

Key Matters and Escalation Report to the Group Trust Board

Name of Committee: Service Assurance Committee (SAC)

Chair: Graham Nice

Meeting Date: Thursday, 08 May 2025

Key matters

As a first meeting, the committee debated the purpose of the SAC and how we will operate including the need for distinction between escalation and informing, more integrated reporting on Place/service level, achieving the balance of scrutiny and assurance on all services and ensure strategy translates into tangible information for service providers.

- Discussion in relation to the performance metrics and how these will be progressed moving forward, it was suggested that the data could also include wider information that looks beyond the scope of the Trust.
- It was noted that there has been a positive reduction in pressure ulcers and tissue viability incidents, there have also been a number of patients that have been admitted to the units from acute hospitals, with pressure ulcers. Work is continuing in this area.
- An update was provided on the Regulation 28, it was highlighted that a full review will be provided to the Quality Committee in June. The focus of the action plan is training and support for bank workers; however it also includes actions relating to sepsis, escalation and pressure ulcer care.
- In relation to safeguarding, it was noted:
 - o That there is a lower rate of training compliance for level 3 safeguarding training. A new method of training is being introduced, based on the inter-collegiate document.
 - o The Trust has had several Safeguarding referrals made against some services, from external organisations. A deep dive into the data and potential themes will be undertaken.
- Flu vaccination update was discussed, the number of vaccinations provided was lower than previous years, planning for the 2025-2026 campaign to start earlier and include case studies and key information from the 2024-25 national data set.
- Overall, a stable position was reported with no significant new variances.
- The financial position for 2025-26 was discussed, with a 1.2 million overspend noted, this was primarily linked to in-patient and continence product spend.
- It was highlighted that delivering efficiency will be key in 2025-2026, with a target of 3.1 million cost improvement needing to be made. Work will be undertaken to confirm if the budget is real for the service or not.
- It was highlighted that there has been a drop in Friends and Family Test returns, this is due to an issue with the current provider, which has meant that only paper copies have been available. A new provider is due to start in June.

Key escalation

There is no formal escalation to the board.

The Committee would like the board to note the following:

- An update on the regulation 28 will be received at the Quality Committee.
- Level 3 Safeguarding Adults training compliance is lower than the compliance target – a plan is in place to improve access to training.
- A review of Section 42's (Adult Safeguarding referrals) will be undertaken to understand the current Trust position.

Key risks and issues

The following risks areas were identified with a score of 15 and above. These risks all have mitigations and plans in place.

5200 – Community nursing demand and capacity

5473 – Community therapy cover for North Walsham ward

5428 – Staff capacity of TB service

A potential risk was identified, which was the development of the growth fund projects. This was identified following feedback from the acute hospital partners, who were concerned that the programmes identified would not reduce their overall demand for bed based care. An internal review of these projects and any potential risk is underway.

Good practice or Innovation

The Board should note:

- The reduction in length of stay within the intermediate care beds.
- The opening of the Willow unit, which is almost at full occupancy.
- Positive trends in incident reporting, 'did not attend' and cancelled appointments.
- Pressure Ulcers within the Community teams remain below the national benchmark, reflecting the hard work of the teams to reduce this risk.