



## Bath and North East Somerset Clinical Commissioning Group

Paper Summary Sheet

Date of Meeting: 7 November 2013

For: Decision  Discussion  Information to note

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Agenda Item & Title:                     | Agenda Item 12<br>Care Quality Commission Inspection Report on Royal United Hospital, Bath                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Author:                                  | Dawn Clarke, Director Of Nursing & Quality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Responsible Director:                    | Dawn Clarke, Director Of Nursing & Quality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Executive summary and recommendation:    | <p>The Care Quality Commission (CQC) has warned the Royal United Hospital Bath NHS Trust that it must make improvements within a given timescale at the Hospital</p> <p>The report aims to provide assurance of action being taken to work with the CQC, the Trust and others to support the trust in making these improvements</p> <p>That the Board notes the report and the actions being taken.</p>                                                                                                                                                                   |
| Who has been involved/contributed:       | <p>The Care Quality Commission is the independent regulator of all health and social care services in England. It inspects hospitals, care homes, GP surgeries and other services</p> <p>The inspection undertaken in June 2013 was an unannounced inspection. CQC met with trust staff, patients and visitors. The report was published on the CQC website on 11 October 2013 and can be found at:<br/><a href="http://www.cqc.org.uk/search/site/royal%20united%20hospital%20of%20bath">http://www.cqc.org.uk/search/site/royal%20united%20hospital%20of%20bath</a></p> |
| Cross Reference to Strategic Objectives: | <p>Improving quality and patient safety</p> <p>Improving access and consistency of care</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Communications Issues:                   | The CQC report is in the public domain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Impact on Quality                        | The CCG is working with the trust to ensure that quality of care for patients is not compromised                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Financial Implications:                  | There are no financial implications at this time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| Risk Management:               | The CCG is working with the trust to ensure that the actions being taken are progressed appropriately and in a timely manner in order to ensure quality of care for patients is not compromised.                                                                                                                                                                                                                                         |
| National Policy / Legislation/ | Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.<br>NHS Constitution<br>Contribution to delivery of National Outcome Indicators <ul style="list-style-type: none"> <li>1. Ensuring people have a positive experience of care</li> <li>2. Treating and caring for people in a safe environment and protecting them from avoidable harm</li> </ul> |
| Equality & Diversity:          | Ensuring the needs of the public and patients are met in a dignified and respectful manner                                                                                                                                                                                                                                                                                                                                               |
| Review arrangements:           | Monthly Quality Outcomes Meetings with RUH where action plan will be monitored<br>Monthly updates on progress will be presented to the CCG Quality Committee and to the Board within the Integrated Quality and Performance Report                                                                                                                                                                                                       |

**Care Quality Commission Inspection Report on**  
**Royal United Hospital Bath NHS Trust**  
**CCG Board October 2013**

**Background**

1. The Care Quality Commission (CQC) was established in 2009 to regulate and inspect health and social care services in England. This includes services provided by the NHS, local authorities, private companies and voluntary organisations in hospitals, care homes and people's own homes. In order to become registered, care providers need to demonstrate that they can meet, or are already meeting, the registration requirements. To maintain their registration they need to demonstrate an ongoing ability to meet the requirements.

2. The CQC can undertake any of three types of inspections. These include a responsive inspection which is carried out at any time in relation to identified concerns, a routine (or scheduled) inspection which is planned and could occur at any time or a themed inspection which is targeted to look at specific standards, sectors or types of care

**CQC Inspection of Royal United Hospitals Bath NHS Trust**

3. In June 2013, a CQC unannounced inspection was undertaken to check whether the Royal United Hospital Bath NHS Trust (RUH) had taken action to meet essential standards following a previous responsive inspection in February 2013.

4. During the inspection, CQC looked at three areas of care at the hospital. These were the older people's wards, the emergency department, the DSU and the theatre recovery area. The report highlights several areas of good practice and states that the majority of staff met with showed a professional and caring attitude towards their patients, it also acknowledges that previous concerns on the DSU had been addressed. However, concerns were identified on the older people's wards and with some of the corporate governance processes. CQC felt that action was needed against four of the standards checked and enforcement action was taken against one.

- Respecting and involving people who use services- Action needed
- Care and welfare of people who use services- Action needed
- Cooperating with other providers- Met this standard
- Safeguarding people who use services from abuse- Action needed
- Assessing and monitoring the quality of service provision- Action needed
- **Records- Enforcement action taken**

5. The trust was asked to provide an action plan by the 19<sup>th</sup> October setting out what they will do to meet the standards. The CQC will check to make sure that action is taken and will be revisiting the trust in December as part of the new style hospital inspections programme announced which the trust has welcomed.

**CCG Monitoring of Progress**

6. The CCG is in regular contact with the trust to offer support where appropriate and to seek assurance that the action being taken will improve the quality of service provided.

7. As previously reported to CCG Board, the CCG Clinical Lead, Director of Nursing and Lay Members have and will continue to undertake site visits and ward walkabouts on a monthly basis. The older people's wards have not yet been visited as the CCG knew that

CQC had undertaken the inspection in June.

8. The trust has provided the CCG with a copy of the action plan. The CCG also meets monthly with the trust at the Clinical Quality and Outcomes meeting where the action plan will be actively monitored.

### **Intelligence Sharing**

9. The CQC, Local Authority and CQC meet on a monthly basis to share good practice but also to highlight concerns within providers of health and social care services. Updates from the CQC will be received at these meetings.

10. The Local Adult Safeguarding Board will receive a progress report in December and the Chair of the Board is in contact with the CCG.

11. The CCG is working not only with the trust, CQC, Wiltshire and Somerset CCGs but with the Trust Development Authority (TDA) and NHS England - South and BaNES, Gloucester, Somerset and Wiltshire Area Team to ensure the Trust is supported and to gain assurance that the action being taken will improve the quality of service provided and the improvements embedded.

### **Recommendations**

12. The Board is requested to note the contents of the paper and the actions being taken to support the trust and ensure that identified actions are progressed appropriately.