



Francis Report

Update

18th May 2015

Choose
**Chelsea and
Westminster**

Chelsea and Westminster Hospital **NHS**
NHS Foundation Trust

Leadership, accountability, complaints, workforce, education and training

Recommendations for Trusts:

- 3-8 values –Trust values are featured in adverts, job descriptions, person specifications and induction information. Our lanyards list the Trust values and staff are expected to, and held to account for, demonstrating these. Our Star Awards were based around our Trust values.
- 12 – staff are encouraged to report incidents & we continue to work to improve feedback, moving to electronic solution in next 6 months. Whistleblowing policy is online, and currently being reviewed.
- 86 – requirement for training of Directors in their responsibilities & accountability. This is being undertaken in 2015/16
- 109-122 Complaints – following an external review we have improved complaints processes, incorporating work from the Patients Association.
- 172 proficiency in English; the Trust has systems in place to test numeracy and literacy of nurses and HCAs pre-appointment .
- 173 - 174 the duty of candour – this is incorporated into all SUI's reported to ensure staff have been open & transparent with families.
- 179 'gagging clauses' – these are not used by the Trust.

Leadership, accountability, complaints, workforce, education and training

- 185, 191 recruiting with values; values based questions and scenarios are being used
 - 195 – Ward managers are now 60% supervisory, with the aim to increase this in 2016/17 to 100%
 - 197 – the Trust is investing in leadership training for Ward managers, and senior nurses/managers.
 - 236 – all patients have a named lead consultant.
 - 237 – multi disciplinary team working is in place across wards, with a focus on multi disciplinary training including simulation.
 - 243 – electronic automated recording and escalation of observations is being piloted in AAU & will be rolled out across wards
- **ADDITIONAL COMMENTS**
 - Much of the report centres on changing culture including openness, honesty, better communication and challenge
 - It is also focuses on individuals taking responsibility for their own behaviour and action/ inaction

These continue to be priorities for the Trust, in making continuous improvements. There is also a great deal of work being undertaken nationally which the Trust is either participating in e.g. Cavendish certificate, or remains focused on.