

**HEALTH AND WELL-BEING BOARD
27 FEBRUARY 2018****QUALITY OF ACUTE HOSPITAL SERVICES –
WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST**

Board Sponsor
Name

Author
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Priorities

Mental health & well-being	Yes
Being Active	Yes
Reducing harm from Alcohol	Yes
Other (specify below)	

Safeguarding

Impact on Safeguarding Children	Yes
If yes please give details	

Impact on Safeguarding Adults	Yes
If yes please give details	

Item for Decision, Consideration or Information
Information and assurance

Recommendation

- 1. The Health and Well-being Board is asked to note the contents of this report.**

Background

1. The CQC served a section 29A notice on the Trust in January 2017, requiring significant improvement by 10 March 2017. The CQC conducted a focussed assessment in early April to assess progress against the s29A notice and the results of that assessment were released in July 2017.
2. The CQC served a further section 29A notice on the Trust as a result of this assessment, which required significant improvement by 30 September 2017.

3. The CQC conducted core service reviews of four services and a focussed assessment on governance in November 2017. The report from that inspection was released on 17 January 2018.

4. The CQC inspects services by asking five key questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive?
- Is it well-led?

Progress on Quality Improvement

5. The Care Quality Commission (CQC) published its report on Worcestershire Acute Hospitals NHS Trust on the 18 January following their inspection in November 2017. The inspection assessed the core services of urgent and emergency care and medical care (including older people's care) at the Alexandra and Worcestershire Royal Hospitals.

6. The report shows that all four of the core services inspected have improved from 'inadequate' to 'requires improvement' in the safe domain, urgent and emergency care at the Worcester site now rated 'good' in the effective domain and three of the four services have improved their overall rating from 'inadequate' to 'requires improvement'.

7. Given that only four of the twenty-two core services were rated in this inspection, there have been no changes to the overall ratings of the hospitals individually or the Trust overall as a result of this inspection.

8. The CQC identified outstanding practices in this review including medicines safety work by the Pharmacy Team in the Emergency Department (ED) at Worcestershire Royal Hospital, and care for patients with mental health conditions in the ED at the Alexandra Hospital. Evergreen Ward at Worcestershire Royal Hospital, which provides a rehabilitation area for inpatients waiting for discharge, was also singled out for praise for its outstanding work in promoting holistic care and timely discharge of patients.

9. The CQC also identified areas that the Trust needs to continue to improve. This includes further improvement in the levels of mandatory training, VTE risk assessments at 24 hours post admission, improved responsiveness by specialist doctors for patients in the Emergency Departments, timeframes for resolution of complaints and risk management processes.

10. The CQC has revisited the Trust on 23 – 26 January and 12 – 15 February to conduct more core service reviews. They are required to inspect all core services that are rated as 'inadequate' annually. These services are surgery at the Alexandra Hospital, children and young people at the Worcestershire Royal, urgent and emergency care (MIU) at the Kidderminster site and outpatients and diagnostic imaging at all three sites. They can, of course, inspect any other core services and have decided to review maternity services and surgical services at the Worcestershire Royal. The CQC have also advised that they will conduct a 'well-led' review at the end of February 2018.

11. The Trust's Quality Improvement Plan, will be refreshed following this report.

12. The attached presentation includes detail from the report.

Contact Points

County Council Contact Points

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Specific Contact Points for this report

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Supporting Information

- Appendix 1 – Presentation re CQC findings