

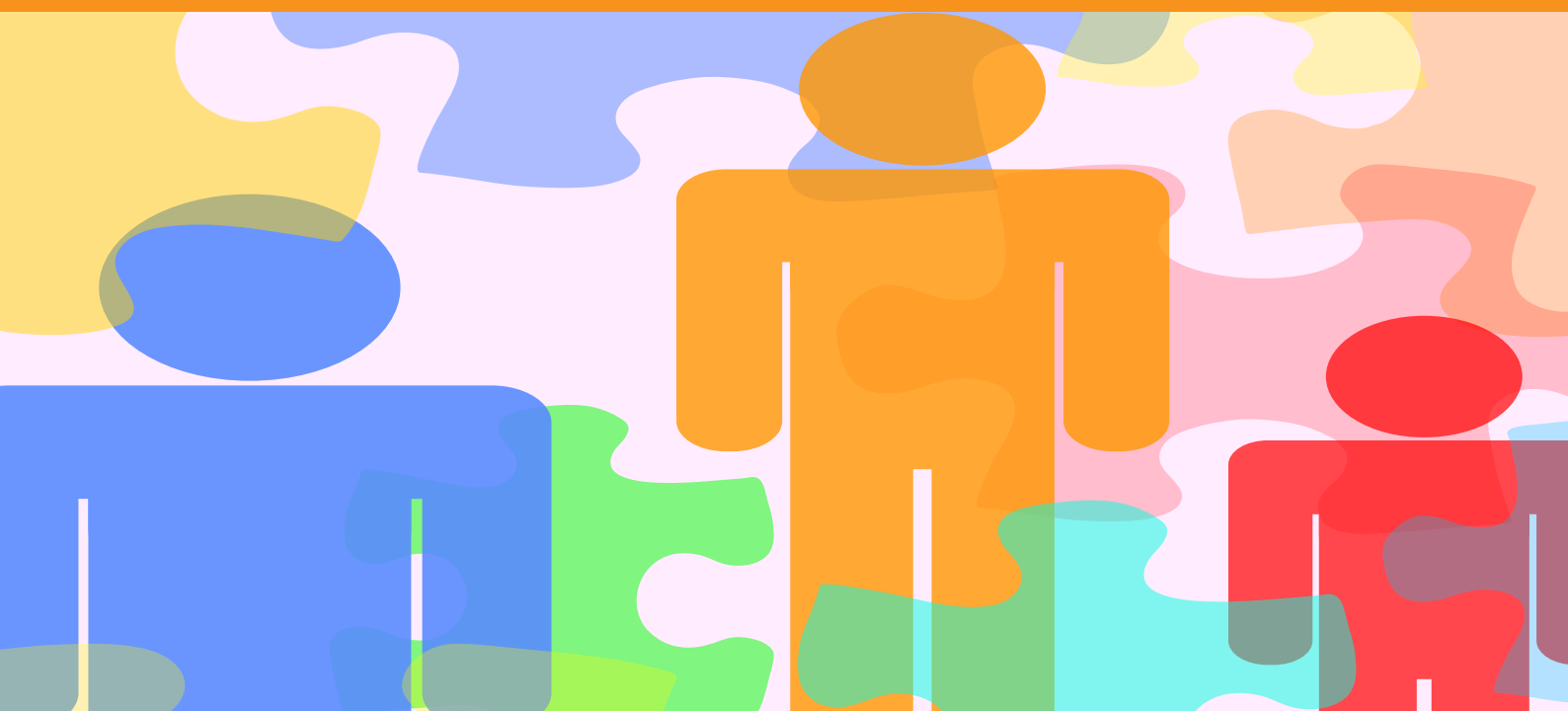
*Preparing for &
Learning from the New*

CQC Inspections in Mental Health & Community Care

Monday 22 September 2014
Hallam Conference Centre, London

10% Card payments
discount*

15% Group booking
discount**



Chair & Speakers Include:

Shaun Clee
Chief Executive

²gether NHS Foundation Trust

Ellen Armistead
Deputy Chief Inspector of Hospitals
Care Quality Commission

With Contributors from:



Coventry and Warwickshire **NHS**
Partnership Trust



Recognised by



Preparing for & Learning from the New CQC Inspections in Mental Health & Community Care

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This conference aims through national updates and the experiences of Mental Health and Community Care NHS Trusts who have experienced inspection, to provide a practical guide to preparing for and learning from the new Care Quality Commission inspections in mental health and community care. The Care Quality Commission published the first reports from its new programme of mental health and community health services inspections on 17th April 2014.

Speaking on the new mental health and community inspections, Professor Sir Mike Richards, CQC's Chief Inspector of Hospitals, said:

"Our new approach to mental health and community health services inspections recognises that many patients receive part of their care while living at home and part as an inpatient in hospital. It is vital to ensure that these services are working well together to give continuity of care for patients..the needs of people with mental health problems run through all the areas that CQC regulates and the new inspections demonstrate a stronger approach to ensure that people get care that is safe, effective, caring, responsive to people's needs and well led."

"Community healthcare services play an increasingly important role in people's lives, particularly in providing care close to where people live...we have not given enough specific attention to community health services in the past, and this new approach strengthens our oversight of the sector and allows us to develop a clearer picture of the quality of services that are so important in many people's lives."

The conference features an extended session from Ellen Armistead, Deputy Chief Inspector of Hospitals at the Care Quality Commission, and former Chief Executive at Lincolnshire Community Healthcare NHS Trust on preparing your organisation for the inspection process.

Follow the conference on Twitter #CQCInspectionMH

10.00 Chair's Welcome

Shaun Clee *Chief Executive* ²gether NHS Foundation Trust

10.10 Care Quality Commission Inspections in Mental Health: What the new process means for service users

Paul Scates

Peer Specialist

Dorset Mental Health Forum

- the new inspection process in mental health and community settings
- what have we learnt from the inspections to date
- learning from inspection reports to spread good practice
- assessing 5 key questions: Is a trust/service safe, effective, caring, responsive to patients' needs and well-led?
- how can you prepare for inspection?
- improving engagement with people that use services
- announced and unannounced visits
- moving forward

10.40 Leading an inspection team: the onsite process

Lead Investigator

CQC Mental Health Inspection at an NHS Trust

- how the onsite process works for announced visits
- what the inspection teams are looking for and what information they may ask for onsite
- the role of experts by experience
- my experience as a lead inspector

11.20 Questions and answers, followed by coffee and exhibition

11.45 EXTENDED SESSION

Developing internal inspection for Quality

Ellen Armistead

Deputy Chief Inspector of Hospitals

Care Quality Commission

& Former Chief Executive

Lincolnshire Community Health Services NHS Trust

- setting up a process of "internal inspection" along the lines of Keogh, making changes, to maintain standards, and assure that they are maintained even when the CQC and others aren't looking
- an overview of our internal inspections and the findings
- learning from internal inspection and ensuring improvement

13.00 Question and answers, followed by lunch and exhibition

Learning from the first wave inspections in mental health and community care

14.00 Delivering effective care

Rachel Newson

Chief Executive

Coventry and Warwickshire Partnership NHS Foundation Trust

"CQC stated that "In most services at Coventry and Warwickshire

Partnership Trust, we found that the care and treatment provided was

effective"

- delivering effective services
- how to reduce variation and ensure consistently high quality across all wards and community teams
- advice for inspection preparation and our experience

14.30 Developing a well led organisation

Dr Kathleen Janet Fallon

Chief Executive

Bridgewater Community Healthcare NHS Trust

Bridgewater Community Healthcare NHS Trust was the first Community

Health trust to be inspected by the CQC under the new process

- developing the leadership skills of frontline staff
- developing the role of the board
- advice for board members preparing for inspection preparation and our experience as a Community Trust

15.00 Staffing and skillmix: getting it right in practice

Ray Walker

Executive Director of Nursing & Secure Services

Mersey Care NHS Trust

- monitoring and assessing staffing and skill mix in your organisation
- listening to frontline staff and ensuring there is a system in place for staffing issues to be highlighted
- looking forward to the NICE Safe Staffing Guidance in mental health and community

15.30 Question and answers, followed by tea and exhibition

16.00 Preparing the data, information and improving local monitoring information

Representative

Captive Health

- sources of data in mental health and community settings and the CQC intelligent monitoring system
- triggers and surveillance indicators for inspection
- local data from the trust: what the inspection requires
- from data to intelligent information at a local level
- developing high quality clinical data systems at a local level
- the role of clinical audits in demonstrating effectiveness

16.30 Post inspection: responding to the findings

Liz Davenport

Deputy Chief Executive

& Vanessa Ford

Interim Director of Nursing and Practice

Devon Partnership NHS Foundation Trust

Devon Partnership NHS Foundation Trust was the first Mental Health

trust to be inspected by the CQC under the new process

- the quality summit and developing improvement plans
- changing culture and practice
- sharing and replicating good practice
- our experience and developments

16.30 Question and answers, followed by close

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The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

Venue

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

(The ICO stands for International Coffee Organisation)

Date Monday 22 September 2014

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
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