

# Council of Governors General Meeting

12 January 2023  
14:00 GMT Europe/London

Trust Board Room and via Microsoft Teams

# Agenda

1.	Agenda .....	1
	1. Agenda COG General meeting January 2023 DRAFT 001.pdf .....	2
1.1	Welcome and Apologies for Absence .....	4
2.	Declaration of Interest .....	5
3.	Minutes of previous meeting held 10 November 2022 .....	6
	3. Draft Minutes CoG 10 November 2022.pdf .....	7
4.	Action Log and Matters Arising .....	14
	4. COG Action Log COG 10.11.22.pdf .....	15
5.	Chairs update .....	16
6.	Chief Executive update .....	17
7.	Equality, Diversity and Inclusion update .....	18
8.	Governor Election Outcome .....	19
	8. COG Election update paper.pdf .....	20
9.	Terms of Reference for Council of Governors Quality Sub-Group .....	23
	9. Terms of Ref CoG Quality Group.pdf .....	24
10.	Governor Service Visits Feedback .....	26
	10. Lotus Ward Service Visit 29 November 2022 DRAFT KA.pdf .....	27
11.	Governors' questions .....	29
12.	Governors Feedback - Quality and Performance Board Sub-Committee update .....	30
13.	Governors Feedback - Audit Committee Board Sub-Committee .....	31
14.	Governors Feedback - Resource and Business Assurance Board Sub-Committee .....	32
15.	Governors Feedback - Mental Health Legislation Board Sub-Committee .....	33
16.	Governors Feedback - Provider Collaborative Board Sub-Committee .....	34
17.	Governors Feedback - People Board Sub-Committee .....	35
18.	Governors Feedback - Charitable Funds Board Sub-Committee .....	36
19.	Governors Feedback - Nomination Committee .....	37
20.	Governors Feedback - Governors Quality Group .....	38
21.	Governors Feedback - Governors' Steering Group .....	39
22.	Governors Feedback - Governors Governance Group .....	40
23.	Governors Feedback - NHS Providers Governors Advisory Committee .....	41
24.	Other feedback from Governor meetings and events .....	42
25.	Board Minutes for Information .....	43

26.	Any Other Business .....	44
27.	Key Issues for Discussion - Urgent Care and Inpatient Programme update .....	45
28.	Key Issue for Discussion - Patient Safety Incident Response Framework (PSIRF) .....	46
29.	Date and Time of Next Meeting .....	47

# 1. Agenda

Speaker: Ken Jarrold, Chair

References:

- 1. Agenda COG General meeting January 2023 DRAFT 001.pdf

## Council of Governors General Meeting Agenda

**Please note Governors have the opportunity for an informal catch up with lunch provided from 1pm**

<b>Council of Governors General Meeting</b> <b>Venue: Trust Board Room</b>  <b>People will also be able to join via Microsoft Teams</b>	<b>Date: Thursday 12 January 2023</b> <b>Time: 14:00pm – 16:00pm</b>
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Agenda Item 1		Owner	
1.1	Welcome and Apologies for Absence	Ken Jarrold, Chair	verbal
2	Declaration of interest	Ken Jarrold, Chair	verbal
3	Minutes of the meeting held 10 November 2022	Ken Jarrold, Chair	Enc
4	Matters arising and action log	Ken Jarrold, Chair	Enc
5	Chairs update	Ken Jarrold, Chair	verbal
6	Chief Executive update	James Duncan, Chief Executive	Verbal
7	Equality, Diversity and Inclusion Update	Lynne Shaw, Executive Director of Workforce and OD / Rajesh Nadkarni, Deputy Chief Executive / Executive Medical Director	Enc
8	Governor elections outcome	Ken Jarrold, Chair	Enc
9	Council of Governors Quality Sub-Group Terms of Reference	Debbie Henderson, Director Communications and Corporate Affairs	Enc
10	Governor Service Visits Feedback	Ken Jarrold, Chair	enc
11	Governors' questions	Ken Jarrold, Chair	verbal
<b>Governor feedback</b>			
12	Quality and Performance Board sub-committee	Margaret Adams and Anne Carlile	verbal
13	Audit Committee Board -Sub-Committee	Maria Hall	verbal
14	Resource and Business Assurance Board Sub-Committee	Leyton Rahman	verbal

15	Mental Health Legislation Board Sub-Committee	Fiona Grant and Denise Porter	verbal
16	Provider Collaborative Board Sub-Committee	Fiona Regan	Verbal
17	People Board Sub-Committee	Anne Carlile / Danny Cain	verbal
18	Charitable Funds corporate Trustee Sub-Committee	Fiona Grant and Margaret Adams	Verbal
19	Governors Nomination Committee	Ken Jarrold and Margaret Adams, Co Chairs	verbal
20	Governors Quality Group	Margaret Adams, Chair	verbal
21	Governors Steering Group	Ken Jarrold, Chair	verbal
22	Governors Governance group	Debbie Henderson, Chair	verbal
23	NHS Provider's Governor Advisory Committee	Anne Carlile	verbal
24	Feedback from Governor's meetings and events	All Governors	verbal
25	Board of Directors minutes for information	Ken Jarrold, Chair	verbal
26	Any Other Business	Ken Jarrold, Chair	verbal

#### Key Issue for Discussion

Urgent Care and Inpatient Programme update	Ramona Duguid, Chief Operating Officer	
Patient Safety Incident Response Framework (PSIRF)	Rajesh Nadkarni, Deputy Chief Executive and Medical Director	

**Date and Time of Next Meeting**  
**Thursday 9<sup>th</sup> March 2023– 2:00pm – 4:00pm**  
**Trust Board Room, St Nicholas Hospital and via Microsoft Teams**

# 1.1 Welcome and Apologies for Absence

Speaker: Ken Jarrold, Chair

## 2. Declaration of Interest

Speaker: Ken Jarrold, Chair



## **3. Minutes of previous meeting held 10 November 2022**

Speaker: Ken Jarrold, Chair

References:

- 3. Draft Minutes CoG 10 November 2022.pdf

**Draft Minutes of the Council of Governors hybrid Meeting held in public  
Thursday 10<sup>th</sup> November 2022 from 2pm – 4pm  
In person and via Microsoft Teams**

**Present:**

Ken Jarrold	Chairman (Chair)
Darren Best	Non-Executive Director (Online)
Margaret Adams	Lead Governor/Public Governor for South Tyneside
Evelyn Bitcon	Public Governor for North Cumbria
Danny Cain	Staff Governor – Non-Clinical
Anne Carlile	Carer Governor for Older People’s Services
Cllr Paul Richardson	Appointed Governor for North Tyneside Council (Online)
Denise Porter	Governor - Community and Voluntary Sector
Tom Rebar	Service User Governor – Adult Services
Jacqui Rodgers	Governor – Newcastle University (Online)
Jane Noble	Carer Governor – Adult Services
Russell Stronach	Service User Governor – Learning Disability Services (Online)
Fiona Regan	Carer Governor – Learning Disability and Autism
Revell Cornell	Staff Governor – Non-Clinical (Online)
James Duncan	Chief Executive
Debbie Henderson	Director of Communications and Corporate Affairs
Louise Nelson	Non-Executive Director
Lisa Quinn	Executive Director of Finance, Commissioning and Quality Assurance
Lynne Shaw	Executive Director of Workforce and OD
Paula Breen	Non-Executive Director
Michael Robinson	Non-Executive Director (Online)
Brendan Hill	Non-Executive Director
Kevin Scollay	Executive Director of Finance

**In Attendance:**

Kirsty Allan	Corporate Governance Manager
Jayne Simpson	Corporate Affairs Officer (Minute Taker)
Anthony Deery	Deputy Chief Nurse (Online)
Russel Patton	Deputy Chief Operating Officer

**1. Welcome and apologies for absence**

Ken Jarrold welcomed everyone to the meeting. Apologies for absence were received from the following:

Rajesh Nadkarni	Executive Medical Director / Deputy Chief Executive
Ramona Duguid	Chief Operating Officer
David Arthur	Non-Executive Director
Claire Keys	Staff Governor – Clinical
Tom Bentley	Public Governor – Gateshead
Kim Holt	Governor – Northumbria University
Thomas Lewis	Staff Clinical Governor
Victoria Bullerwell	Staff Governor – Non-Clinical
Fiona Grant	Service User Governor – Adult Services
Cllr Maria Hall	Appointed Governor for Gateshead Council
Kelly Chequer	Appointed Governor – Sunderland City Council

Karen Lane	Public Governor – Newcastle / Rest of England/Wales
Lara Ellis	Appointed Governor – Newcastle City Council
Annie Murphy	Governor - Community and Voluntary Sector

## 2. Declaration of Interest

There no were declarations of interest to note.

## 3. Minutes for approval

The minutes of the meeting held on 14 July 2022 were considered.

### Approved:

- **The minutes of the meeting held on 14 July 2022 were agreed as an accurate record.**

## 4. Matters arising not included on the agenda and Action Log

No Matters arising.

## Business Items

### 5. Chair's Report

Ken Jarrold referred to NHS Providers who are a very effective representative organisation and shared his delight at the recruitment of Julian Hartley as the new CE. Julian is currently the CE at Leeds Teaching Trust and is an excellent appointment.

Ken highlighted once the election process ends, which will see a new Council of Governors, there will be a formal consultation process in January to review the Council's meeting times as some Governors have suggested that the times of meetings should be reviewed due to work commitments and that consideration be given to holding Governor meetings later in the day / early evening.

James Duncan referred to the budget recognising next year will be a challenging time for the Trust and mentioned the Trust have declared to the ICB they will not deliver on the original plan of a surplus of £5m but will break-even. James explained this is primarily due to costs on agency spend, James proposed providing an update at a future Engagement Session.

James mentioned provision has been provided from the Shine Fund to donate £100k to Foodbanks across the geographical area of the Trust. Monies are being distributed by population per area and will be with the Foodbanks in the coming weeks to hopefully help people including service users and their families access essential food.

James Duncan referred to the recent nurse strike action ballot and confirmed that the Trust are one of many organisations that will not be affected.

Evelyn Bitcon queried the possibility to be involved in the Community Transformation programme. James welcomed Evelyn's request and will liaise with Evelyn in the coming months.

Danny Cain sought clarification regarding the nurse's strike action. Lynne Shaw confirmed the Trust has only received notification from Unison. Ken Jarrold mentioned the need to respect those who wish to strike but continue to do our very best to provide services.

## 6. Chief Executive's Update - Panorama Report – Trust response

James Duncan shared with the meeting the Trust's response to the recent Panaroma programme. James explained the Trust has been updating the core leadership programme, which will be prioritised for clinical team managers as well as dedicated support for healthcare assistants across the Trust. As part of the existing Board visit programme, this will be enhanced and targeted to areas where inherent risk factors are present in relation to closed cultures. There will be a review of the various assessments of safety culture which will improve the understanding and build on the work to date, which will directly involve the Board of Directors. James mentioned the Trust will also continue to embed the triangle of care at all levels across the Trust.

James mentioned there are many policies and areas of practice which demonstrate the Trust's values and behaviours with key policies being reviewed as part of preparing this response is the Dignity in Care policy as well as continuing to embed raising concerns and Freedom to Speak Up process.

James mentioned the Intelligent data to support what we 'see, feel and hear' the Trust will continue the work that has already commenced on triangulating key data to target where additional leadership visibility or support is required.

Russel Patton mentioned the CQC 'out of sight who cares' document that was published previously, focusing on Learning Disabilities which take us down a particular root in focusing on the closed cultures of some of the isolated wards. Russell mentioned the documents have been shared with Associate Director's and Clinical Managers.

Anthony Deery provided an overview of Long-Term Segregation highlighting key issues. Anthony explained the multiagency panel process that has service user involvement where they review cases through the Human Rights lens as well as long-term segregation/seclusion. Anthony explained the importance of having patient and family members included on the panel. Anthony shared that the national HOPE(s) team visited the Trust recently and was impressed by the methodology getting the voices of the patient and family members voice heard at panels.

Russell Patton mentioned another mechanism that the Trust has in place are peer reviews which is a CQC quality compliance standard. Small groups of clinicians and service user/carer representatives visit wards and teams and make judgements about the care, being provided. The reports are brought back to the CQC compliance group, and the information is then shared across the organisation.

Lynne shaw mentioned the work that is currently being developed regarding the line management programme. Lynne shared that a survey has been sent out across the organisation to ask staff what they would like to be included in the programme highlighting 15 modules currently being developed. Lynne mentioned the work is currently being conducted via the Academy.

Jane Noble queried what processes are in place if a service user wanted to raise a concern on the ward without repercussions.

James Duncan mentioned there are community forums which are a safe place. James mentioned the independent advocacy service and the need to ensure these are working independently and referred to the work of Peer Supporters.

Tom Rebar referred to voluntary inpatients who may not want to raise concerns as it may jeopardise their care and treatment and suggested a confidential email address for service users to use.

Fiona Regan asked if family members were financially supported when attending meetings. James mentioned patents, service users and carers are reimbursed for travel costs.

Darren Best queried whether there were any concerns about closed cultures in services that the Trust currently commissioned.

Lisa Quinn provided assurance from a commissioning a point of view and explained all patients have had a face-to-face visit with in an 8-week period. Lisa informed the Trust does not have overall responsibility for the quality of care, but we have individual responsibility for the person who is placed there, and work with the relevant commissioner. Lisa gave assurance that patients who are placed out of area are having face to face appointments with their case managers where they have a route to raise any concerns regarding their care and treatment.

Russell Patton updated the meeting on out of area placements and explained as of 5 weeks ago there was thirty-one out of area patients however as of today there are eleven out of area placements.

Denise Porter reflected on her time when she was a carer commissioner visiting wards, commenting when you are a carer visiting the wards daily, you can become invisible, but also can get an understanding of what is occurring on the ward.

James Duncan, reflected on the message circulated to all staff regarding raising concerns. James mentioned staff, service users and carers should be able to raise their concerns by the various routes available, whether this would be in MDT, speaking to managers or the Freedom to Speak up Guardian. James shared that the Trust encourages people to speak up, to develop a better culture and move away from a blame culture to working better together, to ensure patients are getting the best care and treatment.

Evelyn Bitcon asked if Integrated Care Boards will be reviewing best practice to help mental health.

Ken Jarrold shared that our Integrated Care Board Chief Executive, Sam Allan has excellent knowledge of Mental Health and suicide rates are one of their key objectives.

## **7. Terms of Reference for Council of Governors and Sub-Groups**

Debbie Henderson gave an overview of the annual review of the Terms of Reference for Governor sub-groups, the review Terms of Reference for the Nomination Committee, the Steering Group and Governance Group. Debbie highlighted that there were no proposed amendments to the nomination committee, and an amendment to quoracy for the Steering Group from three to four members. There were no amendments proposed for the Governance Group. Debbie mentioned the Quality Group Terms of Reference will be reviewed at November meeting and then submitted to the January 2023 Council of Governors' meeting for ratification.

## **8. Equality, Diversity, and Inclusion update**

Lynne Shaw mentioned that the Trust had applied and were successful to be part of the Diversity and Health and Care partners programmes in partnership with the NHS Confederation. The programme lasts for one year and it give an opportunity to input into the national EDI agenda. Lynn mentioned an important appointment of an Equality and Inclusion Officer, Emma Silver Price, to work with Lynne and Chris Rowlands on the EDI agenda, also the Equality delivery system 2022, which has been published.

Lynne mentioned they have evaluated the Springboard for woman pilot and the second cohort has been launched, they have also been looking at supporting staff with a disability and the needs for reasonable adjustments. The Trust have signed up to two disability development

programmes with disabled staff and managers and are rolling out disability awareness across the Trust in the next year.

Lynne mentioned the Wellness support team has now been formed and will provide a full update at the next Joint Board and Governors meeting.

Russell Stronach asked to get involved in the Equality Diversity agenda. Lynne Shaw will liaise with Russell in this regard.

### **9. Governor Election Update**

Ken Jarrold provided the meeting with an update on the Governor Election where five vacant constituencies have not been filled. Ken asked Council members to promote the Governor elections wherever possible. Ken mentioned anyone that would like to become a Governor after the elections are closed, the Council would look at interim terms of office.

Ken referred to Governors whose term of office will end November 2022, we seek the approval from the Council for a one-month extension to their term of office until the Trust receive the declaration of results of the current election and therefore realign the Council election process from December.

### **10. Deputy Lead Governor Appointment**

Debbie Henderson mentioned expressions of interest were sought from the Council of Governors from 14th July 2022 with a closing date of 31st August 2022. Only one nomination was received from Anne Carlile and there have been no further nominations received since that time. The Council of Governors approved the appointment of Anne Carlile, Carer Governor for Older People's Services as Deputy Lead Governor from 11th November 2022.

#### **Resolved:**

- **Appointment of Anne Carlile as Deputy Lead Governor**

### **11. Governors' Service Visits Feedback**

Ken Jarrold shared the paper from the recent Governor Service visits by Denise Porter and Anne Carlile, where they visited North Northumberland Older Adult Team. Denise and Anne shared additional information from the visit.

Ken Jarrold shared feedback from the Governors service visit to Adult Community Learning Disability Service (East). A suggestion was made regarding the structure of the Service visits and Ken confirmed this would be reviewed later.

### **12. Governor Questions**

None to note – questions asked throughout the meeting

### **13. Feedback from Quality and Performance Committee**

Margaret Adams mentioned attending the Quality and Performance committee on 26<sup>th</sup> October, where Darren Best suggested Non-Executive Directors should engage in service visits along with Governors, to look specifically at areas where there is a potential of closed cultures. Margaret mentioned a discussion took place regarding CYPS waiting time, delayed discharges, and DNA's, along with Safer staffing and the task force.

Margaret mentioned that the committee discussed the focus of future meetings would be around staffing, restrictive practice, and record management.

Margaret shared that the video Paul Sams had presented, had been highly informative showing how things can be improved.

### **14. Feedback from Audit Committee**

Tom Bentley sent his apologies to the meeting. Kirsty Allan provided an update on Tom's behalf explaining the Charity Annual Accounts were reviewed and approved along with discussions on a CQC report of an inspection into Learning Disability Services with an action noted for regular safety updates to be provided to the Council of Governors Quality meeting which will be tabled into the cycle of business.

#### **15. Feedback from Resource and Business Assurance Committee (RABAC)**

Revel Cornell reported at the meeting a large proportion of the discussion was around the agency spend and the current pressures on reducing this as the Trust goes into the winter months. He mentioned the pressures on the Trust following the recent pay award.

#### **16. Feedback from Mental Health Legislation Committee**

Denise Porter reported an open and robust discussion regarding the Trusts risk and not only in Mental Health Legislation but staffing levels and the impact this is having. Denise also mentioned there were some useful conversations regarding Mental Health Act Sections and the usage of these, and as to whether patients have the capacity to understand them. Michael Robinson added the meeting also looked at the training of Mental Health Act, the issues of changing some of the focus that underpin the Act for staff to have a better understanding.

Ken Jarrold reported that Louise Nelson, Non-Executive Director has become a Hospital Manager for the Mental Health Act panels

#### **17. Feedback from Provider Collaborative Committee**

Michael Robinson mentioned the meeting focussed on the three Provider Collaboratives which are Adult Secure Services, Adult Eating Disorders and Children and Young People's specialist services looking at the lead provider contracts and links of commissioned services. Michael mentioned this will be a growth area in the coming year.

#### **18. Feedback from People Committee**

Anne Carlile mentioned meeting on 26<sup>th</sup> October which reviewed staffing, sickness, retirement, and staff leaving for promotion as well as reviewing workforce development plans for the Trust.

Brendan Hill shared the positive presentation that Neil Cockling produced, and the excellent work that he conducted in his time as Freedom to Speak Up Guardian. Brendan also mentioned a discussion took place regarding staff vacancies and agency spend. Brendan also highlighted the good work the academy are doing and the staff wellbeing having a positive impact.

#### **19. Feedback from Charitable Funds Committee**

Margaret Adams mentioned a discussion had taken place regarding the process for applications to give people more idea what is or is not possible from charitable funds, Margaret commented this is a work in progress.

Margaret highlighted that a member of Debbie Henderson's team will be joining the charitable funds team along with an apprentice who will be able to promote the charity. Margaret also mentioned the group agreed to donate money to the local foodbank, where this will be disseminated across the organisations footprint.

#### **20. Nominations Committee**

Nothing to note.

#### **21. Group Update from the Governors Quality Group**

Margaret Adams informed the meeting was attended by Rajesh Nadkarni who gave an update on the Community Transformation Programme. Rajesh suggested inviting a GP along to a future meeting to share his experience on the Community Transformation programme.

James Duncan attended the meeting provided an update on CNTW's future strategy. Margaret mentioned the next meeting will take place in November where Anthony Deery will be attending update on Restrictive Practice.

## **22. Update from the Governors Steering Group**

Ken Jarrold gave an update from the Steering group where a presentation was provided on the Trust membership and the current work that is being conducted with social media and in the community hubs. Ken mentioned he has asked for the presentation to be on the agenda at the next joint board and governors meeting on 9<sup>th</sup> December.

## **23. Feedback from Governor Advisory Committee (GAC)**

Anne Carlile provided an update from the NHS Providers and the training they provide. Anne mentioned that the meetings will soon start to be taking place face to face.

## **24. Feedback from Governor External Events and Meetings**

Margaret Adams mentioned the Black History event that had taken place and mentioned the speakers were excellent.

Tom Rebar mentioned that he went to the Children and Young people's event which was very informative and that he had enjoyed the event.

Anne Carlile mentioned the RESPOND training that she recently completed and urged colleagues to go on to the training if available.

## **25. Board of Directors meeting minutes (discussion by exception only)**

Received for information.

## **26. Any Other Business**

Ken Jarrold mentioned Newcastle Recovery Collage (Recoco) were having a party this afternoon and invited members along to attend if they wish to attend.

## **27. Date, Time, and venue of the next meetings:**

Thursday 12<sup>th</sup> January 2023, 2pm – 4pm. Trust Board Room, St Nicholas Hospital and also via Microsoft Teams.



## 4. Action Log and Matters Arising

Speaker: Ken Jarrold, Chair

### References:

- 4. COG Action Log COG 10.11.22.pdf

**Council of Governors Meeting  
Action Log as at 10<sup>th</sup> November 2022**

**RED ACTIONS** – Verbal updates required at the meeting

**GREEN ACTIONS** – Actions are on track for completion (no requirement for discussion at the meeting)

Item No.	Agenda item	Action	By Whom	By When	Update/Comments
<b>Actions outstanding</b>					
<b>Completed actions</b>					
7/22	9	Expression of Interest for Deputy Lead Governor		31.08.22	To update at November's Council of Governors Meeting

## 5. Chairs update

Speaker: Ken Jarrold, Chair

# 6. Chief Executive update

Speaker: James Duncan, Chief Executive

# 7. Equality, Diversity and Inclusion update

Speaker: Lynne Shaw, Executive Director of Workforce and OD / Rajesh Nadkarni, Deputy Chief Executive / Medical Director

## 8. Governor Election Outcome

Speaker: Ken Jarrold, Chair

References:

- 8. COG Election update paper.pdf

**Council of Governors General Meeting  
12 January 2023**

**Governor Election Results December 2022**

**1. Introduction**

Following the Governor Election process undertaken in October 2022, five seats within the Council remain vacant therefore it is proposed to undertake a further election for the remaining vacant seats commencing January 2023.

**2. Communications and Engagement Plan**

Posters highlighting the Governor election and signposting to the website and Corporate Affairs Team had been created for display and distribution trust-wide. Information was highlighted on the Trust's intranet and localities were encouraged to promote elections in all patient and staff areas, wards and departments and wherever possible in the communities where the Membership team have recently visited.

Governor elections were also promoted via key meetings including Council of Governor, Board of Directors, Trust Leadership Team, Business Delivery Group and Locality Group meetings.

Awareness of Governor elections was also included in the following for the duration of the process:

- Weekly Trust bulletin
- Intranet (staff only)
- External website (staff and public)
- Service User and Carer Involvement Team
- Membership monthly e-newsletter
- Trust Networks
  - o BAME Network
  - o Disability Network
  - o LGBT+ Network
  - o Mental Health and Well-being Network
  - o Armed Forces Network
- Social media platforms

An email promoting the elections was also circulated to all Foundation Trust Members.

Information about the elections and how to become a member and Governor of the Trust was shared with key Trust stakeholders including Healthwatch, Recovery

Colleges, Local Authorities, other Providers, CCGs, emergency services (fire and police), universities and third sector organisations.

We would also welcome existing Governors to support the plan in promoting awareness of the forthcoming January elections throughout their constituency as well as with friends and family.

The same process will be used for the January 2023 elections.

### 3. Results of October 2022 Governor Elections

Constituency and Class	Name	Term Length
Public Governor South Tyneside	Ian Palmer	3 years
Public Governor – Gateshead	Jamie Rickleton	3 years
Non-Clinical Staff Governor	Emma Silver Price	3 years
Service User Governor, Neuro-Disability Services	Caleb Carter-West	3 years
Public Governor, Sunderland	Jodine Milne-Reader	3 years
Public Governor, North Tyneside	Mary Laver	3 years
Carer Governor, Older Peoples Services	Jessica Juchau-Scott	3 years
Clinical Staff Governor	Doreen Chananda	3 years
Service User Governor, Autism Services	Russell Stronach*	3 years

\*During October election, Russell Stronach self-nominated to move into a vacant seat, Service User Governor, Autism Services therefore he will begin a new full-term of 3 years tenure, leaving a vacant seat for the constituency of Service User Governor, Learning Disability Services.

The Corporate Affairs Office will be approaching the Council Chair of Cumberland Local Authority as well as Cumbria and Sunderland Universities as it would be extremely beneficial having the right representation on the Council as currently there are no appointed Governors in these areas.

### 4. Notice of January 2023 Election (6 seats)

Constituency and Class	Vacancies	Term Length
Service User Governor, Children and Young Peoples Services	1	3 years
Carer Governor – Neuro-Disability Services	1	3 years
Service User Governor, Older Peoples Services	1	3 years
Carer Governor, Autism Services	1	3 years
Service User Governor, Learning Disabilities	1	3 years

2



Services		
Clinical Staff Governor	1	3 years

A nomination form to stand for election to those positions are available from Monday 9<sup>th</sup> January 2023, which can be obtained from the Returning Officer in the following ways:

Online: [www.cesvotes.com/cntw2022](http://www.cesvotes.com/cntw2022)

Telephone: 0208 889 9203

Email: [ftnominationenquiries@cesvotes.com](mailto:ftnominationenquiries@cesvotes.com)

Text: Text 2FT CNW and your name and address to 88802

### 5. January 2023 Election Timeline

The deadline for completed nomination applications will be 5pm, Tuesday 24<sup>th</sup> January 2023. Should any nominee wish to withdraw their nomination they must put this in writing to the Returning Officer by 5pm, Friday 27<sup>th</sup> January 2023.

For all contested constituencies voting will open Friday 10<sup>th</sup> February with voting to close 5pm, Friday 3<sup>rd</sup> March 2022.

A further update will be provided to the Council of Governors as soon as the declaration of results have been announced on Monday 6<sup>th</sup> March 2023.

Kirsty Allan

**Corporate Governance Manager**

**December 2022**



# 9. Terms of Reference for Council of Governors Quality Sub-Group

Speaker: Debbie Henderson, Director Communications and Corporate Affairs

References:

- 9. Terms of Ref CoG Quality Group.pdf

## Council of Governors Quality Sub-Group Terms of Reference

<b>Purpose</b>
The group provides a specific focus on quality of care and will add value to what already exists within the Trust, reporting directly to the Council of Governors on quality issues and making recommendations. Quality in this context explores the clinical effectiveness, safety, carer and patient experience of our services.
<b>Membership</b>
<p>Membership of the Group will be comprised of:</p> <ul style="list-style-type: none"> <li>• Two Public Governors</li> <li>• Two Service User Governors</li> <li>• Two Carer Governors</li> <li>• One Staff Governor</li> </ul> <p>Whilst the core membership is shown above, all members of the Council of Governors are encouraged to attend meetings. Other members can be co-opted to the group for specific projects.</p> <p>Membership of the Group will be approved by the Council of Governors by approval of these Terms of Reference.</p>
<b>Other Officers Attendance</b>
<ul style="list-style-type: none"> <li>• Deputy Director, Commissioning and Quality Assurance (or deputy)</li> <li>• Director, Communications and Corporate Affairs (or deputy)</li> <li>• Other officers may attend at the request of the Chair</li> </ul>
<b>Chair and Deputy Chair(s)</b>
A Governor nominated by the Group and approved by the majority of the Group, will Chair the meetings.
<b>Quorum</b>
A minimum of four members are required to be in attendance for the meeting to be deemed quorate. This must include at least one Public Governor, at least one Service User Governor and at least one Carer Governor.
<b>Frequency of Meetings</b>
Meetings will be held on a bi-monthly basis.
<b>Reporting</b>

Minutes (or draft minutes) of the meetings will be submitted to the Council of Governors meetings and Quality and Performance Committee
<b>Key Responsibilities</b>
<ol style="list-style-type: none"> <li>1. <b>Quality Accounts</b> - Contribute to the development of the Trust Quality Account and ensure that the published Quality Account accurately reflects the experience of Trust service users and carers. The Group will also provide a statement for inclusion on the Quality Account on behalf of the full Council of Governors.</li> <li>2. <b>Quality Priorities</b> - In recognition of the value of Governor involvement in Quality Accounts, it is felt that this could be strengthened by the group considering and supporting the annual Quality Priorities. The group would look to understand and be actively involved in selected priorities and could make recommendations to support leads to achieve the priorities.</li> <li>3. Receive assurance from Trust representatives on progress of achieving the Trust's Quality Priorities.</li> <li>4. Other specific quality agenda areas identified by the Council of Governors.</li> <li>5. The Group will maintain a relationship with the Trust Quality and Performance Committee via representatives attending the Q&amp;P Committee.</li> </ol> <p><b>NB:</b> it should be noted that this Group is not an appropriate route to raise individual issues. For advice on highlighting issues please contact the Director of Communications and Corporate Affairs.</p>
<b>Review Date</b>
November 2023

# 10. Governor Service Visits Feedback

Speaker: Ken Jarrold, Chair

## References:

- 10. Lotus Ward Service Visit 29 November 2022 DRAFT KA.pdf

## CDT SERVICE VISIT REPORT

<b>NAME:</b> Anne Carlile, Carer Governor, Adult Services Karen Lane, Public Governor, Newcastle & Rest of England/Wales Kirsty Allan, Corporate Governance Manager	<b>DATE:</b> 29 <sup>th</sup> November 2022
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**SERVICE NAME:** Lotus Ward

**LOCATION:** Acklam Road Hospital

**CBU:** North Cumbria

**NAME OF CONTACT FOR VISIT / NAME OF GUIDE:**  
David Muir, Group Director North Cumbria Locality  
Jill Stewart, Associate Director – North Cumbria Locality

### KEY FINDINGS / IMPRESSIONS FROM VISIT

**Key findings:**

- Lovely environment very clean, tidy, bright and secure. All doors locked and to be opened with a fob key.
- No notice Board highlighting pictures of Board of Directors / Governors within reception. It would be beneficial to have an these in place not only to highlight the Council of Governors and Board of Directors but to distinguish this facility is run by CNTW and not TEWV.
- Has fantastic outdoor space. Patients have access to a greenfield, gym and sports hall.
- Compared to Ferndene it is more accessibility with road / bus and rail networks.
- There are three minibuses which are used to take patients out.
- The name Lotus ward was chosen by the young people who used/use the service. At West Lane was changed to Acklam Road Hospital.
- Commissioned for 10 beds however due to the lack of recruitment of medical consultant and nursing staff the unit occupies 6 beds currently. Jill informed there will be international nurses from India due to start in post soon on the ward, which is great to see overseas recruitment is still an ongoing process.
- Unit is run as a general admission unit and not low secure. A Tier 4 service commissioned through the Provider Collaborative.
- Patients have educated schooling in the unit and if visitors attend they book their visit due education programmes running identical to school times.
- MRE restrictive practices are not used on this ward as agreement was made when the unit opened not to implement MRE which is the same for Ferndene. It was explained if MRE was to be used this would require director approval.
- TEWV and CNTW work well together with this unit/ TEWV provide the facilities for domestic and catering needs.
- Short-term sickness has increased in the last month on this ward relating to seasonal illness.
- Leadership is high on the agenda with visibility of managers and Jill and David making themselves visible to staff.

### COMMENTS RECEIVED FROM SERVICE USERS / CAERS / FAMILIES DURING THE VISIT

Please return completed report to [kirsty.allan@cntw.nhs.uk](mailto:kirsty.allan@cntw.nhs.uk)

**Comments:**

Due to a few difficulties with a couple of patients on the ward, it was advised Governors not to access the ward on the visit.

**POINTS TO RAISE AT COUNCIL OF GOVERNORS MEETING**

**Comments:**

It was raised some increased risk to patients if they do remain on the ward beyond their time of discharge and was provided examples of two cases whereby patients are ready for discharge however issues with Local Authority providing suitable alternative placements which may need to be investigated looking at the transition between services.

Recruitment and staffing levels of the ward are impacting on Lotus Ward which is not currently being run to the maximum of a 10 bedded unit as currently only have staff available to safely and securely look after 6 beds. Gaps in staffing are being filled by bank and occasional agency staff.

Jill advised the Trust are keeping in contact with the families of those who sadly lost their lives and would like to extend an invite to the families to come to the unit after Christmas to review the changes and continued improvement to the ward.

It would be good to highlight the ward is run by CNTW and to have this highlighted in the main reception with Council of Governors and Board of Directors information on a notice board.

**PLEASE QUOTE ME**

**Please write here your comments on what you would like to appear in the Trust Bulletin:**

Thank you to David Muir and Jill Stewart and all the people that are working so hard to deliver a well-established and securely run service on Lotus Ward. It is great to see the visibility of managers and learn about the leadership of the team and Jill made herself visible to a couple of issues that arose whilst on the visit.

**Thank you**

Please return completed report to [kirsty.allan@cntw.nhs.uk](mailto:kirsty.allan@cntw.nhs.uk)

# 11. Governors' questions

Speaker: Ken Jarrold, Chair



# 12. Governors Feedback - Quality and Performance Board Sub-Committee update

Speaker: Margaret Adams and Anne Carlile

# 13. Governors Feedback - Audit Committee Board Sub-Committee

Speaker: Maria Hall

# 14. Governors Feedback - Resource and Business Assurance Board Sub-Committee

Speaker: Leyton Rahman

# 15. Governors Feedback - Mental Health Legislation Board Sub-Committee

Speaker: Fiona Grant / Denise Porter

# 16. Governors Feedback - Provider Collaborative Board Sub-Committee

Speaker: Fiona Regan

# 17. Governors Feedback - People Board Sub-Committee

Speaker: Anne Carlile / Danny Cain

# 18. Governors Feedback - Charitable Funds Board Sub-Committee

Speaker: Fiona Grant / Margaret Adams

# 19. Governors Feedback - Nomination Committee

Speaker: Ken Jarrold / Margaret Adams - Co Chairs



# 20. Governors Feedback - Governors Quality Group

Speaker: Margaret Adams, Chair

# 21. Governors Feedback - Governors' Steering Group

Speaker: Ken Jarrold, Chair

# 22. Governors Feedback - Governors Governance Group

Speaker: Debbie Henderson, Chair

# 23. Governors Feedback - NHS Providers Governors Advisory Committee

Speaker: Anne Carlile

# 24. Other feedback from Governor meetings and events

Speaker: All Governors

# 25. Board Minutes for Information

Speaker: Ken Jarrold, Chair

# 26. Any Other Business

Speaker: Ken Jarrold, Chair

# **27. Key Issues for Discussion - Urgent Care and Inpatient Programme update**

Speaker: Ramona Duguid, Chief Operating Officer



## **28. Key Issue for Discussion - Patient Safety Incident Response Framework (PSIRF)**

Speaker: Rajesh Nadkarni, Deputy Chief Executive / Medical Director

## 29. Date and Time of Next Meeting

Speaker: Ken Jarrold, Chair

9th March 2023, 2pm - 4pm

Trust Board Room, St Nicholas Hospital

Please note Governors have the opportunity to meet for an informal catch up with lunch provided from 1pm