

## **2<sup>GETHER</sup> NHS FOUNDATION TRUST**

### **BOARD MEETING FOREST OF DEAN DISTRICT COUNCIL 30 MARCH 2009**

**PRESENT** Rennie Fritchie, Chair  
Lizzie Abderrahim, Non Executive Director  
Tracey Barber, Non Executive Director  
Sandra Betney, Director of Finance and Commerce  
Roger Brimblecombe, Non-Executive Director  
Shaun Clee, Chief Executive  
Martin Davis, Non-Executive Director  
Kay Harrison, Director of Human Resources  
David McGrath, Director of Corporate Affairs/Trust Secretary  
Dermot McMeekin, Non-Executive Director  
Frank Powell, Non-Executive Director  
Simon Thompson, Director of Operations  
Vikki Tweddle, Acting Director of Nursing, Social Care and Therapies  
Paul Winterbottom, Medical Director

**IN ATTENDANCE** Anna Hilditch, Assistant Trust Secretary  
Tony Burton, Member of the Public  
Sarah Webb, The Citizen

#### **1. APOLOGIES**

Apologies were received from Carolyn Elwes.

#### **2. DECLARATION OF BOARD MEMBERS INTERESTS**

There were no changes to the Declaration of Interests. No conflicts of interests arising from the items being discussed were declared.

#### **3. NOTES OF THE MEETING HELD ON 27 FEBRUARY 2009**

The notes from the last meeting were agreed.

#### **4. MATTERS ARISING AND ACTION POINTS**

- 4.1 Vikki Tweddle informed the Board that the End of Life Care Strategy had now been circulated to Board members. She advised that the county wide end of life strategy group was developing local plans and the Trust had positive engagement with the group.
- 4.2 The Board was informed that the Director of Nursing, Social Care and Therapies and the Head of Property Services had completed a walk around of Trust sites as part of the work to ensure that the Trust was compliant with the Mixed Sex Accommodation requirements. It was noted that all acute inpatient units were compliant with the requirements; however, the Vron had been identified as the only unit which did not currently meet all requirements in relation to washing facilities. The Board was informed that this was a residential home setting and would be difficult to change in its current setting. Lizzie Abderrahim asked whether the clients at the Vron would be consulted in relation to this as it may be that they were happy to stay as they were. The Director of Operations advised that a robust service user group was in place and would ensure that views were taken into account before any changes were made.

- 4.3 The Chief Executive informed the Board that a date had now been set for the official opening of the S136 Unit, to be called the Maxwell Centre. The Director of Finance agreed to follow up the action in relation to the invitation list for the event.

***ACTION: Director of Finance to ensure that the invitation list for the official opening of the Maxwell Centre is considered***

- 4.4 The Director of Operations advised that the Performance Management Committee would be considering new indicators for both complaints and substance misuse at its next meeting in April.

## **5. QUESTIONS FROM THE PUBLIC**

No questions from the public were received.

## **6. CHAIR'S REPORT**

- 6.1 Rennie Fritchie provided the Board with a verbal update on some of her activities since the Board last met in February.
- 6.2 The Board was informed that the Health Service Ombudsman (HSO) Report had now been published and the Chief Executive would provide a more detailed report later in the meeting.
- 6.3 As already noted, the official opening of the Maxwell Centre would be taking place on 16<sup>th</sup> April 2009 at 11.00am.
- 6.4 The joint Governor session with the Gloucestershire Hospitals Trust to explore the Dementia Strategy would now take place on 6<sup>th</sup> May 2009. This had been postponed in February due to the weather conditions.
- 6.5 Rennie Fritchie advised that she had attended a meeting of the Ruardean Women's Institute on 10<sup>th</sup> March. She said that this had been an interesting and pleasant evening.
- 6.6 A Board Development session was held on 20<sup>th</sup> March to discuss key issues including the current economic climate and Rennie Fritchie thanked John Parker who had been invited to attend to give an external expert opinion.
- 6.7 A Council of Governors meeting took place on 25 March and Rennie was pleased to welcome Faye Henry, Nick Baker and Thomas Dunleavy to the meeting. Faye had been appointed as the new LD Partnership Board Governor and Nick and Thomas had been appointed as her deputies. The Governors received presentations on the HSO Report, progress with the Annual Business Planning process and an interesting presentation on Risk from the Medical Director.
- 6.8 The Membership Committee of the Council of Governors had met on 24<sup>th</sup> February and this had been a most productive meeting. A stand has been secured at the Highnam Court Spring Fair to promote mental wellbeing and asked the Board for volunteers to help staff the stand for 2 hour sessions. Lizzie Abderrahim agreed to take part and other Board members were asked to let Anna Hilditch know if they were free to attend.

***ACTION: Board members to let Anna Hilditch know if they would like to volunteer to staff an information stand at the Highnam Court spring Fair***

## **7. NON-EXECUTIVE DIRECTOR'S UPDATE**

- 7.1 The purpose of this item was for the Non Executive Directors to present the Board with a brief update on some of their activities since the Board last met in February. All Non Executive Directors had attended their Board Committee meetings, the Board Development Session on 23 March and most had now met with Rennie Fritchie for their appraisal meeting.
- 7.2 Tracey Barber had attended the Council of Governors meeting on 25 March and informed the Board that she had been given the opportunity to hold a training session with Governors on communication. This was planned for May. Tracey had also carried out a visit to Leckhampton Ward at Charlton Lane with the Director of Human Resources which was a very positive experience.
- 7.3 Martin Davis had completed his induction programme by meeting with the Medical Director and visiting Andy Moore, Service Director for Substance Misuse at BranchLea Cross. Martin had also attended the joint working group of Board and Governors to review the Trust's Constitution on 10 March.
- 7.4 Lizzie Abderrahim had carried out a visit to the Stroud Child and Adolescent Mental Health Service (CAMHS) and said that the enthusiasm of staff was most welcoming. Lizzie had also chaired a recruitment panel for a Specialist Registrar.
- 7.5 Roger Brimblecombe had attended an internal review and two Mental Health Act Manager (MAHM) hearings. He reiterated his concern raised at the last meeting regarding the lack of suitable accommodation at Charlton Lane to conduct these MHAM hearings. The Director of Operations agreed to follow this up.

***ACTION: Director of Operations to consider more suitable facilities for holding MHAM hearings***

- 7.6 Dermot McMeekin had attended his first MHAM hearing as a panel member.
- 7.7 Frank Powell had carried out a visit to Abbey Ward at Wotton Lawn and was pleased to see the risk management procedures in place on the ward. Frank had also attended the Strategic Health Authority (StHA) training event on Quality in the NHS. He said that there was a big emphasis on safety at the event.

## **8. CHIEF EXECUTIVE'S REPORT**

- 8.1 The purpose of this item was for the Chief Executive to bring to the attention of the Board significant items of business in progress.
- 8.2 The Board was updated on the Healthcare Commission (HCC) investigation into Mid Staffordshire NHS Foundation Trust. The Chief Executive said that there were a number of criticisms within the report and agreed to circulate copies to Board members for information. The Board agreed that it would be useful to dedicate some time to scrutinising the findings of this report at a future Board Development Session.

***ACTION: Board members to receive a copy of the Mid Staffordshire Report***

***ACTION: May Board Development session to be used to scrutinise the Mid Staffordshire report findings as well as wider focus on Board developments.***

- 8.3 The Chief Executive informed the Board that the national results from the HCC Staff Survey had now been released and it was broadly an excellent report for 2gether. The Director of Human Resources would present the findings from this report later in the meeting.
- 8.4 Making Experiences Count sees the reform of the complaints system to create a consistent approach to complaints handling across health and adult social care. The regulations introducing the complaint reforms will come into effect from 1 April 2009. The new arrangements have three main components: a locally developed response system that focuses on the needs of the complainant, a single-tiered local resolution stage and a new single system for independent review by the Parliamentary and Health Service Ombudsman for healthcare.
- 8.5 The NHS Leadership Awards will help deliver the leadership commitments in High Quality Care for All by recognising and fostering outstanding leaders from every level of the service and all backgrounds. Nominations are peer-to-peer and are open to everyone working for, or on behalf of, the NHS in England. There are seven categories including NHS Leader of the Year and NHS Quality Champion of the Year. Short-listed nominations will be showcased to share best practice over the summer. Nominations are open until 15 May and the awards ceremony will be held in London in Autumn 2009.
- 8.6 Lord Laming's report of progress in safeguarding and child protection was published on Monday 23 March. It was commissioned by the Department for Children, Schools and Families (DCSF) in November 2008. Lord Laming was asked to evaluate progress, to identify barriers that may prevent good practice and to make recommendations for improvement.
- 8.7 On 26 February, Monitor, the Care Quality Commission, the Department of Health and NHS East of England published a joint consultation on the introduction of a Quality Report into the 2008/09 Annual Reports and Accounts. For NHS foundation trusts the proposals include the requirement to produce a Quality Report through a change to the NHS Foundation Trust Financial Reporting Manual (FT FReM 2008/09). The proposal would see all NHS foundation trusts, and NHS providers in East of England, produce a quality report. The aim is to increase regular reporting, and thereby accountability to the public, for the quality of services and to engage boards in their role to lead the quality agenda. These requirements will allow early progress to be made ahead of the introduction of the reporting of Statutory Quality Accounts for 2009/10. The lessons learnt from producing Quality Reports this year will help inform the Department of Health in drawing up the detailed regulations for Quality Accounts.
- 8.8 The Service and Clinical Directors have almost completed their development agendas, which have been part of the organisation's focus on strengthening leadership to support and enable the organisation's continuous quality improvement and growth.

- 8.9 Interviews are taking place during the first week of April to fill the current vacancy for the CAMHS Service Director post. The selection process will include a young person's discussion group as part of the interview procedure.
- 8.10 Learning Disability Services invited Richard Mills, Director of Research for the National Autistic Society, to visit Hollybrook on 4<sup>th</sup> March to suggest ways the Trust can improve its service for patients with Autistic Spectrum Disorders. He commented on some very positive work the Trust is already undertaking.
- 8.11 Dr Martin Ansell, Clinical Director for Older People's Services, and Tim Coupland, Head Nurse for Older People, have been selected by the Strategic Health Authority to be part of the Regional Review Team on dementia care.
- 8.12 Kath Hodges and her Team from the Prison Inreach Mental Health Service have won a partnership award in the first annual Gloucester Local Justice Awards, held at Hatherley Manor on 18<sup>th</sup> March. The Team stands out for its innovation, partnership working, and support to people with mental health issues. Congratulations were passed to the Team for this well deserved recognition.
- 8.13 The Trust is exceeding the national targets on Crisis Home Treatment and Early Intervention. The Chief Executive, on behalf of the Board, thanked the teams and the rest of the Trust's hard working Trust employees for a year of continued commitment and improvement.
- 8.14 Within 2007 the St Mary's unit based in Hucclecote and part of the Learning Disabilities Strategic Service Unit (SSU) was assessed by the Valuing People Team as meeting the criteria of a Campus. In line with Government policy it was decided that the service users should no longer be homed within an NHS facility and required a social care setting. Joint working between the 2gether NHS Foundation Trust, Valuing People Team and the local Primary Care Trust has taken place over the last year. This has resulted in the service being closed on 31<sup>st</sup> March 2009. Great efforts have been made to make sure that this process is person centred and is led by the needs of the service users. Packages of care have been developed in line with best practice and it is hoped that this transition will be of success and further allow for more social inclusion. The new provision consists of three bungalows which are close to the locality of choice that each client requested. On behalf of the Trust Board, the Chief Executive thanked all the staff who have worked both within St Mary's and facilitated the move from St Mary's and wished all of the services users the very best in their new homes. The Medical Director informed the Board that this was the end of an era and described the 109 year history of St Marys and paid tribute to its work.

## **9. SUMMARY FINANCE REPORT**

- 9.1 The Director of Finance provided a verbal update on the financial position for the period ending 28 February 2009. The Trust was currently performing better than plan with a strong surplus position at month 11 and strong forecast outturn at year end. All key financial indicators were at green or amber. The Trust has a strong baseline position but it was acknowledged that next year would be a more difficult year. Budgets would be presented to the Board next month for approval. The Board was informed that some capital expenditure had slipped in 2008/09 which would need to be made up next year.

## 10. HEALTH SERVICE OMBUDSMAN (HSO) REPORT

- 10.1 The Chief Executive updated the Board on the current position with the HSO report and some of the background to the investigation.
- 10.2 Death by Indifference was a report published by Mencap in March 2007 which focussed on six individuals with learning disabilities who had died in care around the country. The Secretary of State for Health commissioned a number of further reports including the Michael's Report 'Healthcare for All' in July 2008 and 'Valuing People' in 2009 in response to the Michael report.
- 10.3 Some of the key issues arising from the HSO report in relation to the care provided to Tom Wakefield in Gloucestershire included the standard of nursing care provided, the delivery of a care plan, discharge arrangements, communication and environment and a failure to make reasonable adjustments.
- 10.4 The Chief Executive said that there were three key questions that the Trust had to ask. How has the Trust responded? What action has it taken? What assurances are in place to ensure quality of care is that which we would want for our loved ones? The Board was informed that the Trust has worked collaboratively with its commissioners and partner agencies and has accepted the report and its recommendations in full. The Trust has apologised to Mr & Mrs Wakefield and has shared its response with all of its key stakeholders. Upon receipt of the initial draft HSO report, the Chief Executive led a review group and the production of an action plan. Upon publication of the Michael report the Clinical Director and Service Director reviewed the report and produced an action plan and the Board has been briefed. The Trust commissioned an independent assessment of the action plans and this was reported to the Board and the progress and effectiveness of the action plan will be further reviewed (independently) during 2009. The Chief Executive advised that the National Development Team would be invited to carry out this review.
- 10.5 Since the incident happened, a number of changes have been made to ensure that the recommendations included within the report are carried out. Windrush, the Trust unit where Tom Wakefield was cared for has been closed and a new Community Profound and Multiple Learning Disability team has been set up. A full time Matron Manager is now in place and new beds are on line for the Charlton Lane Centre development. Clinical skills training for staff has been introduced and a passport system for people with Learning Disabilities has been created using a traffic light system used for admittance into hospital which tells people what they do and don't like.
- 10.6 The Director of Finance asked whether there had been any contact with the family since the letter of apology was sent. The Chief Executive advised that there had been no contact but the family had been invited to meet with the Trust or all of the organisations involved if they wished to do so and had been offered the services of an advocate.
- 10.7 Frank Powell asked whether there was any learning to be drawn around collaboration with different agencies. Vikki Tweddle informed the Board that there was big emphasis around implementing link workers who would work within the acute Trust and offer their expertise. A Link workers conference was recently held by the Trust and the Hospitals Trust. Rennie Fritchie said that it was also important for both Trusts to look at areas where strategically there is a common issue. The Chief Executive informed the Board that he felt that 2gether should be at the forefront of the local authority LD Partnership Board.

## 11. PERFORMANCE DASHBOARD REPORT

- 11.1 The Board was presented with the performance dashboard report which provided commentary on performance against national and local indicators for the first 11 months of 2008/09.
- 11.2 The Crisis Home Treatment service has met and exceeded its target to deliver the 1021 cases required by the end of the financial year. They had supported 1092 home treatment packages at the end of February. The Early Intervention service has reached and exceeded its target of 211 and the service caseload stood at 231 at the end of January and has remained stable up to the end of February. The Board noted that the proportion of admissions to the Trust's inpatient units via the Crisis Teams stood at 96% which was above both the HCC and Monitor targets.
- 11.3 The Board noted that the redesigned Care Programme Approach (CPA) performance was at 93% in real terms, standing at 82% across the Board. The Director of Operations said that he felt this performance could offer good assurance on the quality of care and care planning.
- 11.4 It was reported that the number of Delayed Transfers of Care (DToC) had reduced significantly over the past three months. The zero position has been maintained within learning disability and substance misuse services; however, February was a challenging month with none of the DToC at the beginning of the month being placed and an increased number of transfers recorded at the end of the month. The Board was informed that the Older People's services position had improved since the report was written with only 2 DToC at present. The Chief Executive noted that the Trust was actively leading a debate on this with the Care Quality Commission (CQC) via the Mental Health Network. He asked the Board to note the huge efforts by staff to continue to manage the position but also to note that 2gether was one of the top performing MH Trusts in the country in relation to this target with many Trusts struggling to meet the DToC targets.
- 11.5 The proportion of statutory and mandatory training delivered by the Trust increased to 67% at 5 March. The target of 70% was an internal target set by the Trust. It was noted that next year would be a challenging year; however, the resources to provide the training were in place, the problem lay with people attending. The target for 2009/10 was 100%.
- 11.6 Roger Brimblecombe noted the addition to the outstanding KPIs table of distance to target. He found this to be most helpful.
- 11.7 The Director of Finance queried the progress being made with carers' assessments. The Director of Operations advised that this was included as part of the CPA review and it was planned that this would be reviewed further at the next Performance Management Committee. Rennie Fritchie had some concern that carers saw carers' assessments as an assessment of how good they were as carers, not an assessment of their needs. Tony Burton, Member of the Public, asked to make a comment. He agreed with the previous point, noting that many people referred to these as carers' needs assessments which clearly defined the purpose. Rennie Fritchie made a request that where possible, the Trust use this term locally in its work, acknowledging that we did not have the power to change this nationally.

- 11.8 The Director of Corporate Affairs said that he was impressed with the work done by Human Resources toward meeting these targets. This went hand in hand with the positive results received from the Staff Survey.

## 12. SAFEGUARDING ADULTS

- 12.1 In November 2008, the Commission for Social Care Inspectorate (CSCI) published a report entitled 'Safeguarding Adults - a study of the effectiveness of arrangements to safeguard adults from abuse'. The report provides a national oversight of the arrangements in place for safeguarding adults as described in 'No Secrets' 2001 (guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse). The purpose of this report was to consider the arrangements within 2gether NHS Foundation Trust in the context of the county-wide arrangements in Gloucestershire.
- 12.2 Vikki Tweddle informed the Board that training in Safeguarding Adults processes and procedures is mandatory for all Team Leaders/Ward Managers and Social Workers with the requirement for them to pass the information on to their teams. Any 'Safeguarding' issues identified by team members are likely to be raised with the Managers in the first instance. Safeguarding Adults processes are also mentioned as part of Induction training. It has also been requested that the mental health trainers make reference to safeguarding adults issues and local procedures within the 2 day clinical risk assessment and management course. This level of training in the organisation is considered adequate for a 'non-lead' partner but could be improved upon.
- 12.3 The Trust is rarely engaged in formal Safeguarding Adults processes. This is mainly because our client group – whilst vulnerable – are well supported through Care Management processes. Any engagement we do have is dealt with at Executive level. This is recommended as good practice in the Commission for Social Care Inspectorate report.
- 12.4 The Trust is a named signatory on the county-wide policy and process. These are checked for compliance with NHSLA and then adopted. Policies and procedures to be adopted by all signatories is recommended as good practice in the Commission for Social Care Inspectorate report.
- 12.5 The Trust does not have a 'Safeguarding Adults' lead post which is a recommendation of good practice in the Commission for Social Care Inspectorate report. However, the function is implicit in all employees and is part of professional Codes of Practice. It is also an area of expertise covered by the Social Care Lead and the locality-based Social Care Specialists. The Board can be assured the function is addressed. Vikki Tweddle advised; however, that the Board may wish to consider the development of an identified post. The Chief Executive proposed that the Executive Team be tasked with looking further at any resource requirements identified.

***ACTION: Executive Team to consider further the resource implications of the Safeguarding Adults report***

- 12.6 Tony Burton, Member of the Public, commented that Safeguarding should also cover staff and carers and raised this in relation to his question put forward to the Board when the report was first considered in December 2008. The Chief Executive agreed to follow up this initial question and respond accordingly.

***ACTION: Chief Executive to consider Tony Burton's previous comments about the Safeguarding Adults report and respond accordingly***

### **13. GLOUCESTERSHIRE CHILDREN AND YOUNG PEOPLE'S PLAN**

- 13.1 The 2004 Children's Act put a 'duty to cooperate' on all agencies involved in the provision of services to children and young people. The Trust is a nominated member of the county-wide Children and Young Persons Partnership arrangements. As such, the Trust is required to be involved in the creation of and formally approve the Children and Young Persons Plan.
- 13.2 The plan sets out the priorities for funding and for improvements over the next 3 financial years and is supported by all agencies involved in delivering services to children and young people in Gloucestershire. The Board was informed that Emotional Health and Wellbeing was one of the 8 identified priorities.
- 13.3 A key theme for the Partnership in the plan is that of accessibility. Children and Young People have been very clear that they want local services available at times to suit them. This is reflected in the work the Local Authority has been leading about Schools Clusters, Locality Hubs etc. This will have implications for the service model for CAMHS they will want to see as part of the commissioning process.
- 13.4 There was a focus in the plan on Early Intervention. Evidence indicates that earlier intervention leads to better outcomes and the Partnership intend to focus resources in that direction. However, the plan is also clear about resources, and indeed the financial position for the Council is set to become more difficult. Therefore the expectation is that resources will be 'reallocated'. This will have implications for some of the more specialist and expensive models of care CAMHS provide.
- 13.5 The Chief Executive recommended that the Board welcome and support the plan. He supported the focus on early intervention; however, did not believe that there should be a shift of resources. He said that he would welcome an objective look at this. The Board were happy to support the plan.
- 13.6 The Chief Executive informed the Board that until a new Director was in post to lead on this area, he would represent the Trust on the Children and Young People's Partnership. He said that he would be happy to feed back to them the Trust's approval of the plan.

***ACTION: Chief Executive to feed back the Board approval of the plan at the next meeting the Children and Young People's Partnership***

### **14. ANNUAL STAFF SURVEY RESULTS**

- 14.1 The purpose of this report was to present the Board with a comprehensive review of the results of the 2008 Staff Attitude Survey and a draft action plan to address the key issues identified. The Board also received a tabled copy of the Healthcare Commission's summary of results report.

- 14.2 The Director of Human Resources informed the Board that in the main this report was really good news for 2gether with the organisation showing both a strong national performance and significant improvements from 2007.
- 14.3 The Trust has 47.2% of its scores in the top 20% of mental health and learning disability trusts and a further 22.2% where our scores are average. In 30.5% of areas scored we are in the bottom 20% of all mental health and learning disability trusts. Lizzie Abderrahim said that the Trust had put in a lot of effort into integrating equalities training; however, this had maybe not been done in a clear and visible way to staff. This would be considered in the action plan from this year's survey.
- 14.4 In a number of areas, such as "the percentage of staff suffering work-related stress in the last 12 months" the Trust's position is not only one of the best 20% of trusts but the position year on year from 2007 to 2008 has improved by 25%
- 14.5 The Board was informed that the Workforce Committee had considered the report and agreed to set a target for 2009 of having 60% of scores in the top 20% and no scores in the bottom 20%. An action plan is being developed to ensure that the gains made in the last 12 months are sustained and that the additional desired progress is achieved. It was noted that the next survey would take place in October 2009 so the Trust only had six months to put actions into place. The Director of Human Resources along with other colleagues, including staff side representation, had been commissioned to review in more detail the national results.

## 15. NON EXECUTIVE DIRECTOR AUDIT OF COMPLAINTS

- 15.1 Frank Powell presented the Board with his Audit of complaints during the period October to December 2008. It was noted that 20 new complaints had been received during the review period.
- 15.2 Frank Powell highlighted the practice of offering complainants the opportunity to meet with the Trust to follow up their complaint. Two of the three complaints that he had reviewed had taken up this offer and had been seen as extremely helpful. It was a good step towards treating people personally and dealing with their queries.

## 16. REVIEW OF TRUST CONSTITUTION

- 16.1 The Board received the minutes from the meeting held on 10 March to review the Trust's Constitution. This was a joint working group with both Board members and Governors.
- 16.2 The Director of Corporate Affairs informed the Board that it was felt that the Constitution did not need to be changed; however, there were some things that the Trust could do better. It was agreed that a review of the Standing Orders for both the Board and the Governors would be carried out to consider any changes necessary. Rennie Fritchie asked that the discussion around public and private information be carried out during these reviews; however, it was also important that the Board had a further discussion on this.

***ACTION: Meetings to be arranged for Board and Governors to look at Standing Orders, to include discussion on the use of private and public information***

**17. BOARD COMMITTEE REPORTS**

- 17.1 The purpose of this report was to provide the Board with a regular update on the key areas of discussion taking place within the Board Committee structure.
- 17.2 The Board were presented with the report from the Governance Committee held on 18 March 2009.
- 17.3 Martin Davis, Chair of the Governance Committee, informed the Board that good progress has been made on 26 Information Governance toolkit standards although the Committee will continue to keep lower scoring areas under close scrutiny. A full Statement of Compliance can be submitted for this year. A losses report covering a telephony contract was presented to the Committee giving recommendations for the learning to be drawn. A number of significant issues were identified and an action plan has been requested for the next meeting. As discussed earlier in the meeting, comments were made at the Governance Committee that business processes could be more effectively completed with fuller attendance at the meetings.
- 17.4 The Chief Executive informed the Board that he had signed off an undertaking back to the Information Commissioner in relation to the Trust's compliance with data security.

**18. ANY OTHER BUSINESS**

- 18.1 The Chief Executive recorded his thanks to Hazel Watson who left the Trust on 27 March. He thanked her for all of her work and for championing professional roles and social care. A formal letter of thanks would be sent to her on behalf of the Board.

***ACTION: Chief Executive to write a formal letter of thanks to Hazel Watson.***

- 18.2 The Board was informed of the retirement of Tina White after 33 years service in the NHS.
- 18.3 Rennie Fritchie asked when the Board meeting strategy would be ready. The Director of Corporate Affairs advised that work was underway and this was being drawn up by the Communications team. The Board would be kept up to date with progress.

**19. DATE OF NEXT MEETING**

The next meeting would take place on Monday 27 April 2009 at 1.30pm. The venue was to be confirmed.

Signed: .....  
**Rennie Fritchie, Chair**

Date: .....

**BOARD MEETING  
 ACTION POINTS**

<b>Date of Meeting</b>	<b>Item ref</b>	<b>Action</b>	<b>Lead</b>	<b>Status/Progress</b>
30 March	4.3	Director of Finance to ensure that the invitation list for the official opening of the Maxwell Centre is considered	Sandra Betney	
	6.8	Board members to let Anna Hilditch know if they would like to volunteer to staff an information stand at the Highnam Court spring Fair	All	
	7.5	Director of Operations to consider more suitable facilities for holding MHAM hearings	Simon Thompson	Charlton Lane does not currently have suitable facilities with ref. to size and confidentiality. Philip Southam and Kevin Jacobs are co-working to establish a suitable location as a priority.
	8.2	Board members to receive a copy of the Mid Staffordshire Report  May Board Development session to be used to scrutinise the Mid Staffordshire report findings.	Anna Hilditch  Kay Harrison	Report sent  Part of programme for the day
	12.5	Executive Team to consider further the resource implications of the Safeguarding Adults report	Shaun Clee	
	12.6	Chief Executive to consider Tony Burton's previous comments about the Safeguarding Adults report and respond accordingly	Shaun Clee	
	13.6	Chief Executive to feed back the Board approval of the plan at the next meeting the Children and Young People's Partnership	Shaun Clee	
	16.2	Meetings to be arranged for Board and Governors to look at Standing Orders, to include discussion on the use of private and public information	David McGrath	
	18.1	Chief Executive to write a formal letter of thanks to Hazel Watson	Shaun Clee	