

<b>SCRUTINY COMMISSION FOR HEALTH ISSUES</b>	<b>Agenda Item No. 7</b>
<b>8 JULY 2014</b>	<b>Public Report</b>

## Report of the Executive Director of Care Quality and Chief Nurse

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### CQC INSPECTION

#### 1. PURPOSE

- 1.1 The report is being presented to the Commission so that members can familiarise themselves with the outcome of the Care Quality Commission Inspection of Peterborough and Stamford hospitals NHS Foundation Trust that was undertaken in March 2014. Overall the trust was rated 'Requires improvement', with Peterborough City Hospital also receiving 'Requires Improvement' rating and Stamford and Rutland Hospital rated as 'Good'. The inspectors said the Trust as a whole was well led and that staff were caring. There are no formal compliance issues for the Trust to address but the Trust is now focusing on its subsequent CQC action plan to address the findings of the inspection.

#### 2. RECOMMENDATIONS

- 2.1 Members are asked to review the CQC Inspection report and consider what further updates they require.

#### 3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The attached inspection report details the Trust's compliance with national quality standards as monitored by the Care Quality Commission.

#### 4. BACKGROUND

- 4.1 The Care Quality Commission (CQC) inspected the Trust in March as part of phase two of the new-style hospital inspections. The inspection focused on five questions across a range of services:
- Are services safe?
  - Are they effective?
  - Are they caring?
  - Are they well-led?
  - Are they responsive to patients' needs?

The CQC released its report on the Trust's inspection on 16 May 2014. This is attached as appendix A.

Despite the overall Trust rating of 'requires improvement' six out of eight service areas at Peterborough City Hospital (PCH) were rated as good and all services at Stamford Hospital were rated as good.

- 29 out of a possible 38 scores at PCH were rated as good – that's more than 76%
- 100% of the scores at Stamford were rated as good
- No compliance actions were awarded, and previous ones are now lifted
- Inspectors highlighted particular examples of good practice that they may use to share with other trusts – joint school, bereavement services, maternity debrief, intensive care and Stamford's 'flooding the ward' initiative
- Inspectors said the Trust as a whole was well led and that staff were caring.

## 4.2 Summary of CQC Ratings

Ratings:						
Location name:	Peterborough City Hospital					
	Safe	Effective	Caring	Responsive	Well led	Overall service
A&E	RI	NA	G	RI	G	RI
Medical care	RI	RI	RI	RI	RI	RI
Surgery	G	G	G	G	G	G
Intensive/Critical care	G	G	G	G	G	G
Maternity & Family Planning	G	G	G	G	G	G
Services for Children & Young People	G	G	G	RI	G	G
End of Life care	G	RI	G	G	G	G
Outpatients	G	NA	G	G	G	G
<b>Overall domain</b>	RI	RI	G	RI	G	n/a
<b>Overall location</b>	RI					

Location name:	Stamford Hospital					
	Safe	Effective	Caring	Responsive	Well led	Overall service
A&E	G	NA	G	G	G	G
Medical care	G	G	G	G	G	G
Surgery	G	G	G	G	G	G
Outpatients	G	NA	G	G	G	G
<b>Overall domain</b>	G	G	G	G	G	n/a
<b>Overall location</b>	Good					

Trust name:	Peterborough and Stamford Hospitals NHS FT				
	Safe	Effective	Caring	Responsive	Well led
Domains at trust	RI	RI	G	RI	G
<b>Overall trust</b>	RI				

### 4.3 CQC Headline Findings

- A&E: The Trust continues to struggle to meet the four-hour targets due to the numbers of patients attending the emergency department. However, we saw and heard some good care experienced by patients. The plans for the reintroduction of the children's A&E will enhance the service offered to younger patients.
- Planned discharge: Throughout our inspection we heard about the issues trust staff face with planning discharge. This includes the variances in contacting health and social care providers in five local authorities. However, in order to address capacity issues this aspect needs to be addressed by the trust and key stakeholders.
- Complaints: We heard and saw evidence that the Trust had previously had a large backlog of complaints. The Patients Association joined us on this inspection to review the complaints handling process and recommendations from their report are contained within the inspection report.

The CQC reported numerous examples of commendable practice, including:

- Joint school for patients undergoing joint replacement treatments in order to discuss how to live post operatively;
- Excellent maternity care underpinned by debrief sessions offered to women post birth
- The mortuary team and bereavement services provided excellent sensitive services to families and carers
- The national award relating to healthcare-acquired infections (HAIs) for its work on and intervention in ventilator-associated pneumonia in critical care
- The practice of ward 'flooding' on the John van Geest unit to ensure that all members of staff were aware of the daily activities for patients.

### 4.4 CQC Action Plan

The Trust has put an action plan in place, which will be monitored internally, by the Trust Management Board and the Board's Quality Assurance Committee, and externally, by Monitor

## 5. KEY ISSUES

- 5.1 The Commission are asked to consider the inspection findings and the requirement for further updates.

## 6. IMPLICATIONS

- 6.1 The report applies across the services provided by Peterborough and Stamford Hospitals NHS Foundation Trust – the catchment extends beyond Peterborough City Council.

## 7. CONSULTATION

- 7.1 Not applicable.

## 8. NEXT STEPS

8.1 The Trust will implement the required action plan and provide updates to the Commission as required.

**9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 See below

**10. APPENDICES**

10.1 CQC inspection report March 2014