of staff are feeling more valued, as the outcome of the survey is that an action plan is being devised, based on the information that was submitted.

A proposal is to be made to the Chair and Vice Chair of the IJB, for the members to complete an imatter questionnaire as a team.

11. AOCB

Nothing to note

12. Date of next meeting

The next meeting will be held on the 13th February 2020 at 2:00pm, Venue TBC