

**REPORT TO: HEALTH OVERVIEW AND SCRUTINY PANEL**

**DATE OF MEETING: THURSDAY 24 SEPTEMBER 2015**

**SUBJECT OF REPORT: CARE QUALITY COMMISSION (CQC) INSPECTION OF WESTON AREA HEALTH NHS TRUST**

**TOWN OR PARISH: ALL**

**OFFICER PRESENTING: JAMES RIMMER, CHIEF EXECUTIVE**

**KEY DECISION: INFORMATION AND DISCUSSION**

## RECOMMENDATIONS

Members are asked to note the content of this report which provides an update following Inspections by the Care Quality Commission of Weston Area Health NHS Trust.

## 1 BACKGROUND

The Trust was inspected by the Care Quality Commission (CQC) in May 2015. This Inspection was part of the new regime where a Team of 36 Inspectors evaluated five clinical domains – Safety, Effectiveness, Caring, Responsiveness and Well-Led – across ten clinical areas (eight in the Hospital and two in Community Services).

## 2 FINDINGS

The Trust received an overall rating of **'requires improvement'**; this is on a four point scale ranging from 'inadequate', through 'requires improvement' and 'good', to 'outstanding'.

The following tables highlight the detailed findings.



### Ratings for Weston General Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
<b>Urgent and Emergency Services</b>	Inadequate	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
<b>Medical care</b>	Inadequate	Requires improvement	Good	Requires improvement	Inadequate	Inadequate
<b>Surgery</b>	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
<b>Critical care</b>	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
<b>Maternity and gynaecology</b>	Good	Good	Good	Good	Good	Good
<b>Services for children and young people</b>	Good	Good	★ Outstanding	Good	Good	Good
<b>End of life care</b>	Good	Good	Good	Requires improvement	Good	Good
<b>Outpatients and diagnostic imaging</b>	Good	Not rated	Good	Requires improvement	Good	Good
<b>Overall</b>	Inadequate	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement

### Ratings for Community Health Services for children, young people and families

	Safe	Effective	Caring	Responsive	Well-led	Overall
Overall	Good	Good	Good	Requires improvement	Good	Good

### Ratings for Child and Adolescent Mental Health Community Services

	Safe	Effective	Caring	Responsive	Well-led	Overall
Overall	Good	★ Outstanding	★ Outstanding	Good	Good	★ Outstanding

### Ratings for Weston Area Health NHS Trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Overall trust	Inadequate	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement

## 3 CARING

The Trust was found to be **'good'** or **'outstanding'** for 'Caring' across the Board. This is a significant improvement from previous CQC findings in July 2013 and this improvement was praised by the CQC.

## 4 SAFETY

The Trust received an overall **'inadequate'** for 'Safety' at the Trust. This is clearly concerning. The CQC outcome related to specific concerns in the Trust's Emergency Department, the Harptree High Care Unit and Medical Care. The Trust has already taken action to address these concerns.

The Emergency Department has new triage processes in place, meaning patients are seen and assessed in a much more timely manner. Assessment times in July were more than half of these times in June 2015.

Harptree High Care: the workload on this Unit has been reduced in order to increase the nurse to patient ratio. This gives the nursing staff more time to focus on individual patient needs. This Unit now also has improved medical support.

Medical Care: the Trust is working closely with neighbouring Trusts to provide support to the medical workforce. The CQC noted that there were long standing issues with recruiting medical Consultants. It is hoped that this new partnership working will start to address these concerns. The Trust has also put in place new arrangements for our Junior Doctors called a 'Great Start'; this has been well received.

## **5 EFFECTIVE, RESPONSIVE AND WELL-LED**

Plans are being drawn up in conjunction with partner organisations to address areas where the Trust is under-performing. These will include a focus on areas such as Medically Fit for Discharge patients (working with partners) as well as internal issues such as training and improved governance.

## **6 COMMUNITY SERVICES**

Community Health Services for Children, Young People and Families was rated a **'good'** and the Child and Adolescent Mental Health Community Services as **'outstanding'**. The Trust is delighted with these ratings and keen to see what can be learnt from these Teams to transfer to some of the more challenged areas.

## **7 QUALITY SUMMIT**

The Trust will meet with the CQC and with partners from Health and Social Care at a Quality Summit on Monday 14 September 2015. This Summit will be used to strengthen and enhance the Trust's action plans developed in response to the report.

## **8 FURTHER CQC ACTIVITY**

The CQC undertook a further unannounced Inspection on Monday 17 and Tuesday 18 August 2015, post receipt of the final Inspection Report. The CQC will issue a report to the Trust in due course, however, this report will be narrative and will not include ratings.

## **9 AUTHOR**

James Rimmer, Chief Executive