

RATIFIED

**COUNCIL OF GOVERNORS MEETING – 17th SEPTEMBER 2013- 10.00 AM,
ROOM 1, TRUST HEADQUARTERS**

Present:

Alan Maden - Chair

Council of Governors

Anne Broadhurst - Lead Governor
 Paul Butcher - Public – Trafford
 Rob Beresford - Other North West
 Jennifer Carlisle - Staff – Clinical
 Michael Hulmes - Staff – Non Clinical
 Sue Haworth - Public - Bolton
 Eileen Killeen - Service User & Carer
 John McLellan - Public – Salford
 David McCall - Staff – Clinical
 Alan Mitchell - Appointed Governor
 Margaret Riley - Service User & Carer
 Jonathan Roberts - Staff – Non Clinical
 Sylvia Seddon - Public – Trafford
 Joanne Wilson - Service User & Carer

In Attendance:

Bev Humphrey - Chief Executive
 Terry McDonnell - Non Executive Director
 Malcolm Cowen - Non Executive Director
 Brian Slater - Non Executive Director
 Mike Chapman - Non Executive Director
 Karen Luker - Non Executive Director
 Caroline Vining - Communications & Marketing Manager
 Andrew Maloney - Director of HR and Governance
 Neil Thwaite - Director of Service & Business Development
 Steph Neville - Head of Corporate Affairs
 Lynne Lord - Compliance Inspector, CQC

38/13 APOLOGIES FOR ABSENCE

Apologies for absence were received from:-

Paul Pandolfo - Appointed- GM Probation Trust
 William Gallagher - Public – Bolton
 Peter Baimbridge - Public - Salford
 Sally Claydon - Cloughside College
 Bill Howarth - Staff – Non Clinical
 Andy Morgan - Bolton – Public
 Phil Saxton - Public – Other North West
 Paul Ingham - Service User & Carer
 Hazel Carter - Public – Trafford
 Tony Warne - Appointed – University of Salford School of Nursing

39/13 WELCOME AND INTRODUCTIONS

The Chair, Alan Maden, welcomed everyone to the meeting and particularly Lynne Lord, Compliance Inspector, for the Care Quality Commission to the meeting.

40/13 DECLARATIONS OF INTEREST

There were no declarations of interest.

41/13 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting held on 6th July 2013 were agreed as a correct record subject to a correction to minute 33/13 Working Together CQC and Foundation Trust Governors to read “Anne Broadhurst, Lead Governor presented the report to the Council of Governors”

42/13 MATTERS ARISING FROM THE PREVIOUS MEETING

There were no matters arising.

43/13 GOVERNOR DEVELOPMENT SESSION – CQC PRESENTATION

Lynne Lord, Compliance Inspector, Care Quality Commission, gave the Council an overview of the extent of the organisational change that had taken place in the Commission’s structure and regulated care in the North.

Lynne Lord updated the Council on the 3 Year Strategy developed by the CQC and its 6 strategic priorities which would focus on building relationships with a specific priority around strengthening how mental health services are delivered and mental health capacity responsibilities. She explained that in her experience the CQC had observed an open, honest and supportive culture in the Trust and its managers were helpful. The Governors noted that in future the CQC ratings would be for services and not for the Trust overall and there would be a change to the way that complaints would be investigated.

Anne Broadhurst, Lead Governor, asked a question in relation to the Commission’s recent visit to Woodlands and she wondered whether dialogue with carers had taken place. Lynne Lord confirmed that there had been an opportunity to speak to carers and visitors and that listening events for public and staff were held on the first days of inspections, close to inspection locations.

Lynne Lord said that she had been impressed at the attendance and level of challenge and debate at Council of Governor meetings and its papers provided a valuable source of information to the CQC.

Rob Beresford, Public Governor, asked a question in relation to carers concern at Mid Staffordshire and the CQC’s failure to listen. Lynne Lord responded that the CQC was improving and there were differential responses depending upon the levels of concern and potential impact of an event.

The Council were informed that engagement visits had already been established between the Trust and the CQC. This would mean occasional attendance at Council of Governors to assess the impact of the CQC’s strategic priorities and change. The Trust was also working with the CQC on individual service line ratings.

Sue Haworth commented on the CQC’s focus on locations whilst the majority of care was provided by mental health teams nearer to home and not location based. In response Lynne Lord acknowledged the point and commented that the approach was iterative and would develop over time.

The Committee thanked Lynne Lord and **noted** her presentation.

44/13 PATIENT SURVEY REPORT 2013

Neil Thwaite, Director of Service and Business Development circulated the previously embargoed results of the Patient Survey Report 2013.

It was noted that the response rate of 23% was near the average for Trusts. Overall the rates were pleasing for the Trust which had shown some improvement on previous years. The Council noted that there were no responses in the category of worst performing trusts and some put the Trust amongst the top performing trusts. The intention would be for services to go through the results in detail locally with rapid improvement plans put in place for improvement. Areas for target could include a focus on crisis care and support outside of normal working hours, access to talking therapies, finding and keeping work and care plans.

The Governors **noted** the survey results.

45/13 CHAIRS REPORT

Alan Maden, Chair presented and highlighted that the Trust had successfully retained Drug and Alcohol Services in Central Lancashire and had had a productive visit from Paul Burrow MP. In addition the Trust continued to meet its targets and the recent report from Monitor rated the Trust at the top ratings of green for Governance and 5 for Finance.

The Council of Governors **noted** the Chairs Report.

46/13 REPORT OF THE CHAIRS ADVISORY GROUPS

The Council of Governors were informed of the need to hold election of Governors in 2014 given a number of vacancies. In order to reduce costs associated with holding elections it was also agreed to extend the tenure of office for Governors to a maximum of 9 years.

The Council of Governors agreed to **recommend** to the Annual Members Meeting that there be an extension to Governors tenure of office.

47/13 ANNUAL MEMBERS MEETING

The Council of Governors **noted** the date, time and venue of the Annual Members Meeting and advised to confirm their attendance to the event being held on the 9th October 2013 at The Lowry, Salford Quays.

48/13 QUALITY ACCOUNT/ANNUAL REPORT/STRATEGIC PLAN UPDATE 2012/13

Neil Thwaite, Director of Service and Business Development presented a summary document "Achievement and Challenge" the Quality Account/Annual Report/Strategic Plan. He explained that there had also been external assurance of the Quality Account by the Trust's external auditors and KPMG and the Trust had received the best rating that could be achieved.

The Council of Governors **noted** the report.

49/13 LEAD GOVERNOR REPORT

Anne Broadhurst, Lead Governor. presented a report in which she congratulated Joanne Wilson, Sally Claydon and Mags Riley on recent work carried out in their capacity as Governors.

The Council of Governors noted the recent changes in relation to benefit changes to Universal Credit (and not Disability Living Allowance) and volunteering. The potential impact of recent changes to service users and carers especially in relation to Local Authority support was discussed. It was important to acknowledge the role in advocacy and

support from volunteers as enablers to service users on their paths to recovery which was very different to volunteers in the acute sector.

50/13 ANY OTHER BUSINESS

There were no items of any other business.

51/13 DATE AND TIME OF NEXT MEETING

The next meeting of the Council of Governors would be held on 3d December at 10.00 am , Room 1 THQ.