

Health in Hackney Scrutiny Commission
Hackney Council
Room 118, Town Hall
Mare St, E8 1EA

Reply to: jarlath.oconnell@hackney.gov.uk

4 September 2020

Ms. Catherine Pelley
Chief Nurse and Director of Governance
Homerton University Hospital NHS Foundation Trust
Trust Offices
Education Centre
Homerton Row, E9 6SR

Email to: c.pelley@nhs.net

Dear Catherine

Response to Homerton University Hospital NHS Foundation Trust's draft Quality Account for 2019/20

Thank you for inviting us to submit comments on the Quality Account for your Trust for 2019-20. We are writing to provide our insights arising from the scrutiny of the Trust's services over the past year at the Commission.

During the past year we have continued to enjoy a good working relationship with the Trust and we greatly appreciate the willingness of the Trust's senior executives to attend our Commission meetings. We thank you for this engagement and being prepared to open yourself up to scrutiny and to be held accountable.

The Commission Members take a great interest in the performance of our key local acute trust and were very pleased to learn about some of your key achievements over the past year. We would like to congratulate you on receiving a rare "Outstanding" rating from CQC following a January inspection of your Acute Services. We were also pleased that your Mary Seacole Nursing Home was also rated 'Good' following a February inspection. We are further immensely grateful for the work of staff at the Homerton during the Covid-19 pandemic.

We note that this year's report is being submitted later than usual and in a more truncated form due the pandemic. We appreciate the exercise however as it allows us also to step back from individual issues we raise with you over the course of the year and take an overview of the quality of your services.

Your Chief Executive attended our June and January meetings where we discussed the development of the new Pathology Partnership with Barts Health and Lewisham & Greenwich Trusts as well as the progress of the Unplanned Care Workstream which she chairs. We also discussed the Secretary of State's response to our letter regarding your implementation of the 'Overseas Visitor Charging Regulations' and we welcomed your commitment to work more closely with Hackney Migrant Centre on mitigating the impact of these on vulnerable, non-documented, migrants.

In January we discussed again the issues around your contract with ISS for 'soft services' which has been the subject of an industrial dispute. In July you attended an urgent meeting of our Commission in response to concerns about the sudden 5-year extension of that contract. We are grateful for the steps you have taken to ensure better sick pay for workers on the ISS contract but, as has been discussed, wish to keep a dialogue ongoing with you on this and in particular encourage you to move towards in-sourcing options in the medium term. We would welcome sight of any options appraisals you produce on this as soon as it can be debated.

We are pleased to note the ongoing improvement across so many of the Quality Indicators and the level of benchmarking you report. We wish to make the following comments, noting that the report we've had sight of is a rough draft with some key data still missing:

- a) Re 2.2.9 on p.21: How is data quality going to be improved in the new contract for 'community services,' now called "Neighbourhood Health and Care". We note that a *"decision was taken to have two Data Quality Committees: one for Acute services and the other for Community services, so that both acute and community services have focussed space and time to review and discuss the DQ issues and steps to improve them"*.
- b) Re p.24 why is 'Coordinate My Care' (the shared urgent care plan) still being discussed as a work in progress? We understood after our own 'End of Life Care' review two years ago that it was already operational. What are the delays?
- c) Re. 2.2.12 p.25 you detail both the policies and structures you've put in place to support Whistleblowers, which are admirable, but how many actual reports have there been? We note that the content and or gravity of incidents might vary considerably but seeing a total number of incidents would demonstrate to us that "Speak up safely" is working.
- d) Re item 3 on p.43 why was there a spike in violent and aggressive incidents in late Feb and was just this down to improved reporting?

The Chair further recalls from his time on the Council of Governors that there was a long term issue with respect to not all staff receiving annual appraisals – has this improved in the last year and what percentage of staff received their annual appraisal?

We look forward to taking up these issues with you over the next year on the Scrutiny Commission.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ben Hayhurst'.

Councillor Ben Hayhurst
Chair of Health in Hackney Scrutiny Commission

cc Members of Health in Hackney Scrutiny Commission
Tracey Fletcher, Chief Executive, HUHFT
Cllr Christopher Kennedy, Cabinet Member for Health, Social Care and Leisure
Dr Sandra Husbands, Director of Public Health, City and Hackney
Jon Williams, Director, Healthwatch Hackney