





**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust


COUNCIL OF GOVERNORS GENERAL
MEETING




COUNCIL OF GOVERNORS GENERAL MEETING

 13 July 2023

 14:00 GMT+1 Europe/London

 Trust Board Room and via Teams




AGENDA

1. Agenda	1
0.0 COG General meeting 13 July 2023 Final Draft.pdf	2
1.1 Welcome and Apologies for Absence	5
2. Declaration of Interest	6
3. Minutes of previous meeting held 11 May 2023.....	7
3. FINAL Draft Minutes CoG 11 May 2023.pdf	8
4. Action Log and Matters Arising	17
4. COG Action Log COG 13.07.23.pdf	18
5. Chairs update	19
6. Chief Executive update	20
7. Nomination Committee Report - recommendation of the Chairs Appointment for approval.....	21
8. Governors service visit feedback	22
8. GOVERNORS service visit feedback form Shoredrift FINAL DRAFT.pdf	23
8. GOVERNORS service visit feedback form Gateshead East and West CMHT.pdf	25
9. Governors Questions	27
10. Governors Feedback - Quality and Performance Board Sub-Committee.....	28
11. Governors Feedback - Audit Committee Board Sub-Committee.....	29
12. Governors Feedback - Resource and Business Assurance Board Sub-Committee	30
13. Governors Feedback - Mental Health Legislation Board Sub-Committee.....	31
14. Governors Feedback - Provider Collaborative Board Sub-Committee.....	32
15. Governors Feedback - People Board Sub-Committee	33
16. Governors Feedback - Charitable Funds Board Sub-Committee.....	34
17. Governors Feedback - Nomination Committee.....	35
18. Governors Feedback - Governors Quality Group	36
19. Governors Feedback - Governors' Steering Group	37
20. Governors Feedback - NHS Providers Governors Advisory Committee.....	38
21. Other feedback from Governor meetings and events.....	39
22. Board Minutes for Information.....	40
23. Any Other Business	41
24. KEY ITEMS FOR DISCUSSION	42
24.1 Staff Survey Results	43
24.2 International Recruitment update.....	44


25. Date and Time of Next Meeting 45

1. AGENDA

 Ken Jarrold, Chair

REFERENCES

Only PDFs are attached

 0.0 COG General meeting 13 July 2023 Final Draft.pdf

Council of Governors General Meeting Agenda


Council of Governors General Meeting Venue: Trust Board Room People will also be able to join via Microsoft Teams	Date: Thursday 13th July 2023 Time: 14:00pm – 16:00pm
--	---

Agenda Item	Owner	
1	Welcome and Apologies for Absence	Ken Jarrold, Chair verbal
2	Declaration of interest	Ken Jarrold, Chair verbal
3	Minutes of the meeting held – 11 May 2023	Ken Jarrold, Chair Enc
4	Matters arising and action log	Ken Jarrold, Chair Enc
5	Chairs update	Ken Jarrold, Chair verbal
6	Chief Executive update	James Duncan, Chief Executive Verbal
7	Nomination Committee report – recommendation on the Chairs Appointment for approval This report will be circulated 'in confidence' separately via email.	Anne Carlile, Lead Governor and David Arthur, Senior Independent Director Enc
8	Governor service visit feedback	Ken Jarrold, Chair Enc
9	Governors' questions	Ken Jarrold, Chair verbal
Governor feedback		
10	Quality and Performance sub-committee	Anne Carlile and Jane Noble verbal


11	Audit Committee sub-committee	Maria Hall and Jamie Rickelton	verbal
12	Resource and Business Assurance sub-committee	TBC and Tom Rebar	verbal
13	Mental Health Legislation sub-committee	Fiona Grant and Julia Clifford	verbal
14	Provider Collaborative sub-committee	Fiona Regan and Ian Palmer	Verbal
15	People sub-committee	Anne Carlile and Danny Cain	verbal
16	Charitable Funds Corporate Trustee sub-committee	Fiona Grant and Emma Silver-Price	Verbal
17	Governors Nomination Committee	Ken Jarrold and Anne Carlile, Co Chairs	verbal
18	Governors Quality Group	Anne Carlile, Chair	verbal
19	Governors Steering Group	Ken Jarrold, Chair	verbal
20	NHS Provider's Governor Advisory Committee	Anne Carlile	verbal
21	Feedback from Governor's meetings and events	All Governors	verbal
22	Board of Directors minutes for information	Ken Jarrold, Chair	verbal
23	Any Other Business	Ken Jarrold, Chair	verbal
Key Issue for Discussion			
Staff Survey results		Claire Vasey, Head of Workforce and OD / Kim Carter, Workforce and OD Manager	verbal

International Recruitment update	Anne-Marie Lamb, International Recruitment Matron	Pres
Date and Time of Next Meeting Thursday 14 th September 2023– 2:00pm – 4:00pm		


1.1 WELCOME AND APOLOGIES FOR ABSENCE

 Ken Jarrold, Chair

2. DECLARATION OF INTEREST


 Ken Jarrold, Chair

3. MINUTES OF PREVIOUS MEETING HELD 11 MAY 2023

 Ken Jarrold, Chair

REFERENCES

Only PDFs are attached

 3. FINAL Draft Minutes CoG 11 May 2023.pdf

**Draft Minutes of the Council of Governors hybrid
Meeting held in public
Thursday 11th May 2023 from 2pm – 4pm
Trust Board Room and via Microsoft Teams**

Present:

Ken Jarrold	Chair of the Council of Governors and Board of Directors
Evelyn Bitcon	Public Governor Cumbria
Victoria Bullerwell	Staff Governor Non-Clinical
Danny Cain	Staff Governor Non-Clinical (Online)
Anne Carlile	Lead Governor/Carer Governor Older People's Services
Cllr Lara Ellis	Appointed Governor Newcastle City Council (Online)
Prof Yitka Graham	Appointed Governor Sunderland University (Online)
Fiona Grant	Service User Governor Adult Services (Online)
Jessica Juchau-Scott	Carer Governor Older Peoples Services (Online)
Mary Laver	Public Governor North Tyneside
Thomas Lewis	Staff Governor Medical (Online)
Jodine Milne-Reader	Public Governor Sunderland (Online)
Annie Murphy	Appointed Governor CVS (Online)
Tom Rebar	Service User Governor Adult Services (Online)
Fiona Regan	Carer Governor Autism Services
Jamie Rickelton	Public Governor Gateshead (Online)
Prof Jacqui Rodgers	Appointed Governor Newcastle University (Online)
Russell Stronach	Service User Governor Autism Services (Online)

In Attendance:

James Duncan	Chief Executive Officer
Kirsty Allan	Corporate Governance Manager
Darren Best	Vice-Chair/Non-Executive Director (Online)
Ramona Duguid	Chief Operating Officer (Online)
Brendan Hill	Senior Independent Director/Non-Executive Director (Online)
Rajesh Nadkarni	Deputy Chief Executive/Executive Medical Director (Online)
Bev Reynarn	Personal Assistant/Carer for Mary Laver
Sarah Rushbrooke	Executive Director of Nursing, Therapies and Quality Assurance
Kevin Scollay	Executive Director of Finance
Lynne Shaw	Executive Director of Workforce and Organisational Development
Sam Volpe	Health Reporter Chronicle Live
Jack Wilson	Corporate Engagement Assistant

1. Welcome and apologies for absence

Ken Jarrold welcomed everyone to the meeting, Apologies for absence were received from:

David Arthur	Non-Executive Director
Paula Breen	Non-Executive Director
Debbie Henderson	Director of Communications and Corporate Affairs
Claire Keys	Staff Governor Clinical
Louise Nelson	Non-Executive Director

Jane Noble	Carer Governor Adult Services
Ian Palmer	Public Governor South Tyneside
Cllr Wendy Pattison	Appointed Governor Northumberland County Council
Michael Robinson	Non-Executive Director
Emma Silver Price	Staff Governor Non-Clinical

2. Declaration of Interest

There no were declarations of interest to note.

3. Minutes for approval

The minutes of the meeting held on 9th March 2023 were considered.

Approved:

- **The minutes of the meeting held on 9th March 2023 were agreed as an accurate record.**

4. Matters arising not included on the agenda and Action Log

There were no matters arising.

Business Items

5. Chair's Update

Ken Jarrold referred to the challenges the NHS and Trust are facing noting that Board discussions continue to take place to explore the challenges and pressures ahead. Ken reassured the Council that the Board will do all they can to continue to deliver high quality services while having important obligations to meet in terms of financial performance. Ken referred to the launch of the NHS England delivery and continuous improvements review, a single shared 'NHS improvement approach' with an expectation that all NHS providers, working in partnership with their Integrated Care Boards (ICBs) will embed a quality improvement method aligned with the improvement approach to support increased productivity and enable improved health outcomes.

Ken provided an update on the process to appoint his successor which is being led by the Anne Carlile, Lead Governor and David Arthur, Non-Executive Director/ Senior Independent Director. As part of the recruitment process there will be a Governors focus group and a final recommendation will be made regarding the appointment to the Governors General Meeting in July for approval.

Resolved

- **The Council of Governors received the Chairs update.**

6. Chief Executive's Update

James Duncan referred to the challenges faced in the financial planning round this year for the Trust, the Integrated Care System (ICS) and the wider NHS. He commented on how the NHS had been working differently for the past 2-3 years due to the pandemic however the NHS must now move back to pre-pandemic working. This is not matched by the funding available, and James noted that there will be some difficult decisions needed to improve financial sustainability and meet the requirements of 2023-24 planning. The National Plans have been substantially agreed and are due to be submitted to NHS England (NHSE) in May. James

noted that Sir David Sloman has announced his decision to step down as the Chief Operating Officer for NHS England. Jim Mackey, Chief Executive of Northumbria Healthcare NHS Foundation Trust has been chosen to fill the role on an interim basis until the successor is appointed.

James provided an update on the industrial action and the NHS pay offer. The NHS Staff Council have accepted the pay offer made by the government for Agenda for Change staff in England on 2nd May 2023 with eligible staff expecting to receive additional one-off 2022/23 payments and the new 2023/24 pay rates as part of their pay in June 2023. Two Unions, RCN, and Unite Members have chosen not to accept the deal and currently there are national ballots taking place in regard to the commencement of further industrial action. These results will be announced in due course.

James referred to the national framework and operational guidance for autism assessment services and said this would be reflected in the plans to deliver the commitments in the Trust strategy.

James provided an update following the Carers Conference that took place during April and gave special thanks to Margaret Adams, Chair of the Service User and Carer Reference Group, for her leading role in making the conference a success.

James noted the first Cultural Celebration Event took place at Rose Lodge and plans were in place for future events.

The NHS Providers Annual Governor Focus Conference and exhibition is taking place on the 23 May 2023 in London. The Trust have been selected to showcase its work with Governors. The showcase will share the story of Jack Wilson. Jack was a service user who became a Governor for children and young people's services. Jack was then successful in securing an apprenticeship with the Trust which has further progressed into full-time employment as part of the Corporate Affairs Team.

James confirmed that the new Northgate Sycamore Unit is due to be completed in June and to be opened in July. All Governors and Non-Executive Directors have been invited to attend a site visit which have been promoted through the weekly Governor bulletins.

Resolved

- **The Council of Governors received the Chief Executive's update**

7. Deputy Lead Governor appointment (for approval)

Ken Jarrold introduced the paper which sought approval from the Council of Governors for the appointment of Tom Rebar as Deputy Lead Governor.

Approved

- **The Council of Governors approved the appointment of Tom Rebar as Deputy Lead Governor**

8. Changes to the Council of Governors (for approval)

Ken Jarrold confirmed three new appointments to the Council of Governors. Russell Bowman as the second highest vote in the previous elections has taken over from Caleb Carter West as

the Service User Neuro Disability Services Governor. There have also been expressions of interest in becoming Shadow Governors received from Shannon Fairhurst for the Children and Young People's Carer Governor post and Rosie Lawrence for the Learning Disability Services Carer Governor post. Shannon and Rosie will represent the Council in shadow form until the October Elections.

Ken confirmed we are still awaiting nominations for Cumberland Council, Cumbria University and North and South Tyneside Council for appointed Governor representation.

Mary Laver questioned if Governors could have a site tour of St Nicholas to understand the services on the site. It was also requested that a Hearing Loop is sourced for future meetings.

Approved

- **The Council of Governors approved the appointment of**
 - **Russell Bowman as Service User Governor for Neuro Disability Services**
 - **Shannon Fairhurst as shadow Carer Governor for Children and Young People's services**
 - **Rosie Lawrence as shadow Carer Governor for the Learning Disability Services**

Action

- **Hearing loop to be sourced for future meetings**
- **Explore arrangements for a tour of St Nicholas Hospital site**

9. Governor Representatives on sub-committees and groups

Ken Jarrold referred to Governor representation on Board Sub-Committees and for asked any Governor, who wishes to be part of a sub-committee which has a vacant governor seat, to contact the Corporate Affairs Team.

10. Governor Service Visit Feedback

Anne Carlile provided feedback from a recent visit to the Forensic Community Mental Health Team (CMHT), commenting that it was a very good visit. The staff were very enthusiastic and great conversations were had with staff.

Anne provided an update on the findings from the visit including when a patient is discharged, their continuity of care is very important but unfortunately, this is not a one size fits all approach in terms of supporting people in their communities. It was recognised that every individual has different needs and securing a safe and supportive place to go for their continued recovery was very important. Fiona Regan provided an example of her personal experience with her son when transitioning between services.

Ken agreed that despite the many challenges and pressures, the enthusiasm and positivity can still be seen within many services throughout the Trust.

Brendan Hill referred to the good work being undertaken between Every Turn Mental Health and the Trust and as it was reference in the service visit report, he queried what role the Richmond Fellowship has with the team. Anne explained their role is to provide housing support for service users to move into following discharge from an inpatient facility. James made reference to Fiona Regan's personal experience regarding the approach taken for those service users with more complex needs and advised that although the Trust works well with

other providers, it often does not work as well across all discharge planning teams who are exploring other options and partnerships with housing providers and community organisations.

Anne highlighted the success of one of the patients who gained a full-time position within ReCoCo Recovery College after being in the service for many years and suggested that it be considered as a patient/staff story at a future Public Board Meeting.

11. Governor Questions

There were no questions to note.

Governor Feedback

12. Feedback from Quality and Performance Committee

Darren Best provided an update on the committee as Anne Carlile was unable to attend and welcomed Jane Noble as a new Governor Representative on the committee. The main discussions focused on streamlining the Integrated Performance Framework. The committee received the third report led by Ramona Duguid, Chief Operating Officer, on waiting times. This has been highlighted as a particular area of focus for the Committee due to the increase in waiting times. Darren highlighted the conversations which had commenced at system-level with the NENC ICB and the third sector to help address the pressure on waiting lists.

The committee had a quality focus session from Simon Douglas on NICE guidance and Darren confirmed that the Committee was very assured around the systems and processes regarding the risks, action plans and implementation at a Trust wide level and the subsequent audit.

13. Feedback from Audit Committee

In the absence of David Arthur, Kevin Scollay provided an update from the last meeting which focused on annual accounting process. The committee heard from the External Auditors regarding their work on the annual audit with the process remaining on track for completion by 29th June.

The committee also received confirmation of the commencement of a review of the Board Assurance Framework following the launch of the new Trust Strategy and the completion of the current governance review in June. An update was provided regarding the cyber and security from the digital programme.

14. Feedback from Resource and Business Assurance Committee (RABAC)

Tom Rebar and Kevin Scollay noted the key items that were discussed included the year-end report and the financial plan for 2023-24.

15. Feedback from Mental Health Legislation Committee

Fiona Grant provided an update following the most recent meeting noting discussions on the CQC Mental Health Act visits to Trust services with one concern relating to late discharges which has been escalated to the NENC ICB. The CQC Steering Group has been re-established. There was also a report which showed an increase in the numbers of staff attending twice weekly training sessions on mental health legislation. There is also discussions ongoing around the provision of training for non-registered staff.

There is still no confirmation from the Government of the introduction of the new Mental Health Act which in turn has delayed the introduction of the new Liberty Protection Safeguards.

16. Feedback from Provider Collaborative Committee

Fiona Regan reported that a discussion took place at the last meeting regarding the connection between other services and parents to ensure family involvement in the care and treatment of the service user.

17. Feedback from People Committee

Anne Carlile and Brendan Hill provided an update noting the presentation from the Freedom to Speak Up Guardians. They provided the committee with some of the themes of concerns raised specifically around the pressure on wards, mental wellbeing, and pressure on staff.

The committee discussed the metrics that are received for assurance purposes with an improvement in quarter 4 in relation to sickness absence and the turnover. However, the longer-term challenge remains regarding the use of agency staff in terms of impact on financial performance and quality of services.

Danny Cain gave special mention to the Staff Psychological Service and spoke of his personal experience with the team.

18. Feedback from Charitable Funds Committee

Fiona Grant provided an update on the development of the first formal strategy of the SHINE Fund which is aligned to the overarching Trust strategy 'With You In Mind'.

A review of the fund application process has been undertaken including the implementation of fund application meetings to strengthen the governance around the charity.

19. Governors Nominations Committee

The Committee is focused on the arrangements for the appointment of the new Chair.

20. Group Update from the Governors Quality Group

Anne Carlile mentioned that as the new Lead Governor she will be taking over as the Chair of the Quality Group following Margaret Adam's departure. She noted the next meeting will take place on Thursday 25 May 2023. It is recommended that all Governors attend as it gives the Council more opportunity to deep dive into certain key issues of focus for the Board and Council of Governors.

21. Update from the Governors Steering Group

Ken Jarrold provided an update from the recent meeting which focused on the results from the recent Governor Survey, and the actions to be considered to further support the Council. This will be the subject of detailed discussion at the June engagement meeting of the Council of Governors. The June meeting will also be piloted as a later start time of 5pm to support those Governors whose feedback highlighted a later time would be beneficial.

22. Update from Governors Governance Group

No meetings had taken place.

23. Update from NHS Providers Governor Advisory Committee

There were no issues to update.

24. Feedback from Governor External Events and Meetings

None to report.

25. Board of Directors meeting minutes (discussion by exception only)

Received for information.

26. Any Other Business

None to note.

Key Issues for discussion

Finance and Planning Update

James Duncan and Kevin Scollay provided a presentation to the Council of Governors about the financial planning for 2023-24 following the Trust's submission to NHSE. It was recognised that it was important that the Council of Governors have a greater understanding and awareness of the plan, the context in which the Trust is operating and our current position financially.

Ken Jarrold emphasised that it is a difficult and challenging time for the Trust but there is a need to ensure that priorities, qualities, and values are still at the heart of developing future plans including the recently developed Trust Strategy.

Annie Murphy queried what NHSE, and system partners were doing to make the Government aware of the impact of the cost-of-living crisis on NHS services and the increase in health inequalities. Annie noted that the NHS cannot solve the issues on its own and there is a need to work within the wider economic systems. James Duncan clarified that we cannot solve the issue of health inequalities however, we can make changes and improvements to reduce them. This is also one of the key priorities for the NENC ICB and Sam Allen, Chief Executive of the ICB raised has this issue nationally around the impact the cost-of-living crisis is having, particularly on the North East. James emphasised that for over 10 years, the economic gap between the South, specifically London and the North East has continued to grow.

Jodine Milne-Reader asked for clarification on the national NHS full time equivalent data which compares the numbers between 2022 and 2019, if the data is in relation to staffing numbers or the financial cost. Kevin Scollay confirmed that the data represented the hours of staffing across the whole of the NHS system. Jodine expanded on her question regarding how there was a bigger increase in Junior Doctors and senior managers and if the figures related to the pandemic. Kevin explained there is no breakdown of what drove the increase but due to it being over the period of the pandemic it is safe to assume that this did have some impact.

Jessica Juchau-Scott asked for clarity on what PbR and MHIS were. Kevin explained that PbR (Payment by Results) is the payment mechanism introduced in 1991 which means Trusts were paid for each unit of activity they provided, for example a knee operation, admittance to A&E. MHIS (Mental Health Investment Standard) is the uplift that the system allocates to mental health services to ensure they receive the same investment as other providers. In response to a further query from Jessica, regarding transfers from NHS providers to private providers, Kevin confirmed the independent sector still uses the tariff system so these procedures would still go ahead. It is only NHS Trusts that are affected by the new system workings and the patient should not be impacted by the change.

Victoria Bullerwell asked for clarification on the staffing figures discussed in relation to the increase in staff for our Trust following the merger with Cumbria and whether these numbers included NTW Solutions or just CNTW staff. James confirmed that these figures relate to staff employed both in CNTW and NTW Solutions.

Ken Jarrold referred to the scale of the challenge based on the 5% saving on the total budget and how the Trust will deliver the plan as previous years have focused on 2% savings. James confirmed that the reality of the budget and plan means the Trust will need to find ways of operating with less people on the ground as a large portion of costs relate to workforce, including agency use. James emphasised that this is not about restricting clinical staff recruitment. Recruitment will continue to ensure that services provided are of the highest possible quality and standard of care.

Annie Murphy questioned if the financial model has taken into account the staff losses, specifically in relation to staff who have left voluntarily and how this impacts the staff retention models and planning. Kevin explained that the forecast shows a higher level of staff at the beginning of the financial year, which then reduces quite quickly. The budget is what is expected to be spent at the beginning of the year. James noted that we have replaced substantive staff at a greater rate than we have lost them over the last 3 years.

Fiona Regan queried the amount of training staff have around autism and use of seclusion rooms following the roll-out of further training across the Trust. James noted that the Trust will be rolling out training to all staff from the Academy with the upcoming dates for staff to access the training.

Tom Rebar asked if the financial plan considers staff subsequently moving up into a new role/banding following completion of training. Kevin confirmed that where someone moves up to a new role this is a funded position that is included as part of the budget. Ken Jarrold noted that talent management and development was an important part of the approach to retention by supporting staff to train and develop to progress in their career pathways within CNTW/NTW Solutions.

Evelyn Bitcon queried if people who have retired from the Trust have a way to come back into the organisation to fill vacancies within the services. She also expressed concern regarding staff who have left the Trust to join agencies due to better working flexibility and pay. Lynne Shaw confirmed that over the last 18 months the Trust has undertaken work to bring staff back into the organisation.

Victoria Bullerwell highlighted the amazing work that the Individual Placement Scheme (IPS) offers to support people with mental health and disabilities back into work.

Annie explained that as the Community and Voluntary Sector (CVS) Governor it would be useful to understand which current CVS organisations the Trust works with in the prevention of crisis to help identify gaps within the services. Ramona noted that the NENC system has undertaken an asset mapping exercise as well as an exercise as part of the Trust's community transformation programme. Ramona suggested that this be shared with the Council as part of a wider update on the work of the Trust's key transformation programmes. It would also be valuable to seek Governors' input on the work of the programmes.

Ramona also noted that an update of the Directory of Services is being undertaken in advance of some fundamental changes as part of the NHS 111 plans in relation to how people access crisis services. This is helping the Trust and CVS partners to consider what the local alternatives for crisis support and prevention are and how we can be more integrated with these services.

Evelyn Bitcon queried if it was possible to work with the new Cumberland Local Authority to get Trust information shared through their regular channels. James confirmed he is meeting with the Chief Executive to discuss how the new system and local authority will work together.

Yitka Graham noted that she is the Head of the Helen McArdle Nursing and Care Research Institute at the University of Sunderland which works closely with the GP Alliance, All Together Better and the Council. They have recently undertaken an evaluation of the warm spaces from service user and managerial perspective. This will be a publicly available document and when published, Yitka will share this with the Council of Governors.


Ken Jarrold thanked those Governors in attendance for their thoughtful and considered discussion on the challenging times faced by the Trust.

27. Date, Time, and venue of the next meetings:

Thursday 13th July 2023, 2pm – 4pm.

Trust Board Room, St Nicholas Hospital and also via Microsoft Teams.


4. ACTION LOG AND MATTERS ARISING

 Ken Jarrold, Chair

No action log

REFERENCES

Only PDFs are attached

 4. COG Action Log COG 13.07.23.pdf

**Council of Governors Meeting
Action Log as at 13th July 2023**

RED ACTIONS – Verbal updates required at the meeting


GREEN ACTIONS – Actions are on track for completion (no requirement for discussion at the meeting)

Date/ Item No.	Agenda item	Action	By Whom	By When	Update/Comments
Actions outstanding					
11.05.2023 (8)	Changes to Council of Governors	Explore arrangements for a tour of St Nicholas Hospital site	Kirsty Allan	July 2023	Verbal update to be provided at the July meeting under action log
09.03.2023 (7)	EDI update	Summary of the EDI activity and involvement within localities to be included in the next EDI update	Lynne Shaw	14 September 2023	On track
Completed actions					
11.05.2023 (8)	Changes to Council of Governors	Hearing loop to be sourced for future meetings	Jack Wilson	Complete	Ordered

5. CHAIRS UPDATE

 Ken Jarrold, Chair

6. CHIEF EXECUTIVE UPDATE

 James Duncan, Chief Executive


7. NOMINATION COMMITTEE REPORT - RECOMMENDATION OF THE CHAIRS

APPOINTMENT FOR APPROVAL

 Anne Carlile, Lead Governor and David Arthur, Senior Independent Director

This report will be circulated 'in confidence' separately via email.

8. GOVERNORS SERVICE VISIT FEEDBACK

 Ken Jarrold, Chair

REFERENCES

Only PDFs are attached



8. GOVERNORS service visit feedback form Shoredrift FINAL DRAFT.pdf



8. GOVERNORS service visit feedback form Gateshead East and West CMHT.pdf

**GOVERNORS
SERVICE VISIT FEEDBACK REPORT**

Date and Time of Planned visit: 30 May 2023

Name of Governor(s) attending visit:
Tom Rebar, Service user Governor, Adult Services / Deputy Lead Governor
Fiona Regan, Carer Governor, Autism Services

Kirsty Allan, Corporate Governance Manager

Service Name:	Shoredrift Ward
Location:	Hopewood Park
CBU:	South Locality
Named contact for visit:	Andy McMinn, Associate Director

Key Highlights of the visit: *(list a maximum of 5-6 bullet points)*

- The ward are currently experiencing over occupancy levels due to high levels of acuity with a 'level load' staffing required across Springrise and Shoredrift as 10/10 and 9 instead of 7/7/5.
- Patients do not always return to the same bed once they have been on leave. Bed management use a rag rating system.
- Staff sickness fluctuates adding to pressure with 2 long term sick.
- Body worn cameras used as well as CCTV throughout.
- Training being rolled out across the Trust for Autism which has a 95% completion rate which has been achieved. Training is being delivered from other services so that staff have a much better understanding of LD and Autism.
- RiO is unable to extract LD/Autism data but there is an alert added to the electronic record.

Any key Challenges or Successes the Board should be made aware of:

- Really good examples provided of cross cover care to patients.
- Out of Areas beds currently a challenge due to bed pressures (11 OAT) patients have been known to be as far away as Plymouth / London.
- Peer Supporters are looking to develop a sensory garden.
- Weekly reflective sessions for staff with psychologist / nightshift coordinator leadership 24/7.
- Smoking on site is a real challenge for the staff and patients.
- Introduced a music group which has seen real benefits for the patients.
- Looking to have a special sensory room however capital investment is required which the Trust is currently looking to resource.
- Increased violence and aggression noted between 11:30 – 12 noon following MDT meetings with the ward reintroducing protective engagement time to spend 1:1 time with patients due to the high level of acuity which has been effective.

Is there a particular staff member or team who should be recognised for their positive contributions?

- A 'Staff Tree' shows the members of staff has been devised which is placed in the main reception as well as throughout the ward.

Please list any follow-up actions from the visit: (e.g. anything the Board or Committee should review)

How would you rate the overall experience of your visit today:

Found the visit very useful to get a better understanding of a ward environment. It would however be beneficial to have the opportunity to speak to other staff on the ward.

Any comments / feedback / suggestions for your next visit:

To visit a female ward for comparison.

**GOVERNORS
SERVICE VISIT FEEDBACK REPORT**

Date and Time of Planned visit: 30 June 2023

**Name of Governors(s) attending visit:
Tom Rebar, Service user Governor, Adult Services / Deputy Lead Governor
Doreen Chananda, Staff Governor Clinical**

**Kirsty Allan, Corporate Governance Manager
Jack Wilson, Corporate Engagement Officer**

Service Name:	Gateshead East and West CMHT
Location:	Dryden Road
CBU:	Central Locality
Named contact for visit:	Melissa Baynes, Community Clinical Manager

Key Highlights of the visit: *(list a maximum of 5-6 bullet points)*

- The team has done a considerable amount of work reducing waiting lists within the services which has led to use of some very useful resources e.g. Everyturn.
- Assessment clinics arranged on adhoc Saturdays which has been beneficial to reducing assessments. Links with many voluntary services is also a huge benefit.
- The management team explained seeing an increase in team morale.
- Staff were concerned for the safety over the new implementation of police not providing welfare checks for services users and this with staff having to do this.
- Staff felt more training is required when working with offenders and mentioned HCR20 training could be beneficial however this is commissioned training but raised in-house professional accredited training could be provided.
- Feedback from a patient and family member was very positive about family therapy.

Any key Challenges or Successes the Board should be made aware of:

- Accommodation is a concern for the team within some areas has not been updated for 20 years and options for other accommodation for both teams are being explored.
- Saturday assessment clinics have been a big success for staff and patients.
- Staff turnover has reduced with three agency staff being recruited into permanent positions. However, there are 6 vacancies (Band 6)
- 6 positive You Said, We Did forms received highlighting patients feeling valued.
- The team have introduced reviewing only urgent emails on a Friday which has had a great impact on the teams work with staff expressing their views, "its little things like this that mean a lot".
- For the team to share some of their ideas they have done to help combat the backlog of waiting lists in other areas of the trust.
- How universities for mental health provide a lack of knowledge that is needed once fully qualified mental health nurses. Meaning they are seeing lots of newly qualified nurses being overwhelmed by the workload leading to sickness.

Is there a particular staff member or team who should be recognised for their positive

contributions?

Substantial amount of appraise to all the hard work the team have done to achieve the waiting list backlog.


Please list any follow-up actions from the visit: (e.g. anything the Board or Committee should review)

How would you rate the overall experience of your visit today:

Very beneficial visit meeting with managers within the team, staff and patients.


Any comments / feedback / suggestions for your next visit:

9. GOVERNORS QUESTIONS


 Ken Jarrold, Chairman

10. GOVERNORS FEEDBACK - QUALITY AND PERFORMANCE BOARD

SUB-COMMITTEE UPDATE


 Anne Carlile and Jane Noble

11. GOVERNORS FEEDBACK - AUDIT COMMITTEE BOARD SUB-COMMITTEE

 Maria Hall and Jamie Rickelton


12. GOVERNORS FEEDBACK - RESOURCE AND BUSINESS ASSURANCE

BOARD SUB-COMMITTEE

 Tom Rebar and TBC


13. GOVERNORS FEEDBACK - MENTAL HEALTH LEGISLATION BOARD

SUB-COMMITTEE

 Fiona Grant and Julia Clifford

14. GOVERNORS FEEDBACK - PROVIDER COLLABORATIVE BOARD

SUB-COMMITTEE


 Fiona Regan and Ian Palmer

15. GOVERNORS FEEDBACK - PEOPLE BOARD SUB-COMMITTEE

 Anne Carlile / Danny Cain

16. GOVERNORS FEEDBACK - CHARITABLE FUNDS BOARD

SUB-COMMITTEE

 Fiona Grant and Emma Silver-Price


17. GOVERNORS FEEDBACK - NOMINATION COMMITTEE

 Ken Jarrold / Anne Carlile - Co Chairs

18. GOVERNORS FEEDBACK - GOVERNORS QUALITY GROUP


 Anne Carlile, Chair

19. GOVERNORS FEEDBACK - GOVERNORS' STEERING GROUP

 Ken Jarrold, Chair

20. GOVERNORS FEEDBACK - NHS PROVIDERS GOVERNORS ADVISORY


COMMITTEE

 Anne Carlile

21. OTHER FEEDBACK FROM GOVERNOR MEETINGS AND EVENTS

 All Governors


22. BOARD MINUTES FOR INFORMATION

 Ken Jarrold, Chair


23. ANY OTHER BUSINESS

 Ken Jarrold, Chair


24. KEY ITEMS FOR DISCUSSION

 Ken Jarrold, Chair


24.1 STAFF SURVEY RESULTS

 Claire Vasey, Head of Workforce and OD / Kim Carter, Workforce and OD Manager

24.2 INTERNATIONAL RECRUITMENT UPDATE

 Anne-Marie Lamb, International Recruitment Matron

25. DATE AND TIME OF NEXT MEETING

 Ken Jarrold, Chair

14th September 2023, 2pm - 4pm
Trust Board Room, St Nicholas Hospital

Please note Governors have the opportunity to meet for an informal catch up with lunch provided from 1pm