

APPENDIX 1

NORTH WEST ANGLIA NHS FOUNDATION TRUST – CQC INSPECTION OUTCOME

Areas the Trust (overall) **must** improve

- The trust must ensure that mandatory training attendance improves to ensure that all staff are aware of current practices.
- The trust must ensure patient care records are accurate, complete and contemporaneous and that pertinent risk assessments are completed for all patients across the trust.

Areas that **must** be improved within Urgent and Emergency Care at Peterborough City Hospital

- The trust must ensure that mandatory training attendance improves to ensure that all staff are aware of current practices
- The trust must ensure that systems are put in place to ensure the oversight of checking equipment
- The trust must ensure patient records are complete, contemporaneous and inclusive of completed risk assessments relevant to patient care
- The trust must ensure fridge temperatures and the temperature of the room where medicines are stored are routinely monitored and action taken to minimise any risks to patients
- The trust must ensure that effective systems and processes are in place to safeguard patients from abuse and improper treatment.

Areas that **must** be improved within Urgent and Emergency Care at Hinchingsbrooke Hospital

- The trust must ensure staff complete patient documentation including time of arrival; patient observation times, and maintain records to ensure they are contemporaneous
- The trust must ensure that staff using the Manchester Triage System complete competency requirements for the safe use of the assessment system
- The trust must ensure that the emergency department embed rapid assessment and treatment processes for patients arriving by ambulance and designate appropriately trained staff to the ambulance assessment area, and improve control and command of this process
- The trust must ensure the designated mental health room is safe and fit for its designated purpose
- The trust must ensure fridge temperatures and the temperature of the room where medicines are stored are routinely monitored and action taken to minimise any risks to patients
- The trust must ensure that staff mandatory training and appraisals meet the trusts compliance target of 90%.
- The trust must ensure that effective systems and processes are in place to safeguard patients from abuse and improper treatment.

Areas that **must be improved within Medical Care at Hinchingsbrooke Hospital**

- The trust must ensure that Pear Tree ward is being run and monitored in a way that protects people's safety and ensures they are receiving care and treatment which meets their needs
- The trust must ensure that medicine management arrangements are implemented in line with best practice
- The trust must ensure that mandatory training attendance improves to ensure that all staff are aware of current practices
- The trust must ensure all staff are up to date with their advanced level life support training
- The trust must ensure staff receive an annual appraisal.

Areas that **must be improved within Surgery at Hinchingsbrooke Hospital**

- The trust must ensure there are consistent and reliable systems and processes for sharing learning from incidents across the surgery service, to help mitigate the risk of potentially avoidable incidents reoccurring, including sharing findings and lessons learned from never events or other serious incidents in a timely manner.

Areas that **must be improved within Critical Care at Hinchingsbrooke Hospital**

- The trust must ensure guidelines are reviewed in time and have oversight and sign off from a senior member of the team.
- The trust must ensure that ligature risks in patient rooms within critical care are reviewed and resolved.

Areas that **must be improved within Maternity Care at Hinchingsbrooke Hospital**

- The trust must ensure a robust process to identify women with safeguarding issues in the paper medical records
- The trust must ensure the electronic patient system identifies all women with safeguarding issues
- The trust must ensure that women's weight is recorded on their prescription chart
- The trust must ensure that maternity support workers are trained and competency assessed before they are able to perform physiological observations on patients
- The trust must ensure guidelines are reviewed in time and have oversight and sign off from a senior member of the team
- The trust must ensure all emergency equipment is available to use
- The trust must ensure all medicines, including intravenous fluids are securely stored in locked cupboards.

Areas that **must be improved within End of Life Care at Hinchingsbrooke Hospital**

- The trust must review 'do not attempt cardio-pulmonary resuscitation' (DNACPR) forms to ensure they are completed fully and in line with trust policy and national guidance
- The trust must review its Mental Capacity Assessment and Deprivation of Liberty Safeguarding process and the way this is documented within patients' notes

- The trust must ensure the robust monitoring of end of life care, including the achievement of preferred place of care and death and the timeliness of discharge through local audit.

Areas that **must be improved within Outpatients at Hinchingbrooke Hospital**

- The trust must ensure the proper arrangements for the security and handling of prescription pads throughout the department
- The trust must ensure that medication is only prepared by those who have been assessed as competent to do so.

Areas that **should be improved within Urgent and Emergency Care at Peterborough City Hospital**

- The trust should ensure that paediatric waiting areas are audio and visually separated from adult waiting areas
- The trust should ensure they complete, monitor and update action plans in relation to the Royal College of Emergency Medicine (RCEM) audits
- The trust should ensure that reception staff are trained and competent in recognition of red flag signs and symptoms, to allow for timely escalation of critically unwell or injured patients who self-present to the emergency department.

Areas that **should be improved within Urgent and Emergency Care at Hinchingbrooke Hospital**

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Areas that **should be improved within Medical Care at Hinchingbrooke Hospital**

- The trust should seek to improve its delayed transfer of care statistics
- The trust should ensure there are enough staff to fill planned shifts
- The trust should consider making improvements to the way in which the discharge planning team are enabled to support staff and patients with their discharge arrangements
- The trust should ensure there are clear nursing competencies in place and that staff are supported to demonstrate these.

Areas that **should be improved within Surgery at Hinchingbrooke Hospital**

- The trust should ensure all doors to side rooms in the ATSU are fully sealed when closed to help prevent the spread of airborne infections
- The trust should have a member of staff trained in advanced life support (ALS) on each shift within recovery, in line with national guidance.
- The trust should monitor the length of time between screening and treatment times for sepsis on the wards, to have oversight of how often they are not meeting national guidance on this, and to act on any issues identified

- The trust should review the staffing and escalation arrangements at night on Mulberry ward to ensure that if there is unexpected patient risk or deterioration, staff are able to access support promptly
- The trust should ensure theatres staff change out of their theatre scrubs before leaving the department, in accordance with uniform policy and good practice for infection prevention and control
- The trust should develop the local audit schedule within the theatres department to monitor and improve quality and performance
- The trust should continue to improve complaints processes to ensure they are investigated and completed within 30 days, in line with trust policy.

Areas that **should be improved within Critical Care at Hinchingsbrooke Hospital**

- The trust should ensure that medical staffing meets Guidelines for the Provision of Intensive Care Services (GPICS) 2015
- The trust should ensure that the risk register is regularly reviewed and risks to the service are appropriately managed
- The trust should ensure that all equipment including the central venous pressure trolley is checked and restocked regularly according to trust policy
- The trust should ensure that the critical care outreach team have a clear supervision pathway for appraisal
- The trust should ensure that provision is made for the gap in service provision between the Critical Care Outreach Team finishing and the night medical team commencing.

Areas that **should be improved within Maternity Care at Hinchingsbrooke Hospital**

- The trust should ensure handovers are confidential and are uninterrupted
- The service should ensure that community midwives carry the correct medication in line with trust policy
- The service should review the risk of the second theatre on labour ward and include the risk on the maternity risk register
- The trust should ensure staff are aware of the vision for the service and the trust's vision and values
- The trust should consider a pathway of care to enable babies on transitional care to have full treatment in one area
- The trust should consider a seven day maternity assessment day unit and triage area in line with national guidance and best practice recommendations
- The trust should ensure all equipment is clean and there is a system in place to identify that equipment has been cleaned
- The trust should regularly audit hand held maternity notes and medical records
- The trust should ensure the milk fridge is locked to ensure breast milk cannot be tampered with or taken by the wrong mother.