

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

10 MAY 2023

UPDATE ON MATERNITY SERVICES

Summary

1. The Health Overview and Scrutiny Committee (HOSC) has requested an update on Maternity Services, in order to seek assurance on progress by Worcestershire Acute Hospitals NHS Trust (the Trust) since its last update in October 2022.
2. Senior representatives from Worcestershire Acute Hospitals NHS Trust have been invited to the meeting to respond to any questions the Committee may have.

Background

3. As a result of an inspection by the Care Quality Commission (CQC) on 9 December 2020, the overall rating for the Service went down from Good to Requires Improvement. It was rated Requires Improvement for being safe and well-led, and Good for being effective. Inspectors did not assess the service for whether it was caring or responsive at that inspection.
4. The Maternity Service Improvement Plan was shared with the HOSC in September 2021. At the last update on 17 October 2022, Members were advised that significant progress had been made against the remaining actions. Further progress has been made on outstanding actions and these are detailed in this Report.

Progress

5. The following information presents the improvements achieved in Maternity Services since the Trust previously reported the improvements made on a number of key performance indicators (KPIs) to HOSC in May and October 2022.
6. The Care Quality Commission (CQC) planned to inspect all maternity service in England between September 2022 and July 2023. To date the Trust has not yet been re-inspected and is continuing to work on the recommendations from the previous report received in 2020.
7. Following the change in CQC rating in 2020, NHS England (NHSE) recommended that the Trust should take part in the national support programme. A Maternity Improvement Advisor has been working with the maternity team since May 2020. Significant progress has been made and it is anticipated that the Trust will exit the programme in the Summer of 2023.

Workforce

8. Despite the widely reported national workforce challenges, the Trust has made good progress to reduce the turnover and sickness rates of staff whilst also seeing a

reduction in the midwifery vacancies across the service. The workforce KPIs are presented in Appendix 1.

9. To strengthen the workforce, the Trust has identified a number of opportunities to develop staff, which include supporting four Maternity Support Workers (MSWs) to complete their apprenticeship training, with an additional four members of the team identified to commence the course in September. Upon completion, the Maternity Support Workers will have met the requirements as outlined by Health Education England to provide direct clinical care to women and babies which has traditionally been delivered by midwives.
10. The Trust is also offering training for midwives in Advance Clinical Practice (ACP) to provide additional clinical and leadership skills within clinical services. This role will not only enhance the care women receive, it offers staff career progression for those who do not wish to move into a managerial/leadership role.

Maternity Service Improvement Plan

11. The Maternity Service Improvement Plan has delivered a number of improvements over the last six months. In summary the service has:
 - Improved staffing levels across all areas
 - Reduced sickness, vacancy and turnover rates in all areas
 - Maintained five of the existing Continuity of Carer (CoC) teams who continue to provide care to some of the most deprived families in Worcestershire.
 - Made improvements to the Induction of Labour (IOL) pathway
 - Strengthened the daily reporting of the staffing, capacity and acuity to ensure all areas are safe and appropriately staffed
 - Appointed a number of specialist midwives, governance roles and leadership roles to meet the standards set by NHSE to ensure the service has the capacity and the capability to deliver a safe service
 - Completed workforce redesign e.g. MSWs & ACP
 - Delivered the majority of the CQC must do's and should do's – Personal Development Review (PDR) and Mandatory Training rates are not at the required 90%.
 - Delivered the majority of the Ockenden 7 Immediate and Essential Actions (IEAs) and continue to work to completing the 15 IEAs recommended in the recent *Final Ockenden Report*
 - Met all the objectives outlined in the improvement plan and in the NHSE Support Programme
 - Completed the Rugby League National Cares programme –providing the team with leadership, effective team working and resilience skills.

Care Quality Commission

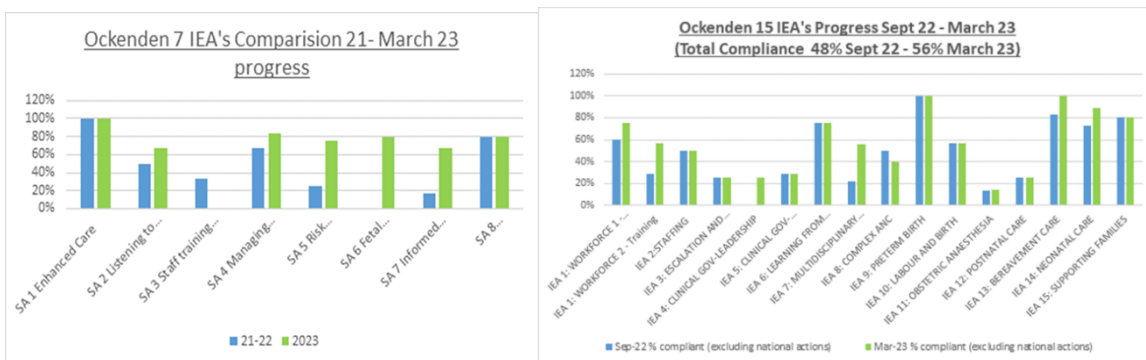
12. The table below presents the service's current position against CQC 2020 must do's and should do's. It is expected that the PDR and Mandatory Training rates will be at the Trust target (90%) by May 2023.

CQC Regulated Activities	Applicable to Maternity	Compliance
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(NB includes Trust MD /SD)		Full	Partial
Must Do's	11	9	2
Should Do's	9	9	0

Ockenden Reports

13. There has been further progress in meeting the recommendations from both Ockenden reports. The progress is presented in the charts below. The evidence for the 7 IEAs has been shared with the Local Maternity & Neonatal System and the evidence to support this position was scrutinised and currently the final report is awaited.



14. Progress against the Ockenden reports, the NHSE self-assessment document and the recently published Single Delivery Plan are monitored at a monthly Compliance and Assurance meeting. The outputs from this meeting are reported to the Trust Board.

Purpose of the Meeting

15. The HOSC is asked to:
- consider and comment on the information provided on maternity services; and
 - determine whether any further information or scrutiny on a particular topic is required.

Supporting Information

Appendix 1 – Key Performance Indicators
Appendix 2 – Maternity Services Improvement Plan
[\(available from Agenda for HOSC on 17 October 2022\)](#)

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Health Overview and Scrutiny Committee on 17 October and 9 May 2022, 21 September and 10 March 2021 and 20 July 2018 [Health Overview and Scrutiny Committee Minutes and Agendas](#)
- [Final report of the Ockenden review - GOV.UK \(www.gov.uk\)](#)

[All agendas and minutes are available on the Council's website here.](#)