

## “RIGHT FIRST TIME”

### Pascoe Stage 2 Recommendations:

#### Report for Hampshire Health Overview and Scrutiny Panel (HASC)

January 2022

#### 1 Context

The purpose of this report is to provide an update to the Hampshire HASC in relation to progress following the publication of the Stage 2 Pascoe Report.

#### 2 Background

In 2019, Nigel Pascoe QC was appointed to undertake a paper-based investigation (now referred to as Stage 1) in relation to the historical cases of five people who had died in Southern Health NHS Foundation Trust’s care between 2011 and 2015. In February 2020, the investigation report was published and included a recommendation to establish a public investigation to address and resolve issues that could not be fully considered as part of a paper review.

The second stage took the form of a series of virtual public hearings and was Chaired by Mr Nigel Pascoe QC, supported by three independent experts. The public hearing sessions began on 29 March 2021 and concluded on 29 April 2021.

The Stage 2 process enabled the panel to consider whether current policies were appropriate, to make recommendations where improvements were needed and to consider the progress Southern Health NHS Foundation Trust had made with implementing ‘real reform’ following the recommendations in the Stage 1 report.

The full Stage 2 report was published on 9 September 2021 and is available via:

- [Southern-Health-NHSFT-Stage-2-Final-Report-Right-First-Time-1-1.pdf \(england.nhs.uk\)](#)
- an easy read version is available via: <https://www.england.nhs.uk/south-east/wp-content/uploads/sites/45/2021/09/NHSI-Stage-2-Review-SHFT-Easy-Read-summary.pdf>).

The panel report included 39 recommendations and nine practical learning points for the Trust, NHS Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (CCG), and the wider NHS to consider.

The recommendations for the Trust included areas such as complaints handling; communication and liaison with service users, carers and family members; handover between professionals; independent investigatory structures and action planning.

NHS Hampshire, Southampton and Isle of Wight CCG was given one recommendation which related to the monitoring of its contract with the Trust, to ensure demonstrable rigour and perceived independence.

The report also noted that the establishment of the newly formed Integrated Care System (ICS) provides an opportunity to strengthen the service delivered by the shared specialist Mental Health and Learning Disability Team and that this service should be acknowledged and implanted in the ICS in the next 12 months.

We are grateful to Mr Nigel Pascoe QC and the panel for their work, and welcome the report's recommendations.

Health and care providers in Hampshire and Isle of Wight are working more closely and collaboratively than ever before, which means we are now even better placed to make further change and improvements for the benefit of patients in the communities we serve across the whole local NHS system. Our patients rightly expect and deserve high quality services and we are committed to continuing to put patients, carers and families at the heart of all we do. This report is helpful in making sure we focus on the areas requiring the most immediate improvements, which builds on work already underway.

The panel heard many examples during the hearings of the improvements Southern Health NHS Foundation Trust has made in recent years, and we are pleased to see these reflected in the report.

### **3. Stage 2 Report: progress update**

The CCG has developed a robust governance process for the delivery of the agreed changes following the Pascoe Stage 2 recommendations. The process includes oversight from the CCG, the wider system and NHS England and Improvement (NHSE/I) regional oversight. The monitoring of NHS providers progress against the recommendations will be reported via the quality operational groups in the CCG, which is then reported to the CCG's Governing Body on a regular basis.

The ICS Quality Board is responsible for monitoring the progress of Southern Health NHS Foundation Trust, HIOW providers and the CCG progress against the recommendations. This group includes leads from a number of NHS organisations locally, such as the CCG, other NHS providers, Health Education England and NHSEI.

The panel heard many examples of the improvements Southern Health NHS Foundation Trust has continued to make in recent years, and these were reflected in the Stage 2 report. SHFT are committed to continuing their journey of improvement to ensure that they '*get it right, first time, every time*'.

In response to the Stage 2 recommendations, the Trust have developed a plan which details the work already undertaken and the areas planned for further improvement.

The CCG will be monitoring the Trust's progress against the recommendations identified and will seek assurances, both qualitative and quantitative, to demonstrate the necessary improvements in practice.

The CCG has reviewed its recommendation from Mr Pascoe and the panel, and is continuing to review contractual monitoring arrangements and agreeing how the recommendation will be evidenced with NHSE/I.

We also recognise that the recommendations identified in *Right First Time* should be considered by and implemented within other providers. The governance process includes the oversight of all Hampshire and Isle of Wight NHS providers and their response to the Stage 2 recommendations to ensure system-wide sustainable improvements. We are working more collaboratively than ever before and this provides a strong platform for sharing best practice and learning.

The ICS is due to become a statutory entity in July 2022. The ICS structures for Hampshire and Isle of Wight are in development and discussions are underway in relation to the recommendation about strengthening mental health and learning disability service delivery in the new structure.

During the next quarter, the CCG will be reporting progress via the Hampshire and Isle of Wight Quality Board.