

**From:** Shirley Biro, Committee Chair

**To:** Council of Governors

**Date:** 15 March 2018

**Subject:** Communications and Engagement Committee Report

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## **1.0 Purpose of the Report**

1.1 To update the Council on the work of the Communications and Engagement Committee.

## **2.0 Background**

2.1 The Communications and Engagement Committee has been established to carry out specific duties on behalf of the Council, including reviewing the Trust's Membership Strategy and communications with members and among Governors.

2.2 The core membership of the Committee is as follows:

- Shirley Biro, Newham Public Governor (Committee Chair)
- Rubina Shaikh, Bedford Public Governor (Committee Vice Chair)
- Ernell Diana Watson, Newham Public Governor
- Keith Williams, Luton Public Governor
- Joseph Croft, Staff Governor
- Robin Bonner, Staff Governor
- Kemi Rosiji, Rest of England Public Governor
- Hazel Watson, Newham Governor

2.2 The Communication and Engagement Committee meetings are open to all Governors. Those Governors who are not core members but wish to attend, need to notify the Committee Chair and Membership Office.

2.3 The Committee last met on 19 February 2018.

## **3.0 Communications Update**

3.1 Head of Communications Janet Flaherty briefed the Committee about key communications and events:

3.2 CQC 'Well-Led' inspection 16-18 April 2018

- The CQC will visit to assess how 'well-led' the Trust and its services are.

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- Preparations include making sure that notice boards are up-to-date, and running awareness weeks for staff.
- The CQC requested information from the Trust in December 2017, so that they could plan which areas of the Trust to look at in detail. Services about which there is concern at national level may be considered a priority for inspection.

### 3.3 Media misunderstanding following CQC inspection after 4 unexpected inpatient deaths in Luton and Bedfordshire

- The Newham Recorder became interested in Luton and Bedfordshire services after picking up the wrong impression from a press release issued following a CQC visit to inpatient wards.
- The CQC visited after there were four unexpected deaths. Their findings were positive: good progress had been made by the Trust following the deaths. For example, reductions in inpatient beds and increased support and leadership for staff were noted. Staff expressed the view that they had been well supported, under the lead of the Director of Nursing, Claire McKenna. Non-Executive Director Jenny Kay continues to take a close interest.
- Misunderstanding arose because the press release stated that the CQC did not 'rate' (as in give a rating to) the services. This was erroneously construed as not rating the services in the sense of not thinking much of them.

### 3.3 New system of reporting on 'what is in the news'

- The Board has agreed that the Chief Executive's report will summarise news reports relating to the Trust's services, so that Non-Executive Directors and Governors are aware of what is being said, at an early stage.
- Governors may have information of relevance to the Trust – for example, reference made to reports in Newham Recorder concerning cancer services.

### 3.4 John Howard Centre – Older People Ward

- The Hackney Scrutiny Committee is considering plans to move five older people from a ward at the John Howard Centre to a Tower Hamlets ward where there is expertise in care of older people.

### 3.5 Farewell to services

- The Wheelchair and Seating service in Newham and the Drug Service in Redbridge will no longer be provided by ELFT. Letters are being sent to service users and staff.

### 3.6 New service for ELFT

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- ELFT has been successful in its bid to provide community health services in Bedfordshire from April 2018. There will be welcome packs for new staff and patients and engagement events for the population.

### **4.0 Review of Members' Working Lunch/supper meetings**

4.1 The Committee discussed the planned programme of working lunches/suppers and identified some areas for improvement. The Committee will continue to work on these.

4.2 The next meeting, to be held on 12<sup>th</sup> April 2018, will be a supper meeting to enable people who work during the day, including the Staff Governors, and young people to attend.

### **5.0 Governors' site visits programme 2018**

5.1 The Membership Office is scheduling the meetings with relevant services. The programme is expected to be circulated to Governors shortly.

### **6.0 Action being requested**

6.1 The Council of Governors is asked to:

- **RECEIVE** and **NOTE** the report