

Overview and Scrutiny Board Comments on Draft Quality Account for 2020/21 for Torbay and South Devon NHS Foundation Trust

The Board considered the draft Quality Account for 2020/21 for Torbay and South Devon NHS Foundation Trust which was before Members for them to provide their feedback for inclusion in the final Quality Account report for 2020/21. The Board was required to respond by 10 June 2021.

Resolved:

That the following feedback be provided on behalf of the Overview and Scrutiny Board in respect of the Torbay and South Devon NHS Foundation Trust's Draft Quality Account for 2020/2021:

The Board acknowledges the commitment of staff and engagement with partners and the community to support local people throughout the global Covid-19 pandemic and the personal impact that this has had upon everyone supporting people through these difficult times, many of whom have suffered personal loss themselves.

The Board recognises the improvements highlighted in respect of certain elements of practice and care; strengthened and enhanced emergency care pathways and work towards improvements in infrastructure and supports the proposed focus on recovery of staff and restoration and recovery of services for 2021/22.

However, the Board sought assurance that relevant action would be taken to:

1. improve the performance of the stroke unit;
2. provide greater assurance that appropriate support was being put in place to support ongoing staff welfare;
3. ensure that the operational ratio of staff to patients is sufficient, in light of current working practices;
4. ensure that staff receive relevant in person training, wherever possible, to enable them to be kept up to date with current working practices and processes;
5. provide greater assurance as to how the Mental Capacity Act 2007 is being embedded into daily practices, including understanding and awareness of issues surrounding people with a learning disability;
6. provide greater assurance that feedback from patients who have been discharged from hospital is being taken into account and that appropriate community support is being secured to support people leaving hospital to ensure that they are safe and cared for;
7. address the number of medicine incidents and the number of bullying, harassment or abuse incidents towards staff;
8. address the standards not being met for Standard 2 – emergency admission seen by a suitable consultant within 14 hours of admission;

9. address the standard not being met for Standard 8 – high dependency patients seen twice daily and other patients once daily by a suitable consultant;
10. reduce waiting times for referral to treatment; and
11. increase feedback and engagement with inpatients.

The Board would welcome a written response to the above points.

Deborah Kelly, Torbay and South Devon NHS Foundation Trust will be providing an update to these recommendations at the meeting.

Appendix 1 Draft Quality Account 2020/21