

Request under Freedom of Information Act 2000 – our ref: FOI 19/20_456

I write in response to your request under the Freedom of Information (FOI) Act.

I confirm that the Trust holds the information you requested. Please see the replies, set out against your questions:

- *What electronic/cloud software systems do you use to gather your governance information for the trust?
We are looking at the monitoring your compliance of NICE, policies and responding to the CQC Must /Should do action plan developed post-inspection.*

Datix and excel databases.

- *How do you monitor compliance against your must and should do improvements?*

Through the use of an excel database.

- *Where do you store your Trust evidence of CQC compliance against the KLOE?*

On the Trust network.

- *How often do you self-assess your trust against the KLOE?*

Through an ongoing programme of assessments on wards and in departments.

- *How do you complete your KLOE self-assessments and who participates in this?*

The programme is lead by the Compliance team through the use of assessment questions based on the KLOEs.

- *How do you monitor your ongoing compliance against KLOE?*

Through an ongoing programme of assessments on wards and in departments.