

Nottingham CityCare Partnership Quality Account 2021/22

Comment from Nottingham City Council Health and Adult Social Care Scrutiny Committee

The Nottingham City Health and Adult Social Care Scrutiny Committee welcomed the opportunity to discuss its Quality Account 2021/22 with colleagues from Nottingham CityCare Partnership and is pleased to be able to comment on it.

As the Committee has not undertaken any scrutiny of Nottingham CityCare Partnership during 2021/22, its comments are restricted to planned priorities for 2022/23.

The Quality Account document outlines a wide range of quality improvement activity that the organisation has been undertaking over the last year and it is really positive that many of these, for example ambitions to reduce inequalities in child development and ensuring an urgent response to support those in crisis, align with the priorities of Nottingham City Council and what other local health organisations are telling the Committee. This suggests good system working. This can also be seen in the Quality Improvement Priorities identified for 2022/23, which the Committee is supportive of. Many of them align with priorities of Nottingham City Council, for example the use of trauma-informed practice. It is positive to see aligned working across the system to address the challenges facing our City and bring about improvements for our population. While the Committee has not looked at the issues specifically in relation to CityCare, it is aware of the significant challenges in recruiting and retaining staff to work in health and social care in the City and nationally, and therefore welcomes the focus on addressing this through initiatives such as increasing clinical supervision. The Committee is also supportive of the organisation's emphasis on local recruitment which, again, aligns with Nottingham City Council's focus.

Many of the workforce initiatives outlined in the Quality Account document, for example supporting staff on religious observance and those going through the menopause, sound really positive and suggest a good understanding of the workforce profile of the City. However, the results of the equality and diversity aspects of the staff survey are less than positive. This indicates that there are significant issues to be tackled. The organisation tells us that it is taking these issues seriously and has now carried out a cultural audit and is considering how to take this forward. There is specific data in the report relating to ethnic minority and disabled staff, but it is not clear whether data is being reviewed by other protected characteristics, for example LGBT – it is important that this does happen.

The document provides some good examples of how the organisation is trying to listen to patients and communicate with them in a way that is easily understandable, including considering the needs of those with lower levels of literacy. It is positive that the organisation is working in a way that is reflective of the needs of those living in the City. The information provided on complaints is detailed and it is positive that the organisation is being open about things that have not gone well, the lessons learnt and feedback. This open and honest approach is what the Committee wants to see.

Finally, the Committee would like to thank all staff in the organisation who have worked on the frontline throughout an incredibly difficult year.