



CARE PLUS GROUP QUALITY ACCOUNT 2016



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PART ONE

INTRODUCTION

1.1 Statement from the Chief Executive



Jane Miller Chief Executive

The year 2015-16 was one of success, growth and continued sustainability for Care Plus Group. This is supported by the excellent work of all our staff and volunteers who have worked tirelessly to ensure we perform within our means.

Our consistently high level of quality and performance is providing Care Plus Group with a growing and widening excellent reputation, with two new additional services joining Care Plus Group – Open Door and Vulnerable Adults Day Services. Our recent visit from the Care Quality Commission to our Intermediate Care at Home Service rated us outstanding which was a great achievement.

We have continued to secure our place as a cornerstone organisation within North East Lincolnshire. We have a seat on North East Lincolnshire Council's Strategic Advisory Board and act as the health and care representative provider on the local Growth and Development Board. We have gone live with a new legal structure which brings together Care Plus Group, Northern Lincolnshire and Goole NHS Foundation Trust and NAVIGO into a single contracting entity to support the creation of a sustainable culture of care and public service across local providers. It is hoped to include primary care, GP out of hours and St Andrews Hospice into this partnership in the future. This is an innovative development nationally and comes at a time of work when we are discussing together how we can work more closely together across all health and care organisations to improve outcomes in a more cost effective way for patients and service users. These developments demonstrate Care Plus Group's commitment to ensuring sustainable local services whilst at the same time contributing to the regeneration agenda of the area.

We have had two successful revalidations through the year for ISO 9001:2008, with no non-conformities identified in the second visit. We successfully completed a full upgrade and recertification to the ISO27001:2013 standard in October 2015. We are due for our next inspection in November 2016.

Friends and Family Test for staff recommend as an employer went from 78.13% in Q1 to 81.87% in Q4, peaking at 83.05% in Q2. Friends and Family Test for staff recommending Care Plus Group as a place to receive care of treatment ended the year at 92.75%

We will continue to strive for improvements in the quality of the care we provide and continue to grow and improve as an organisation with continued challenges of managing efficiencies.

PART TWO

2.1 Priorities for improvement & Statement of Assurance from the Board



Colin Childs Chairman

Care Plus Group Board are pleased to receive and approve the Care Plus Group Quality Account for 2016.

As a Board we recognise that last year we've built on our strong commitment to quality. We have further engaged with our service users and have empowered our front line staff in driving forward quality to ensure that our services are safe, effective, caring, responsive and well led. All this has been completed whilst continuing to meet the challenges of ongoing efficiency savings and performance targets.

The Care Plus Group Board remains focused on developing services from feedback via service users, volunteers and staff and ensures continuous improvement across the full range of health and social care services being provided. Last year we continued to improve on our feedback mechanisms, and have developed easy read versions of the feedback questionnaires. The questionnaire is now available via our website and we continue to look at various ways of gathering feedback to help the organisation grow. Targets and activity are important elements in service delivery. It is just as important that we continue to ensure patients are treated with respect, compassion and dignity at all times.

The Board would like to thank all staff and volunteers within the organisation for their commitment for working to continually improve quality over the past year and their tireless ongoing work to serve the local community.

We recognise that in order to continue to reduce health inequalities across the area, we need to foster and further develop relationships with other key partners to streamline pathways of care.

We have set out in this Quality Account how well we have performed against local and national priorities including how we have progressed with those areas we highlighted as our Quality Priorities for 2015/16. We have also set out our Quality Priorities for 2016-17 and look forward to reporting on our progress against these in next year's Quality Account.

We can confirm that the information contained within this report is true and accurate.



Introduction to our Quality Account

This Quality Account is Care Plus Group's annual report to the public and other stakeholders about the quality of the services we provide. It shows our achievements in terms of clinical excellence, effectiveness, safety and patient experience and demonstrates that our managers, clinicians and staff are all committed to providing continuous, evidence based, quality care to those people we treat. It will also show that we regularly scrutinise every service we provide with a view to improving it and ensuring that our patients' treatment outcomes are the best they can be. It will give a balanced view of what we are good at and what we need to improve on.

Welcome to Care Plus Group

Care Plus Group is an organisation working in communities across North East Lincolnshire. We are a social business that provides adult health and social care services to people across North East Lincolnshire to help improve health and wellbeing and enrich people's lives.

Care Plus Group is a Community Benefit Society – any profit we make is reinvested back into the development and delivery of health and social care services ensuring we can constantly evolve and develop the services we offer to our communities.

Care Plus Group provides services right across the communities of North East Lincolnshire, covering Grimsby, Cleethorpes, Immingham and the surrounding villages. Our services are diverse and are entirely about care and supporting those in need in our community. Care Plus Group Services include the following:-

- Community Nursing
 - Rapid Response
 - GP Out of Hours
 - 24 hour Triage Service
 - Hospital Discharge Team
 - Specialist Nursing
 - Rehabilitation and Re-ablement/Nursing and Residential Care
 - Palliative, End of Life and Bereavement Care Services
 - Intermediate Care at Home and Crisis Response
 - Community Learning Disability Services
 - Intensive Support Team
 - Community Occupational Therapists
 - Substance Misuse Services
 - Falls and Chronic Obstructive Pulmonary Disease (COPD)
 - Health and Wellbeing Collaboratives
 - Employability Services
 - Cancer Survivorship Service
 - Training
 - IT services
- 

- Transport
- Care Homes turnaround
- Open Door
- Vulnerable Adults Day Service

2.2 Quality Priorities for improvement for 2016/2017



Care Plus Group continues to play a key role in the delivery of health and social care in North East Lincolnshire, working with our partners to ensure that services are personalised for all individuals, meeting their specific requirements.

As in last year's Quality Account, Care Plus Group's priorities for the coming year have been grouped under the five quality dimensions reflected in the NHS outcomes Framework 2015/16. This allows us to demonstrate our goals, and what we need to do to achieve these targets.

Quality Dimensions

1. Preventing people from dying prematurely
2. Enhancing quality of life for people with long-term conditions
3. Helping people to recover from episodes of ill health or following injury
4. Ensuring that people have a positive experience of care
5. Treating and caring for people in a safe environment and protecting them from avoidable harm

This year the Quality Account also splits our priorities between those agreed with our Commissioner and those identified as part of our own Strategic Objective Framework.

2.2.1 Strategic Priorities for improvement for 2016/2017

The following priorities have been identified as part of Care Plus Group's Strategic Objectives and form the SMART objective framework for 2016/17.

IDENTIFIED PRIORITY	DOMAIN
Customer Centred High Quality Delivery	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm
Growth and Sustainability	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm
Accountable and effective Governance	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm
Benefitting the communities we serve	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care

	5. Treating and caring for people in a safe environment and protecting them from avoidable harm
Skilled people, proud to belong to Care Plus Group	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm

PRIORITY ONE – Customer Centred, High Quality Delivery

Domain(s) - Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care, Treating and caring for people in a safe environment and protecting them from avoidable harm

Current Status – Care Plus Group continues to send out a monthly Service User Satisfaction Survey and are currently in the process of implementing this on our external facing website. The Quality and Performance Team are currently trialling telephoning a percentage of Service Users each month and undertaking the survey over the telephone instead of postal. This work will be fed back to the Heads of Service and Board.

Goal - As part of the strategic/SMART objectives a Customer Satisfaction rating of 90% has been set for achievement by 31st March 2017 and also a Customer Satisfaction rating of 90% for the Friends and Family test.

How we will monitor – All surveys are distributed and collated from a central base in the Quality and Performance Team to ensure transparency. The results are displayed on a quarterly basis and form part of the Performance Report. Where teams have scored a low percentage they will be asked to implement an action plan for improvement. The results are also shared on our external facing website. All of the above will be monitored as part of the strategic/SMART objectives with each designated lead providing a bi-monthly update which will be submitted to the Board.

PRIORITY TWO – Growth and Sustainability

Domain(s) – Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care, Treating and caring for people in a safe environment and protecting them from avoidable harm

Current Status – Care Plus Group has set a target of 5% additional income with a 5% net profit which will be delivered by tendering and expanding our services to other stakeholders. Care Plus Group is an organisation that continues to grow in a measured and appropriate way and ensures that service users are assured that their quality services will continue to be delivered with the added confidence in the stability of the organisation. Care



Plus Group continues to face challenges of managing continuing efficiencies to contracts with commissioners.

Goals – To generate an additional 5% income with a 5% net profit by 31st March 2017, ensure the delivery of planned efficiency savings by the 31st March 2017 and to measure our impact on the environment – buildings and operations to provide a baseline for development by 31st March 2017.

How we will monitor – All of the above will be monitored as part of the strategic/SMART objectives with each designated lead providing a bi-monthly update which will be submitted to the Board.

PRIORITY THREE – Accountable and Effective Governance

Domain(s) – Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care, Treating and caring for people in a safe environment and protecting them from avoidable harm

Current Status – Continue to evaluate Complaint investigations using a survey with the complainant and gaining their views and thoughts. Care Plus Group continues to report incidents and undertake Duty of Candour for relevant incidents and feedback is given to the patients and families involved. The development of an internal training package to support investigating officers and managers in the completion of Serious Incident (SI) investigations and complaints.

Goals – In-house training programme to be developed for SIs, complaints and duty of candour, feedback from customers on their experience of making a complaint and how it was dealt with, feedback from customers on their experience of the SI process and whether the outcome was helpful to them and feedback from customers following an incident subject to the duty of candour process to ensure they felt informed, supported and understood the outcome.

How we will monitor – All the above will be monitored via annual audits for the organisation and evaluations sheets for the internal training. All of the above will be monitored as part of the strategic/SMART objectives with each designated lead providing a bi-monthly update which will be submitted to the Board.

PRIORITY FOUR – Benefiting the Communities we serve

Domain(s) – Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care, Treating and caring for people in a safe environment and protecting them from avoidable harm.

Current Status – Care Plus Group recognise that numerous stakeholders are involved in all aspects of services delivered and are keen to engage new working arrangements which will result in better care.

Goals – Feedback from customers about where their experience is improved as a result of partnership working, case review/audit on services working jointly with other agencies, 8 positive press stories per quarter, 5 nominations for national awards p.a and survey to test out awareness of CPG locally.

How we will monitor – All of the above will be monitored as part of the strategic/SMART objectives with each designated lead providing a bi-monthly update which will be submitted to the Board.

PRIORITY FIVE – Skilled People, Proud to Belong to Care Plus Group

Domain(s) – Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care, Treating and caring for people in a safe environment and protecting them from avoidable harm.

Current Status – Care Plus Group value our staff with the highest regard and recognise they are our greatest asset. It is important that they are fully appreciated and that their views are not only heard but taken on board.

Goals – Via the staff survey/Volunteer focus group:

- Staff survey – do you feel that there is fair and effective leadership in place across CPG? 90% by 31st March 2017.
- Staff Survey – Are you able to introduce new ideas? 75% by 31st March 2017.
- Staff Survey and volunteer focus group – do you feel listened to, appreciated and trusted? 90% by 31st March 2017.

How we will monitor – All of the above will be monitored as part of the strategic/SMART objectives with each designated lead providing a bi-monthly update which will be submitted to the Board. The final results will be evidenced from the annual staff survey.

2.2.2 Commissioner Agreed Priorities (CQUIN's) 2016/2017

The priorities below are based on new goals identified within our CQUIN (Commissioning for Quality and Innovation) Framework and agreed with our Commissioners for 2016/17.

CQUIN	DOMAIN	LOCAL/NATIONAL
CQUIN 1a – Introduction of Health and Wellbeing Initiative	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 	National
CQUIN 1b – Health food for NHS staff, visitors and patients	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 	National
CQUIN 1c – Improving the uptake of flu	<ol style="list-style-type: none"> 2. Enhancing quality of life for 	National

vaccinations for Frontline Clinical Staff	people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care	
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We do not receive money in addition to our contract for meeting the CQUIN goals
 However up to 2% of our total contract value is at stake should we not meet the goals

CQUIN ONE A – Introduction of Health and Wellbeing Initiative

Domain(s) – Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care.

Current Status – Newly defined CQUIN initial plan to be introduced and actively promote three initiatives that is peer reviewed and signed off by Quarter 1. By quarter 4 providers should have implemented their initiatives and actively promoted these services to staff to encourage uptake of initiatives.

Goals – To introduce a range of physical activity schemes for staff, improving access to physiotherapy services for staff and introducing a range of mental health initiatives for staff.

How we will monitor – The CQUIN will be monitored by the Clinical Commissioning Group on a quarterly basis through the Care Plus Group Performance Report.

CQUIN ONE B – Healthy food for NHS staff, visitors and patients

Domain(s) – Preventing people from dying prematurely, Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care.

Current Status – Newly defined CQUIN, by quarter 1 the collection of the 11 data points outlined in the data source, and submission to unify.

Goals – Providers will be expected to achieve a step-change in the health of the food offered on their premises including the banning of price promotions on sugary drinks and foods high in fat, sugar and salt. The banning of advertisement on NHS premises of sugary drinks and foods high in fat, sugar and salt. The banning of sugary drinks and food high in fat, sugar and salt from checkouts and ensuring that healthy options are available at any point including for those staff working night shifts.

How we will monitor – The CQUIN will be monitored by the Clinical Commissioning Group on a quarterly basis through the Care Plus Group Performance Report.

CQUIN ONE C – Improving the uptake of flu vaccinations for Front Line Clinical Staff

Domain(s) – Enhancing quality of life for people with long-term conditions, Helping people to recover from episodes of ill health or following injury, Ensuring that people have a positive experience of care.

Current Status – Newly defined CQUIN data to be collected over a four month period and completed by 31st December 2016.

Goals – To achieve an uptake of flu vaccinations by front line clinical staff of 75%.

How we will monitor – The CQUIN will be monitored by the Clinical Commissioning Group and monthly data over four months to be inputting on the ImmForm Website.

2.2.3 Other Priorities for implementation during 2016/17

Performance Measure	Target	Current Status/ RAG rating
Expansion of Care Plus Group services accredited with ISO 9001:2008	To continue to expand ISO to other services within Care Plus Group.	Community Nursing is currently going through this process and the expectation is to take forward more services throughout the forthcoming years.
Performance and Reporting	To review all performance functions such as updating the performance report, trend report , HOS QPR and look at alternatives for feedback.	The performance report is currently being updated as per the new service specifications. Currently trialling telephoning service users for feedback.

2.3 Participation in Clinical Audits

This part of the Quality Account focuses on the audits undertaken by Care Plus Group during 2015/16. For the purpose of the Quality Account these have been split between Clinical and Non-Clinical audits.

2.3.1 Clinical Audits – 2015/2016

During 2015/16 the following Clinical Audits were either undertaken or started across the Care Plus Group.

AUDIT TITLE	Assurance Level at Time of the Audit	Comments	Current status
Nursing Care Plan Audit	Significant Assurance	As part of an ongoing commitment to exemplary record keeping, Care Plus Group agreed to conduct quarterly audits on the	Significant Assurance



		adherence to Community Nursing Care Plans as part of their CQUIN arrangements with the CCG. Two audits were conducted in the final two quarters of 2015/16 with significant levels of assurance recorded throughout.	
Nursing Clinical Record Keeping Audit	Significant Assurance	In the final quarter of 2015/16, Care Plus Group began an audit on the accuracy of record keeping for the Community Nursing teams, specifically around the completion of the personalised assessment on the initial patient visit. At the time of writing this audit was not yet completed but initial data suggests a high level of assurance is evident.	Not yet available
TIME Pressure Management Audit	Significant Assurance	This audit was completed in 2015/16 and individual teams were audited and a percentage was given for each team. Overall the rating was high with only 3 actions falling out of this action plan.	Significant Assurance

2.3.2 Non-Clinical Audits – 2015/2016

During 2015/16 the following Non-Clinical Audits were either undertaken or started across Care Plus Group.

AUDIT TITLE	Assurance Level at Time of the Audit	Comments	Current RAG Rating
ISO Process Approach Audits: <ul style="list-style-type: none"> Macmillan 	Significant Assurance	As part of the wider ISO 9001 process, audits have been	Significant Assurance



<ul style="list-style-type: none"> • Haven Team • The Beacon • Rapid Response • HOME Team • Intermediate Care At Home • Telephone Triage 		<p>undertaken for all 'in-scope' services to ensure their process documentation is an accurate representation of the service. These have identified nonconformities and opportunities for improvement, which have been actioned and monitored.</p>	
<p>NICE Compliance Audit</p>	<p>Significant Assurance</p>	<p>Audit to establish levels of compliance with NICE Guidance issued, notably the distribution and completing of any relevant actions. Findings details high levels of compliance but a lack of understanding and need for a defined policy.</p>	<p>Significant Assurance</p>
<p>Complaints Audit</p>	<p>Limited Assurance</p>	<p>Annual audit to assess and determine the compliance with the organisational policy for Complaints. Number of non-compliances identified, largely around record keeping. Dealt with as part of Action Plan.</p>	<p>Limited Assurance</p>
<p>Serious Investigation Audit</p>	<p>Significant Assurance</p>	<p>Annual audit to establish levels of compliance with internal and external requirements related to Serious Incidents. High</p>	<p>Significant Assurance</p>

		levels of assurance throughout.	
Risk Management Audit	Significant Assurance	Annual Audit to establish levels of compliance in relation to the risk management policy. With 3 actions falling out of this audit.	Significant Assurance
Sentinel Stroke National Audit Programme (SSNAP)	Not Applicable	Care Plus Group participated in this national audit, however, there are no localised actions at this stage.	Not Applicable
National Audit of Intermediate Care	Not Applicable	Care Plus Group participated in this national audit, however, there are no localised actions at this stage.	Not Applicable
Staff File Audit	Not yet available	Audit to determine levels of compliance with organisational requirements for Staff Files. This audit was not completed at the time of writing.	Not yet available
Complaint, Compliments, Concern and Query Audit	Not yet available	Audit to determine levels of compliance with organisational requirements for complaints, compliments, concerns and queries. This audit was not completed at the time of writing.	Not yet available
CAS Policy Audit	Not yet available	Audit to determine levels of compliance with organisational policy for Centralised Alert System (CAS) Alerts.	Not yet available

		This audit was not completed at the time of writing.	
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During 2015/16 Care Plus Group were visited and audited twice (September and February) by ACS Registrars for their ISO 9001:2008 accreditation. Both visits were highly successful with the February visit identifying no non conformities.

An independent audit of our financial statements for the year ended 31st March, 2016 has been carried out:

The audit was conducted in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the society's circumstances, consistently applied and adequately disclosed.

The audit was planned and performed so as to obtain all the information and explanations which were considered necessary in order to provide them with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In informing their opinion they have also evaluated the overall adequacy of the presentation of information in the financial statements.

In their opinion:

- The financial statements give a true and fair view of the state of the society's affairs as at 31st March, 2016 and of its surplus for the year then ended;
- The financial statements have been prepared in accordance with the Co-operative and Community Benefits Societies Act 2014.

Forward Plan of Audits for 2016/2017

The following audits have been scheduled for the year 2016/17:

Clinical

- Nursing Care Plan Audit
- Care Plan Adherence Audit
- TIME Pressure Management Audit

Non Clinical

ISO Process Audits:

- Macmillan
- Haven Team

- 
- The Beacon
 - Rapid Response
 - HOME Team
 - Intermediate Care At Home
 - Telephone Triage
 - Community Nursing
 - CAS Audit
 - Complaints, Compliments, Concerns and Queries Audit
 - Duty of Candour Audit
 - NICE Compliance Audit
 - Serious Investigation Audit
 - Safeguarding Policy Audit
 - Supervision/PDR Audit
 - Staff File Audit
 - Document Control Audit
 - Risk Management Audit

2.4 Proactive Response

Duty of Candour was published and all health providers were to comply with this legislation by the 1st April 2015. Care Plus Group welcomed the legislation and have implemented a duty of candour policy, a leaflet for service users relating to Duty of Candour and we have also produced an easy read version of this leaflet. We have added a Duty of Candour section into all serious incidents report that occur within the organisation. Training has been provided for all staff who are involved in this process. A section has been included in relation to Duty of Candour within our incident reporting system (DATIX).

Care Plus Group identifies when something has gone wrong and from the introduction of this new legislation we have provided a response on 35 occasions ensuring that we are open and honest with our service users. From this it has enabled us to learn from mistakes and share learning across the organisation.

2.5 What others say about Care Plus Group

Care Quality Commission (CQC)

The Care Quality Commission Fundamental Standards remain the same. The organisation continues with internal CQC Champions quarterly meeting and provides monthly updates on the latest CQC news. All internal reviews continue 6 monthly and annually within the organisation.

Ratings:

Service Area	Safe	Effective	Caring	Responsive	Well-led	Overall
Intermediate Care at Home (inspection date 30 October, 4 & 11 November 2015)	Good	Good	Outstanding	Outstanding	Outstanding	Outstanding
The Beacon (inspection date 21 & 22 April 2015)	Good	Good	Good	Good	Good	Good

Staff Survey

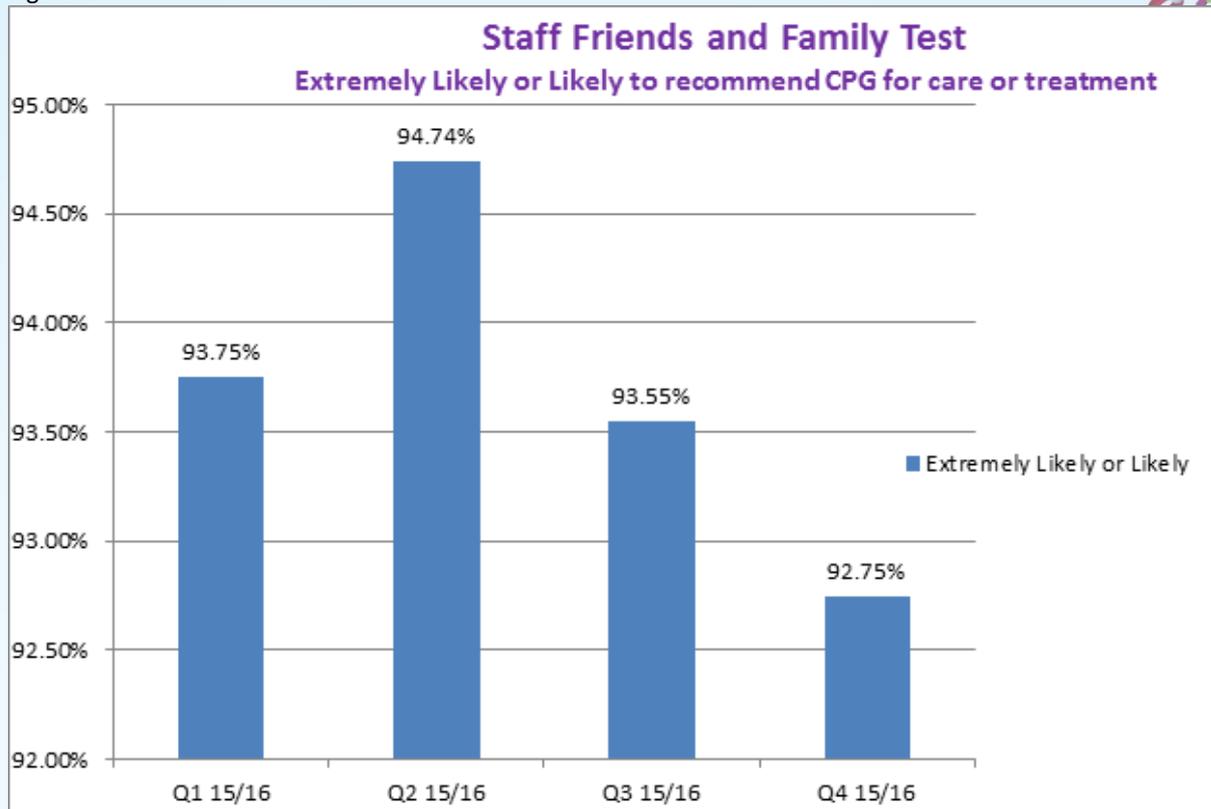
In late 2015/16 Care Plus Group undertook its annual Staff Survey with a participation rate of over 50.00%. As per previous years, a full report has been produced and will be shared with all staff across the organisation. Within the report are some very pleasing results and comments given from staff about the organisation.

Below is a selection of results:

- 92.75% of staff said they would recommend Care Plus Group to friends and family as an organisation to receive care/advice from.
- 81.87% of staff said they would recommend Care Plus Group to friends and family as an organisation to work for.
- 98.67% of staff felt responsible for their own performance.
- 92.27% of staff have confidence in the skills and commitment of their colleagues.
- 96.63% of staff felt that Care Plus Group treats patient/service users with dignity and respect.

The graph below displays the percentage of staff for each quarter during last year who stated they would be either Extremely Likely or Likely to recommend Care Plus Group to Friends and Family:-

Figure 1



The two graphs below are a comparison of Quarter 4 2015/16 NHS Staff Friends and Family Test submissions to NHS England and the CPG staff survey results, which was undertaken in the same quarter.



Figure 2

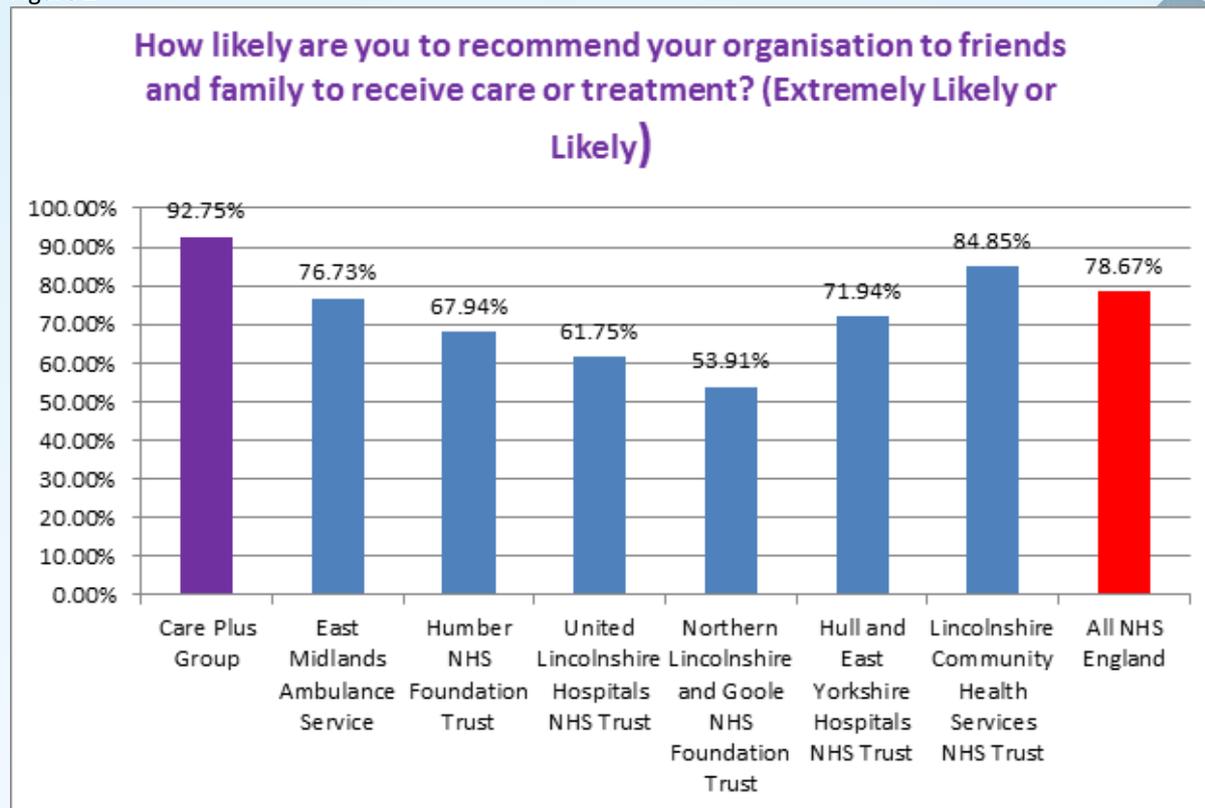
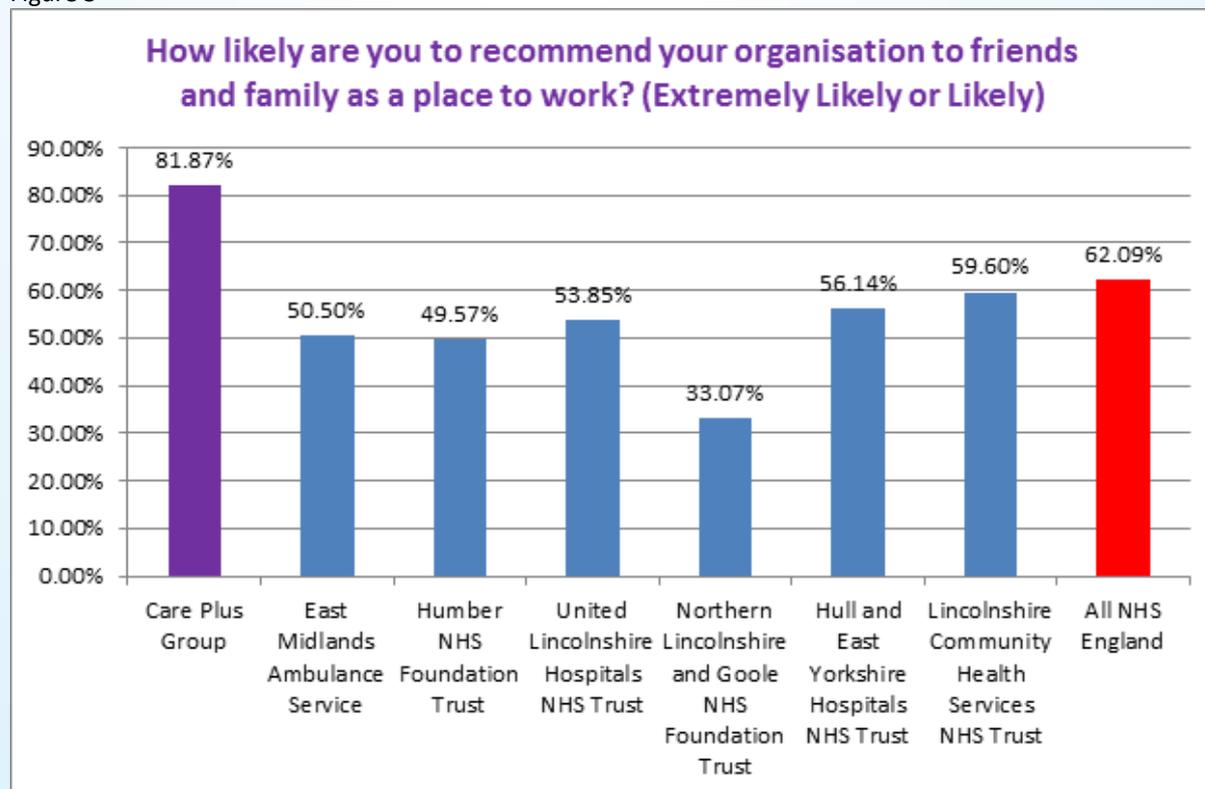


Figure 3



Below are a selection of comments from the CPG staff survey:

“Really happy to work for an organisation that appears to have a purpose and seems to value the opinion of staff at all levels.”

“This is an excellent company to work for.”

“Carry on doing a fab job guys.”

“I enjoy my job and am confident that the organisation will continue to thrive because of the hard work and commitment of all its members.”

“Care Plus Group is undoubtedly the best health care employer you could wish for”

Workforce Race Equality Standard (WRES) Data

WRES Questions	White	BME	Not Disclosed
	Percentage	Percentage	Percentage
Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	1.61%	0.00%	0.00%
Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months	5.11%	0.00%	33.33%
Percentage believing that CPG provides equal opportunities for career progression or promotion	76.11%	100.00%	11.11%
In the last 12 months have you personally experienced discrimination at work from any of the following? Manager/team leader or other colleagues	3.23%	0.00%	11.11%

Service User Experience

Each quarter a centrally managed Service User Survey is sent out to Care Plus Group Service Users to gather their opinions and ultimately use their opinions to improve services. Below are some examples of the opinions given:

“There is not anything more could have been done for me I am very pleased and happy for everything” – Rapid Response

“Couldn't wish for a better caring team.” – Weelsby View Community Nursing Team

“The team are really good, on time and very polite every nurse is good” – Birkwood and Scartho Community Nursing Team

“Everything 1st class, excellent” – Grimsby 360 Nursing Team

“Nothing needs improving, we find our incontinence nurse is most helpful and really good when advise or help is needed. Office staff included.”. – Continence Service

“Extremely pleased with all service my mum has received” – Macmillan Service

“I don't know of any ways this service could improve. Everyone gave their best, I will be sorry when it ends. It has certainly been a great help to me.” – Community Therapy

For 2016/17, Care Plus Group has made the strategic decision to increase the number of surveys distributed to 10% an increase of 5%. The decision was also made to contact a percentage of those service users by telephone.

Comments, Complaints & Compliments

The Quality and Performance Team coordinate all complaints for the organisation and operates Monday to Friday 0900-1700, taking telephone calls in relation to complaints, compliments, queries and concerns and also via our central email address.

All formal complaints are allocated to an Investigating Officer and a full investigation is carried out within a deadline agreed with the complainant, usually 12 weeks.

Complaints

During 2015/2016, a total of 14 complaints have been received. The main themes for complaints were:

1. Communication
2. Clinical Treatment

Staff attitude was the main theme last year and work to improve this is continuing throughout the organisation. It is pleasing to see that this is not a main theme this year. Work is ongoing to share lessons learned from not only complaints but also Serious Incidents to ensure that all areas within the organisation can learn from these.

All action plans within complaint reports are monitored by the Quality and Performance team and the Chief Executive and the Chief Nurse. All reports are circulated to the Integrated Governance Committee to ensure that the organisation is comprehensively



reviewing and consistently improving service users' care/treatment. Reports are also shared within teams and at the Clinical Forum group to deal with reoccurring themes.

Further information in relation to complaints can be sought in our Annual Complaints Report on our website.

Compliments

Care Plus Group are inundated with compliments about the services we provide via telephone, letters, thank you cards, and through comments books at the various service bases.

Below are a small selection of compliments we have received:

“I would like to thank Community District Nurses who have now for some time, and continue to, support my grandparents at their home. Many tasks such as regular wound care, blood tests, medication assistance support through winter colds and flu, have all been provided by excellent staff. I cannot thank all the staff involved enough for this. These NHS workers deserve this public acknowledgement”.

“The Beacon is a wonderful place because of all the caring staff that work there. Thank you all for making Mum’s stay such a dignified and pleasant experience. Carry on the good work, you all deserve medals”.

“Thank you for all your kindness whilst you have been coming to help me. I loved to see you all and miss you very much. You do a marvellous job and we as a family are very grateful to each and every one of you.”

“I don’t know what I would do without you, just having you to speak to cheers me up – you seem the only person who I feel can understand”

2.6 Data Quality

Data quality is essential in the delivery of quality care and Care Plus Group is committed to the continuous improvement of data quality within the organisation. Accurate and timely data also enables us to be clear on how we are performing and allows us to gain an overview of service activity and identify areas for improvement. Enhanced data quality supports the front line staff in their ability to deliver safe and effective care to service users, giving practitioners across the system confidence that the data that they access is accurate and up to date.



SystemOne is the clinical system primarily used by Health & Social Care organisations across North East Lincolnshire and is the clinical system of choice for Care Plus Group. To support the continued development and improvement of all the systems used within Care Plus Group we have established the “System Optimisation Group”. The Terms of Reference for the group supports the delivery of the following key requirements:

- 
1. To facilitate optimisation of delivery through the use of technology in clinical and general systems through specific work programmes to support Care Plus Group's performance framework;
 2. Communicate and disseminate information to all users to improve system use and to raise awareness of national and organisational changes;
 3. To champion and embed a culture of data quality within Care Plus Group ensuring that data quality is further recognised as everybody's business/role;
 4. Identify IT, SystemOne and recording and reporting training needs;
 5. Responsible for the ratification of Information Governance documentation (excluding policies) as delegated by the Integrated Governance Committee in line with the Care Plus Group Document Control Policy and support the organisational compliance of Information Governance in line with the IG tool kit requirements.
 6. Hold the responsibility in respect of supporting the effective delivery of registration activity for Smart Card use.

This in turn supports the CPG IG Toolkit Level 2 compliance, our Version 13 (2015/2016) has recently been approved at 72% compliance by the Department of Health.

Standardisation across Community Nursing Teams – Subsequent to the success of the roll out of a mobile working solution for our Community Nurses we are identifying other areas where this on-line/off-line solution will be of benefit. This solution has enabled nurses to access the clinical record for their patients whilst out in the community and has given them the ability to record into the client record without the need to dual record. One of the most significant improvements has been that data is now uploaded into the live patient record much quicker than before with averages of less than 5 hours compared to a previous 15 hour average on updates being delivered. There has also been an increase in the amount of data entries being uploaded to patient records. The improvement of data quality is supported by work completed by our Data Analysts. Data analysts measure the accuracy of data being entered by teams across the organisation and feedback to teams in a supportive way. Teams have given positive feedback about this support and the system is working well with errors continuing to reduce.

Community Information Data Set (CIDS) - The introduction of CIDS provides national definitions for the data required to generate consistent person based data from care records, which should be used for reporting and to monitor and manage Community Health Service provision. The requirement for mandatory submissions has been deferred until December 2016.

PART THREE

3.1 Review of Quality and Performance Measures for 2015/16

Care Plus Group has strategic priorities in place which provides the framework for all governance processes for the organisation in order to drive, support and monitor all areas of our business:

What's important for us?				
Customer centred, high quality delivery	Growth and sustainability	Accountable and effective governance	Benefitting the communities we serve	Skilled people, proud to belong to Care Plus Group
What will it look and feel like when it's done?				
A common culture shared by all to put the customer first	Profitable growth	Assurance through quality and risk management	Better care through integration and partnership	Fair and effective leadership with freedom to innovate
Pro-active, flexible and high quality services	Effective and efficient use of resources	Openness and candour in all that we do	Positive local, national and international reputation	Staff and volunteers know that they are listened to, valued and trusted

A quarterly performance report is produced for the Care Plus Group Board and Integrated Governance Committee as well as for commissioners. These reports illustrate where Care Plus Group is against the targets that are set and detailed the achievements that are delivered.

Measures were highlighted within the last year's Quality Account for closer scrutiny during 2015/16:

Identified Priority	Domain(s)	Year End Achievement
Customer Focused, High Quality Delivery	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and 	Care Plus Group achieved over the 4 quarters within 2015/16 in excess of 90% customer satisfaction via our Service User Satisfaction survey.

	protecting them from avoidable harm	
Growth and Sustainability	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm 	<p>The organisation continues to develop new business opportunities.</p> <p>New service specifications concerning existing contracted services have been written for 2016/17.</p> <p>The PDR paperwork for the organisation has been amended to reflect the strategic objectives to ensure these are integral to the work of all staff.</p>
Accountable and effective Governance	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm 	<p>All completed formal complaints reports have a user feedback telephone survey conducted.</p> <p>An internal audit has been undertaken in relation to Duty of Candour.</p>
Benefitting the communities we serve	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive 	<p>Care Plus Group continues to submit positive press stories to the local and regional media.</p> <p>The Community Nursing Mobile Technology Project was highly commended in the Innovation of the Year category at the UK Employee Ownership Awards 2015.</p>

	<p>experience of care</p> <ol style="list-style-type: none"> 5. Treating and caring for people in a safe environment and protecting them from avoidable harm 	<p>Care Plus Group is represented on all strategic forums. Partnership working continues to be a key priority across a number of areas e.g. urgent care developments.</p>
<p>Skilled people, proud to belong to care plus group</p>	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm 	<p>At the time of writing the Quality Account not all information was available from the latest Staff survey, however the organisation achieved 90% in respect of all volunteers feeling listened to, appreciated and trusted.</p>
<p>CQUIN 1 – Improving the quality of end of life care</p>	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 4. Ensuring that people have a positive experience of care 5. Treating and caring for people in a safe environment and protecting them from avoidable harm 	<p>By the end of the 2015/16 we had over achieved this CQUIN against the 80% target. This has continued to increase and improve quarter by quarter.</p>
<p>CQUIN 2 – Improve the quality of record keeping in Community Nursing Services alongside the development of electronic system</p>	<ol style="list-style-type: none"> 1. Preventing people from dying prematurely 2. Enhancing quality of life for people with long-term conditions 3. Helping people to recover from episodes of ill health or following injury 5. Treating and caring for people in a safe environment and protecting them from avoidable harm 	<p>Audit completed and submitted to the CCG. CQUIN fully achieved.</p>
<p>CQUIN 3 – Evaluation</p>	<ol style="list-style-type: none"> 1. Preventing people from 	<p>All information requested by the</p>

of Rapid Service
Users Non-Elective
re-admissions

- dying prematurely
- 2. Enhancing quality of life for people with long-term conditions
- 3. Helping people to recover from episodes of ill health or following injury.
- 5. Treating and caring for people in a safe environment and protecting them from avoidable harm

CCG has been submitted as per their request and the CQUIN has been achieved.

PART FOUR

Statements from Health Watch, Overview and Scrutiny Committees and Clinical Commissioning Group

4.1 Comment from Health Watch

Thank you for giving Healthwatch North East Lincolnshire (HWNEL) the opportunity to comment on your draft Quality Account for 2015/16. The draft report has been circulated to our Board members and staff team.



We appreciate that compiling a Quality Account can be difficult especially when it is aimed at a number of audiences. However, we do feel this is not an easy read for general members of the public and we would question whether many would be comfortable reading it through and then posing questions/queries. We would therefore ask that consideration is given to producing an 'easy read' version of the document. We would also ask that a glossary is included at the end to explain such terms as ISO, SMART, WRES and CQUIN.

Although the Quality Account rightly focusses on the positive aspects of performance, we feel that it should be more transparent about some of the difficulties faced locally over the last year.

Overall, we feel that the report recognises the achievements of the Care Plus Group and indicates a comparatively high level of public satisfaction which is also reflected in the relatively small number of issues that the local public raise with this Healthwatch about your services. We do, however, feel that more recognition should be given in acknowledging the impact of performance data and feedback and in the role of family carers in working in partnership to support the services that you provide.

4.2 Comment from North East Lincolnshire Clinical Commissioning Group

On behalf of North East Lincolnshire Clinical Commissioning Group (NELCCG) thank you for the opportunity to review and comment on Care Plus Group Quality Account for 2015/16.

The Quality Account presents positive assurance on the trajectory of the organisations continuing dedicated vision for improving the quality of care, outcomes for patients and staff satisfaction.

Lord Darzi's definition of quality has clearly been embraced by the organisation in this quality account, with a clear focus on the three dimensions of quality – effectiveness, experience and safety.

We are pleased to note that the quality account considers both patient satisfaction and staff satisfaction and whether both would recommend the services to friends and family (FFT), as combined they contribute to create a more holistic picture with regards to experience. This reflects the contemporaneous view held by NHS England that Patient and Staff feedback are essential components to determining experience and the two must not be considered in isolation. The Clinical Commissioning Group would like to acknowledge Care Plus Group for their Staff FFT, with a significantly higher recommendation rate than that of the National picture.

NELCCG recognises the organisations work to increase the response rate to surveys by making them more accessible to participants and is encouraged by the focus on this.

We look forwards to seeing improvement in the limited assurance seen following the Annual Complaints Audit as a result of the action plan and to seeing the results of the audits and subsequent action plans where results are not yet available. Moving forwards we would like to see reporting on a wider range of Clinical Audits - inclusive of an audit on Pain.

NELCCG recognises the organisations proactive response to the Duty of Candour and the action taken to embed the process into the organisation and to support service user understanding of the legislation. Going forwards the CCG would like to see an organisational response to recommendations following Enquiries included in the Proactive Response to this Quality Account, including, but not limited to, position updates on the Francis Report.

We confirm that to the best of our knowledge, the report is a true and accurate reflection of the quality of care delivered by Care Plus Group and that the data and information contained in the report is accurate.

The Clinical Commissioning Group is continuing to work closely with Care Plus Group to improve the quality of services available for the population we serve.

Lydia Golby
Nursing Lead for Quality
North East Clinical Commissioning Group

PART FIVE

5.1 How to provide feedback on the Quality Account

Care Plus Group welcomes any feedback in relation to the contents of the Quality Account. We hope we have made it as easy as possible for you to contact us by offering as many options as possible.

If you have any issues, questions, concerns or recommendations in relation to this report, please contact the Care Plus Group Quality and Performance Team via any of the methods below and we will ensure that the most appropriate person responds to you as quickly as possible.

In Writing

Quality & Performance Team
Care Plus Group
The Val Waterhouse Centre
41-43 Kent Street
Grimsby
North East Lincolnshire
DN32 7DH

Via Email

CPG.CareplusAssure@nhs.net

By Telephone

01472 266976

Facebook

<https://www.facebook.com/careplusgroup>

Twitter

<https://mobile.twitter.com/CarePlusGroup>