

# Core standards assessment final declaration



Reference: CSA91991  
Date: 02/05/2006

Trust self-declaration:

Organisation Name	Gloucestershire Partnership NHS Trust
Organisation Code:	RTQ

Please supply the following information:

General statement of compliance	Other than for the exceptions recorded on the seven domain pages, the trust board has reasonable assurance that there have been no significant lapses in meeting the core standards during the period April 1st 2005 to March 31st 2006.
---------------------------------	--

Please indicate your trust's compliance with each of the following standards:

C1a	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.	Compliant
C1b	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.	Compliant
C2	Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.	Compliant
C3	Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance.	Compliant
C4a	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in	Compliant

## Core standards assessment final declaration

	Methicillin-Resistant Staphylococcus Aureus (MRSA).	
C4b	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.	Compliant
C4c	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.	Compliant
C4d	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.	Compliant
C4e	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.	Compliant

Please indicate your trust's compliance with each of the following standards:

C5a	Healthcare organisations ensure that they conform to National Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	Compliant
C5b	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.	Compliant
C5c	Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work.	Compliant
C5d	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.	Compliant
C6	Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.	Compliant

Please indicate your trust's compliance with each of the following standards:

## Core standards assessment final declaration

C7a and C7c	Healthcare organisations apply the principles of sound clinical and corporate governance and Healthcare organisations undertake systematic risk assessment and risk management.	Compliant
C7b	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Compliant
C7e	Healthcare organisations challenge discrimination, promote equality and respect human rights.	Compliant
C8a	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.	Compliant
C8b	Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	Compliant
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.	Compliant
C10a	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	Compliant
C10b	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice.	Compliant
C11a	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.	Compliant
C11b	Healthcare organisations ensure that staff concerned with all aspects of the	Not met

## Core standards assessment final declaration

	provision of healthcare participate in mandatory training programmes.	
C11c	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.	Insufficient assurance
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.	Compliant

**Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.**

**Standards C7f and C19 are picked up through our assessment of existing targets. Standard C7d is assessed through our use of resources component which uses information from assessments undertaken by the Audit Commission and Monitor.**

Please complete the details below for standard C11b for which you indicated your trust does not comply, or that you have insufficient assurance:

Start date of non-compliance or insufficient assurance	01/04/2005
End date of non-compliance or insufficient assurance (planned or actual)	01/10/2006
Description of the issue (you are restricted to 1500 characters including spaces. This is approx. 200 - 250 words or half a side of A4 typed)	The Trust is not able to meet the CNST level one criteria for induction because its information systems do not record, in sufficient detail, those staff requiring induction training and those staff having had induction training. There is an inadequate system of follow up for none attendees. The records that are held suggest that performance in this area requires improvement. (CNST compliance was relied upon for the draft declaration)
Actions planned or taken (you are restricted to 1500 characters including spaces. This is approx. 200 - 250 words or half a side of A4 typed)	The Director of Human Resources has been asked to develop an action plan to address the breach in this standard. The Workforce Committee of the Board has been charged with overseeing this remedial work.

Please complete the details below for standard C11c for which you indicated your trust does

## Core standards assessment final declaration

not comply, or that you have insufficient assurance:

Start date of non-compliance or insufficient assurance	01/04/2005
End date of non-compliance or insufficient assurance (planned or actual)	01/10/2006
Description of the issue (you are restricted to 1500 characters including spaces. This is approx. 200 - 250 words or half a side of A4 typed)	The Trust is not able to meet the CNST level one criteria for this standard because its information systems do not record, in sufficient detail, those staff requiring training and those staff having had training. There is an inadequate system of follow up for none attendees. (CNST compliance was relied upon for the draft declaration)
Actions planned or taken (you are restricted to 1500 characters including spaces. This is approx. 200 - 250 words or half a side of A4 typed)	The Director of Human Resources has been asked to develop an action plan to address the breach in this standard. The Workforce Committee of the Board has been charged with overseeing this remedial work.

Please indicate your trust's compliance with each of the following standards:

C13a	Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.	Compliant
C13b	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information.	Compliant
C13c	Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant
C14a	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.	Compliant
C14b	Healthcare organisations have systems in place to ensure that patients, their	Compliant

## Core standards assessment final declaration

	relatives and carers are not discriminated against when complaints are made.	
C14c	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant
C15a	Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.	Compliant
C15b	Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.	Compliant
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.	Compliant

Please indicate your trust's compliance with each of the following standards:

C17	The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.	Compliant
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant

**Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.**

**Standards C7f and C19 are picked up through our assessment of existing targets  
Standard C7d is assessed through our use of resources component which uses information from assessments undertaken by the Audit Commission and Monitor.**

Please indicate your trust's compliance with each of the following standards:

## Core standards assessment final declaration

C20a	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation	Compliant
C20b	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	Compliant
C21	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	Compliant

Please indicate your trust's compliance with each of the following standards:

C22a and C22c	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and C22c Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.	Compliant
C22b	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.	Compliant
C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	Compliant
C24	Healthcare organisations protect the public by having a planned, prepared	Compliant

## Core standards assessment final declaration

	and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services.	
--	---	--

**The Healthcare Commission recommends that all members of the trust board, including the non-executive directors (for foundation trusts this should be the board of directors) should sign off the declaration in the space provided below. Here, sign off is achieved by recording the name(s) and position(s) of the individual(s) concerned. We do not require scanned signatures.**

**As a minimum, we require the declaration to be signed off by an appropriate officer(s) with delegated authority. There is no requirement for a paper copy of the final declaration to be signed and returned to the Healthcare Commission.**

**The completion of the sign off page will be taken as verification that the individual(s) who are recorded as signing off the declaration have reviewed the contents of the declaration form and are certifying that:**

**the general statement of compliance, and information provided for each standard, are a true representation of the trust's compliance**

**any commentaries provided by specified third parties have been reproduced verbatim. Specific third parties are: strategic health authority, and foundation trust board of governors, where relevant, and patient and public involvement forums and overview and scrutiny committees**

**they are signing off the declaration form on their behalf and with delegated authority on behalf of all members of the trust board as referred to above**

Please state how many individual(s) will be signing off the declaration (maximum of 30):

Number of signatories	1
-----------------------	---

Electronic sign off – details of individual(s)

	Title	Full name	Job title
	Mr	David McGrath	Director of Corporate Governance / Trust Secretary

Please enter the commentaries below. If copying and pasting, it is advisable to copy the text and paste unformatted into a new document. Then copy and paste the unformatted text into the web form.

Strategic health authority commentary	The SHA makes regular assessments of the Assurance Framework and System of Internal Control at this Trust. On the basis of these assessments the SHA is satisfied that processes are in place to ensure that the majority of core standards are being maintained and that appropriate action is taken wherever lapses occur. The SHA supports
---------------------------------------	---

**Core standards assessment final declaration**

	<p>the Trust in its efforts to achieve the developmental standards</p>
<p>Patient and public involvement forum commentary</p>	<p>Gloucestershire Partnership Patient &amp; Public Involvement in Health Forum Comments on Core Standards 2005/2006</p> <p>Throughout the last year relationships with the Gloucestershire Partnership Trust has been very good and have enabled the Forum to carry out its role as an independent monitor of the trust's services. The Trust has been going through the process for gaining Foundation Trust status which the Forum supports. Forum members have worked closely with staff on a number of issues and have found them approachable and open and willing to respond positively to our questions and reports. The following comments relating to specific core standards are based on our observations and work plans.</p> <p><b>Domain 1 - Safety</b> C1b Healthcare organisations protect patients through systems that: ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon when required. The Forum has drawn attention to the inappropriate wedging of fire doors at Wotton Lawn. The Trust is addressing this issue by the fitting of automatic fire closures.</p> <p><b>Domain 2: Clinical and Cost effectiveness</b> C6 Health care organisations co-operate with each other and social care organisations to ensure that patients' individual needs are properly managed and met. The Forum has become aware that there is no joint policy on the conveyance to hospital of detained patients as required under section 11 of the Mental Health Act Code of Practice. This has been brought to the attention of the Trust, Social Services, Gloucestershire Constabulary and the Ambulance Trust.</p> <p>The Forum is aware that the carer support workers under Carers Gloucestershire Contract only covers those caring for adults of working age.</p> <p><b>Domain 4: Patient Focus</b> C13a Healthcare organisations have systems in place to ensure that: staff treat patients, their relatives and carers with dignity and respect The Forum is pleased by improvements made to wards at the Charlton Lane Unit to offer more privacy and dignity to female patients.</p> <p>C13b Healthcare Organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information. The Forum has some concerns about patient confidentiality, consent and information sharing. The Trust has now adopted the national Code of Practice and are working with the county Compact Group. The Trust is also looking at updating policy documentation and, in co-operation with the Forum and service user/carers groups, to produce a guideline booklet with typical examples of best practice.</p> <p>C14a Healthcare organisations have systems in place to ensure that patients, their</p>

relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services

The Forum is aware that the Trust offers no conciliation service for complainants as outlined in guidance from the Department of Health in 2004. However the Forum is aware that the Trust is currently looking at its complaints process.

C16 Healthcare Organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate inform patient on what to expect during treatment, care and after care.

The Learning Disabilities team have produced excellent accessible information for the Health Action Plans and an information leaflet about mental health for this client group. They have also produced excellent menu cards and provide support nurses for Learning Disability patients in the General Hospital.

Domain 5: Accessible and responsive care

C17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services

The Forum is aware that carers of mental health patients would like to be more involved in the designing of healthcare services. The Forum believes that the Trust is working towards greater involvement of patients, carers and others in the development of services but more work needs to be done on involvement at the initial stages.

Domain 6 - Care, Environment and Amenities

C20a Healthcare services are provided in environments which promote effective care

and optimise health outcomes by being: a safe and secure environment which protects patients, staff, visitors and their property and the physical assets of the organisation:

During the course of the year Forum members visited the Honeybourne Unit, a new rehabilitation and recovery facility, and were impressed with facilities which ensured safety for patients and staff. Forum members were also impressed with improvements to external lighting at the Charlton Lane unit which has improved security for patients, visitors and staff.

Domain 7 - Public Health

C23 Healthcare organisations have systematic and managed health promotion programmes

The Trust has adopted a no smoking policy throughout Trust premises including outside areas. The Forum is aware that this will have an impact on mental health patients for whom smoking is a significant issue.

## Core standards assessment final declaration

How many overview and scrutiny committees will be commentating on your trust?	1

**Please enter the commentaries below. If copying and pasting, it is advisable to copy the text and paste unformatted into a new document. Then copy and paste the unformatted text into the web form.**

### Overview and scrutiny committee 1 - commentary

Overview and scrutiny committee commentary	<p>Comments from the Gloucestershire Health Overview and Scrutiny Committee on the performance of Gloucestershire Partnership NHS Trust against the Core Standards</p> <p>It is difficult for the Health Overview and Scrutiny Committee to give detailed comments on the performance of the Trust against the Core Standards, as the committee has not been conducting its work with these standards in mind. However, the committee does believe that the Health Check is an important process and that the committee should try to comment where possible based on the information it does have available at this stage. The committee hopes to be able to make a fuller contribution to the process in future years as the Health Check process develops.</p> <p>In general terms the committee is satisfied that the Trust is performing to a high standard, but it has not conducted any detailed investigations into the Trust's services over the last year so it is difficult to comment in detail, however the committee would make the following brief comments:</p> <p>Standard C17 – The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.</p> <p>The committee discussed the Trust's application for Foundation Trust status in November 2005. In general terms the committee was satisfied with the adequacy of the Trust's plans for consultation on the application, whilst recognising that it would be difficult for the Trust to engage people given the lower profile of mental health services and the fact that Gloucestershire already had one Foundation Trust so there would be less curiosity about what the change might mean. Given these limiting factors the committee is satisfied that the consultation was as thorough as could be expected.</p> <p>Third Domain: Governance</p> <p>Although the committee has not examined any of the Trust's services in detail this year, it does feel able to comment that the Trust is performing well overall within this domain. The Trust has again received a 3 star rating, and had been invited to apply for Foundation Trust status, demonstrating that it is recognised as a good provider.</p>
--	---