Dear Ms Laycock

Response to the submission by Healthwatch England - Escalation Reference JL002 re: St Andrews Healthcare

Thank you for your enquiry regarding St Andrews Healthcare. You may be aware that Healthwatch Northampton has communicated with NHS England about this issue in the past. The specific concerns expressed by Healthwatch Northampton related to 4 deaths in 2010-2011 in a medium secure unit in St Andrews Healthcare. This issue predates the establishment of NHS England. To note Grafton ward was a low secure ward, not a medium secure ward as stated in the request. Grafton ward closed in January 2014 as part of the planned environmental improvements at St Andrews Healthcare.

Regarding your specific enquiry please find below NHS England Area Team response:

- Confirmation of when the review will be commenced and when the review will report-

The Mental Health Strategic Clinical Network (SCN) is overseeing the review on behalf of NHS England Area Team. They have experienced some delays in recruiting the review team due to securing the appropriate clinical expertise in this field and ensuring no conflicts of interest. When undertaking case note reviews, detailed preparation is required including briefings and receiving consent which could cause adverse consequences if not fully considered at this stage. The Clinical Director and the Manager for Mental Health for the SCN have now undertaken a scoping exercise at one of St Andrews Healthcare hospitals and are in the last stages of establishing the review team, which they anticipate will be complete in August. From the point of commencing the review, the date for the production of the report is 3 months.

- Whether the report (or a summary of the report) of the review will be made public-

The lay summary report will be made public and the full report will be available to St Andrews Healthcare, NHS England Area Team and Regional Team and the Care Quality Commission.

- An explanation as to why the ToR for the review changed so substantially (ToR v3 Nov 2013 to v7 May 2014)

It is important to emphasise at this stage that this exercise is undertaken as part of the NHS
England quality assurance responsibility as commissioners of specialised mental health services at St Andrews Healthcare. Terms of Reference for review processes routinely undergo a series of revisions as necessary by the NHS England Area Team to ensure they fulfil NHS England’s quality assurance objectives. We have heard the views of St Andrews Healthcare and Healthwatch Northampton, we have met on several occasions and discussed throughout the process of development before finalising the Terms of Reference. We have made it explicit to Healthwatch Northampton that the remit of this review is concerned with quality assurance of the current service provision. The NHS England Area Team wishes to be assured that the lesson learnt from the previous investigation has been embedded into current practice. NHS England notes that the cases that are being highlighted by Healthwatch England have been previously investigated including the Coroners enquiries with involvement by the Care Quality Commission.

The anonymous case note review is only one element of the quality assurance process for St Andrews Healthcare. On a daily basis NHS England Case Managers and Supplier Managers are working with St Andrews Healthcare (as well as other providers) in relation to the quality of services and patient care. Case Managers undertake this through attendance at ward rounds, CPA reviews and other Multi-Disciplinary Team meetings together with more informal visits to wards and focussed quality visits. Supplier Managers may attend any of the above; they also meet monthly with St Andrews Healthcare to monitor progress against any actions.

There are monthly NHS England Area Team Serious Incident meetings to monitor and gain assurance following serious incidents. There is a quarterly contract monitoring meeting, attended by members of St Andrews Executive Team. To date NHS England Area Team has convened 2 Quality Assurance Review meetings with St Andrews Executive Team and the NHS England Area Team Executives in March and June 2014. The meetings included the Care Quality Commission, Healthwatch Northampton and the Executive Team from St Andrews Healthcare.

St Andrews has developed a quality assurance plan which identifies the steps they are taking to address concerns that have been raised by all key stakeholders. Progress is monitored monthly by NHS England Area Team as described above and NHS England Area Team Quality Surveillance Group. The Care Quality Commission will be undertaking a Deep Dive Inspection at St Andrews Healthcare in September 2014. The Quality Summit following the Care Quality Commission visit will be the next stage of the NHS England Area Team quality assurance process.

I hope the above information has answered your enquiry and also given you an overview of NHS England quality assurance processes for St Andrews Healthcare. Please do not hesitate to contact me if there are any further enquiries.

Yours sincerely

Ruth Sargent
Head of Specialised Mental Health and Learning Disabilities POC and High Secure lead

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