

# Nursing and Care Quality Forum

Sally Brearley, Chair

# Session Overview

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- Background to the Forum
- Work to date
- Next steps

# The Nursing & Care Quality Forum

- Earlier this year, the Prime Minister announced the creation of a Nursing & Care Quality Forum to drive improvement in the quality of nursing care across all care settings
- The Forum aims to help all those involved in providing nursing and care, in all care settings, to:
  - deliver the **fundamental elements of good care**- compassion, dignity, respect and safety- first time, every time and to everyone
  - achieve their ambition of providing the **very highest quality of care** through supporting the adoption of best practice and promoting innovation.
- In doing so, the Forum wants professional pride to be reignited and public confidence restored in the quality of nursing and care provided to the people of England.

# NCQF: Membership

- Chaired by Sally Brearley
- The Forum includes a range of experts including front-line nurses working in hospitals and the community, patient representatives and members of professional bodies and voluntary sector organisations.
- There are 26 members and 2 expert advisors
- In June the membership was extended to include more representation from the care and independent sector:
  - Martin Green, Chief Executive of the English Community Care Association
  - Bill Mumford, Managing Director, MacIntyre
  - Jason Warriner, Service Quality and Governance Director at the Terrence Higgins Trust

# First phase of work focussed on four themes

- how to promote and achieve accountable and empowered nurse **leadership** across the system
- how to make sure that the **right culture and the right values** that put patients first prevails at all times
- how best to **involve, listen to, hear** and respond to feedback from people we care for and the staff delivering their care
- how to make sure that those providing care have the **time to do so** properly
- Across all four of these themes, the Forum considered the knowledge, skills and educational needs of staff providing nursing and care to people in all settings.

# Recommendations to the Prime Minister

## National

- Working with the Leadership Academy and National Skills Academy for Social Care to develop support for nurse leaders
- The role of routine Care Quality Commission inspections in reviewing organisations' response to changing staffing levels
- Pre-registration nurse education remaining at degree level
- Education providers using processes to recruit nursing students with the right values (alongside capability)
- Supporting the rapid roll out of the friends and family test for patients and transparent publication of results
- Recommending a national ambition to improve the number of staff who would recommend their organisation to a loved one.

# Recommendations to the Prime Minister

## Local

- Nurse leaders becoming supervisory so they have time to lead, support and role model behaviours
- Removal of barriers by local organisations so nurse leaders can make relevant decisions about their teams
- Mechanisms to strengthen Board accountability to assure adequate staffing levels and appropriate skills mix
- Embracing technology and the use of administrative staff to support nurses
- Recruiting for values for all posts and renewing commitment during the appraisal process

Over the Summer we collected good practice in these areas

# Next Steps

- Share good practice we have collected
- Identify where more can be done to help embed our initial recommendations
- Feed into Jane Cummings' and Viv Bennett's initial plans to develop a vision for nursing, midwifery and care-giving that places compassionate care at the heart of the professions.
- Undertake further work to identify and facilitate learning from locally-led improvements across care pathways, that join up services around the needs of the person needing care, particularly in relation to the interface between health and social care.

Get involved in the nursing, midwifery and care-giving strategy at:  
[www.commissioningboard.nhs.uk/nursingvision/](http://www.commissioningboard.nhs.uk/nursingvision/)