

WMQRS BULLETIN – SEPTEMBER 2011

Please circulate this Briefing to anyone with an interest in the work of WMQRS within your organisation. For further information on any item in this Bulletin please go to the WMQRS website

<http://www.wmqi.westmidlands.nhs.uk/wmqrs/publications>.

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URGENT CARE, CRITICAL CARE, STROKE (ACUTE PHASE) & TIA, AND VASCULAR SERVICES

Overview Reports for each pathway, which summarise findings across the West Midlands, have been sent to all health economies and will be available on the WMQRS website after the September SHA meeting. Evaluation of the 2010 programme has also been completed – thanks to everyone who returned evaluation forms. The Evaluation Report will be considered by the WMQRS Board in September and will then be distributed. The 2010 review programme will then be finished!

If anyone has used the tool for cross-referencing WMQRS Quality Standards with CQC Essential Standards, could you please let us know? Work on revising the Urgent Care Quality Standards has started – more news of this in future bulletins.

MENTAL HEALTH SERVICES, HEALTH SERVICES FOR PEOPLE WITH LEARNING DISABILITIES, DEMENTIA SERVICES AND CARE OF VULNERABLE ADULTS IN ACUTE HOSPITALS

Visits to Dudley and Walsall, Coventry and Warwickshire, and Birmingham and Solihull have now taken place. Many thanks to all the service users, carers and staff who took part in these visits – either being reviewed or as reviewers.

For those parts of the West Midlands which have not yet been reviewed:

- Please always remember the reason why these services are being reviewed and the expected benefits of the review programme:

- People with mental health problems, learning disabilities, dementia, vulnerable adults in acute hospitals and their families and carers will know more about the services they can expect.
 - Commissioners will have better service specifications.
 - Service providers and commissioners will work together to improve service quality
 - Quality review visits will give an independent view of service quality.
 - Reviewers will learn from taking part in review visits.
 - Good practice will be shared.
 - Service providers and commissioners will have better information to give to the Care Quality Commission and Monitor.
- **Please** read Appendix 3 of the Review Process paper (available on the WMQRS website <http://www.wmqi.westmidlands.nhs.uk/wmQRS/publications>) which gives guidance on presentation of evidence. Reviewers do not need to see some written evidence but you do not need to spend days preparing this. In particular, Trust-wide policies do **not** need to be copied in the evidence folders for each service. One or two copies for the review team, or access to the Trust intranet, is all we need.
 - WMQRS would be happy to run a short session in each health economy for the leads from each service who are preparing for the visit. Please contact the WMQRS office as soon as possible (0121 507 2891) if you would like a session of this sort.
 - **Reviewers – we are relying on you!** Some reviewers have cancelled at short notice. We realise this is sometimes unavoidable but cancellations at short notice make it very difficult to build a full review team with appropriate specialist expertise. If you have to cancel, please try to find someone who can replace you on the team.
 - Guidance on interpretation of the Quality Standards is now available and is included in this bulletin. This will be updated as Steering Groups make further decisions on interpretation.
 - John Levy has unfortunately had to return to New Zealand at short notice on compassionate leave. During September, queries about the 2011 review programme should be directed to Sarah Broomhead (sarahbroomhead@nhs.net 07976 499580) or Elaine Woodward (ewoodward@nhs.net 07906 066914).

2012 REVIEW PROGRAMME – CARE OF PEOPLE WITH LONG-TERM CONDITIONS

West Midlands NHS Chief Executives have agreed that Care of People with Long-Term Conditions will be reviewed in 2012. Two meetings are planned to scope this review programme and start developing Quality Standards:

2012 Review Programme Workshop: 30th September 2011 – 10 am – 4pm – Banks’s Stadium, Walsall

There will also be a follow on event: 21st October 2011 9am – 12:30 – Arden Hotel, Solihull

To book a place on these workshops, please contact: Patricia James - 0121 507 2892 or e mail patricia.james1@nhs.net

2013 REVIEW PROGRAMME

West Midlands NHS Chief Executives have also agreed that Urgent Care and Care of Critically Ill Children should be re-reviewed in 2013. More work will take place on scoping this review in detail.

2011 PROGRAMME – INTERPRETATION ADVICE

Mental Health Services Quality Standards – Interpretation Queries		
QS	Short Title	Interpretation
GA 502	Clinical guidelines	This QS can only be met if NICE guidance has been localised to reflect local circumstances.
GA-503	Referral Guidelines - Psychological Therapies	GA-503 cannot be met if GP-602 is not met.
GA-504	Referral Guidelines – Specialist Mental Health Services	Where there is a single point of entry service then referral guidelines should be in place to this service. A single point of entry service can meet GZ-603 and GA 504.
GA-701	Practice Register	Compliance can be determined from GZ-704 (b).
GP 103	Care Package information	Reviewers should see care plans. Discretion can be exercised for minor variations from the QS.
GP-703	Comparison with Other Services	N/A if the service has been running for less than one year.
GN-103	Care Plan	Can be met if Care Cluster part of QS is NOT met.
GN-202	Staffing Levels	Reviews have not been strict on the requirement for the methodology on which the competence framework and staffing levels are based. Some level of reviewer discretion is therefore needed on skill mix. (If a strict interpretation of the demonstration of compliance is taken then this QS would very rarely be met.)
GN-303	Residential and Day Opportunities	N/A to Single Point of Entry Services
GN-406	IT System	Can be met if IT system is NOT capable of electronic communication with the service user's GP and with Local Authority IT systems
GN-503	Clinical Guidelines (detail)	Section f is not applicable to EI services.
GN-605	Mental Health Promotion Programme	The QS is applicable to in-patient services but can be met through Trust-wide mechanisms rather than compliance by individual wards.
GN-606	Primary Care Liaison	The QS is applicable to in-patient services but can be met through Trust-wide mechanisms rather than compliance by individual wards.
GN-699	Primary Care Training and Development	The QS is applicable to in-patient services but can be met through Trust-wide mechanisms rather than compliance by individual wards.
GN-702	Data Collection	Cannot be met unless GN-502 is met.
GN-798	Review and Learning	Evidence of review and learning at an individual team /service level is needed for compliance with the QS.
GZ-601	Mental Health Commissioning	If liaison services are provided by, for example, a discharge liaison team then the QS can be met but a comment about commissioning of the service should be added.

Vulnerable Adults in Acute Hospitals – Interpretation Queries		
QS	Short Title	Interpretation
MC-501	Identification and Care of Vulnerable Adults:	If advanced care planning is not in place across the health economy then the QS can still be met if guidelines cover what is expected.
MC-798	Review and Learning	Analysis should include whether the person was assessed as being particularly vulnerable
MM-501	Identification and care of vulnerable adults	This QS can be met if MC-501 is not met but staff can articulate the process for all the areas detailed in MC-501. If arrangements for sharing advance care plans are not in place then staff should have enquired if there have been any discussions with the patient.
MM-503	Clinical Guidelines: b fluid and electrolytes	Reviewers to use judgement as to whether policies and guidance covering 'b' is in place. These may be located in a variety of places (eg junior doctor handbook, nutrition policy, specific guidelines).
MM-504	Restraint and Sedation	MM504 cannot be met if MC-504 is not met
MM-505	Missing Patients	QS can be met if there is no policy but staff can articulate the local process
MM-593	Discharge Policy	This QS cannot be met if MC 593 is not met.
MM-597	Information Sharing Agreement	This QS cannot be met if MC 597 is not met.

Dementia Services Quality Standards – Interpretation Queries		
QS	Short Title	Interpretation
KN-204	Crisis Advice Available 24/7	National help-lines (eg Solace or Alzheimer's Society) do not fulfil the requirements of the QS.
KN-303	Support Services	Reviewer discretion on compliance is needed when access times are variable.
KN-503	Referral Guidelines	QS should have been worded: Access to the following services should be available: Demonstration of compliance should have been: Discussion with staff. This interpretation will be taken in future.