

SOUTH WEST STRATEGIC HEALTH AUTHORITY

**Notes from The NHS Caring for the Spirit Strategy Collaborative Meeting for Avon
Glos and Wilts area held at Jenner House on 24th January 2007**

Those Present:

Chris Davies – North Bristol NHS Trust and United Bristol Healthcare Trust
Tom Douglas – North Bristol NHS Trust
Peter Ellmore – Caring for the Spirit Strategy
Susan Gooding – Wiltshire PCT
Stephen Henderson – Swindon and Marlborough NHS Trust
John Horan – Gloucestershire Partnership NHS Trust
Lynda Prime – North Bristol NHS Trust
Christopher Renyard – Salisbury Foundation NHS Trust
Jane Skinner – Swindon and Marlborough NHS Trust
Philip Sutton – Royal United Hospitals Bath
Trevor Williams United Bristol Healthcare NHS Trust

Apologies:

Apologies were received from ten members of the Collaborative.

1) Introduction:

- a) The focus for the meeting was ‘The Spiritual Aspects of Standards for Better Health’. Its intention was to enable the collaborative members to:
 - i) Understand the place of the national quality standards and how they are used to ensure that NHS care maintains quality.
 - ii) Understand the role of the Healthcare Commission in maintaining quality of service for the NHS, using Standards for Better Health.
 - iii) Make links between NHS policy and service quality and the delivery of services for spiritual healthcare.
 - iv) Determine specific elements of the Standards for Better Health that have implications for Chaplaincy.
 - v) To explore some interpretations working within some practical chaplaincy models.

2) National Standards – Local Action, Standards for Better Health – Susan Gooding:

- a) Susan Gooding who is Assistant Director Clinical Governance for Wiltshire PCT presented the theme ‘National Standards – Local Action.’
- b) The document Standards for Better Health is contained as an Annex A to the DH document ‘**National Standards - Local Action’ Health and Social Care Standards and Planning Framework 2005/06 – 2007/08**. It is obtained at www.dh.gov.uk/publications
- c) Related to the document are interpretations and more detailed inspection standards that are obtainable from the Healthcare Commission. <http://www.healthcarecommission.org.uk/Homepage.cfm> Go to Assessment of Developmental Standards 2006/7, for example.
- d) Susan’s notes are attached and show the process and framework for assessment of the Seven Domains of Quality. How they work across all NHS organisations to form a cohesive plan for quality in conjunction with Healthcare Commission assessment is important to understand.
- e) Evidence for quality is sought by the Healthcare Commission and requires to be of a high level, meaning that it is grounded in policy documentation and known to a Trust Board member with responsibility for that area of work. This has implications for Spiritual Healthcare. A Board member is required to take responsibility for it and its activities require to be formed in policy, known and evidenced through audit. It is formed into a statement by the Trust that is commented upon by PPI organisations, and an overview and scrutiny committee.
- f) Interpretation of the elements of quality is detailed by the Healthcare Commission in their specific inspection standards.
- g) Outcomes of Healthcare Commission inspections may result in specific action plans to improve quality.
- h) **Important for Chaplains:** The identified Standard that relates to Spiritual Care is Developmental Standard D2b. It has yet to be implemented due to its developmental nature. **Chaplains can work together with the Healthcare Commission to determine the content and contribute to the debate of what D2b will mean in practice. This is work that can be begun both at national and local level.**

3) Standards for Better Health – A pragmatic interpretation: Philip Sutton

- a) Philip Sutton is Head of Chaplaincy and Patient Affairs at the Royal United Hospital in Bath.
- b) Notes from Philip's presentation are attached. He described the linkages and contribution that his department make between his model of service (See Footnote below) and each standard. Philip described his model.
- c) His model of service is best described as a specialist consultant in spiritual, cultural and religious matters.
- d) His services are selective and offered to specific departments in a unique manner.
- e) Philip regards the role of his department as informing the practice of others by offering advice and information.
- f) More general pastoral visiting work often attributed to chaplaincy models of service is accomplished by a network of trained volunteers and visitors. Significant effort is placed (0.5 wte) in training this workforce.
- g) Philip gauged the effect on quality that his department has by asking the question, 'What is the unique contribution that our department makes to the service?'

4) Chaplaincy and Standards for Better Health - Steve Henderson

- a) Steve Henderson is Chaplaincy Team Leader at Swindon NHS Trust.
- b) Notes that Steve has compiled are attached.
- c) Steve has analysed the Standards for Better Health and extracted areas that are of developing interest to chaplains and link with and inform the way they work.

5) General Discussion and some conclusions:

- a) Engagement with the quality system envisaged by National Standards – Local Action demands that chaplains ensure some actions
 - i) that there is engagement with Clinical Governance departments,
 - ii) that their services are included in Clinical Audit,
 - iii) that they have a Trust Board member responsible for Spiritual Healthcare.
 - iv) That they have policies that are recognised and known at Board level and are audited and evidenced.
 - v) At National level some discussion is made with the Health Commission to ensure that the standards have interpretation at local level for spiritual healthcare.

6) And Finally:

- a) Apologies for the lack of catering due to an inadequate Sandwich provider whose service quality standards need some attention (lack of choice, lack of resource).
- b) **The next meetings for the Collaborative this year are to be May 2nd; Sept 5th.**
Venues to be advised since the facility of Jenner House will no longer be available to us from the end of March.
- c) The next meetings of the Steering Group are to be Tuesday 6th Feb 10 – 12 am, 8th May 10 -12 am, 11th Sep 10- 12 am

Footnote: Service models explain the work of the department to the public, the employer and itself. They emerge following a process of careful reflection on the institutions primary task which is 'the main purpose for which the institution exists and which it has to achieve and maintain in order to survive Ref: Rice in Folland 2006