

CQC Maternity Report



**Presentation to Health Overview and Scrutiny Committee
Vicky Morris, Chief Nursing Officer
Worcestershire Acute Hospitals NHS Trust**

- **Context of COVID-19**
- **Unannounced CQC inspection on 9/12/20 following whistleblower concerns re staff shortages**
- **Important to reassure our mums and families**
- **Important to support our staff**

Positives:

- **Excellent multi-professional team working**
- **Staff highly motivated to provide good quality care**
- **No safety concerns raised**
- **Recognition of work already undertaken**

Concerns raised

- **Maternity staffing**
 - **Reliance on bank staffing**
 - **Documentation of escalation**
- **Incident reporting**
- **Mandatory training**
- **Poor completion of Maternal Early Warning Score (MEOWS) and Risk assessments**
- **Incomplete Birmingham Symptom Specific Obstetric Triage System (BSOTS)**

- **Leadership capacity at all levels**
- **Vision & strategy**
- **Culture**
- **Clear roles & responsibilities**
- **Managing risk issues & performance**
- **Using data to support quality**
- **Public engagement**
- **Learning, Development & Training**

What we've done already:

- **Sustained focus on Safety huddles and Chief Nursing Officer Safety walkabouts**
- **Recruitment: Appointed 17 whole time equivalent Midwife posts**
- **Leadership – Matron appointments**
- **Training**
- **Governance**
 - **strengthening team & processes**

Director of Midwifery and leadership team:

- Six open meetings with all staff groups (community and inpatient) to formulate an action plan to address all issues raised
- Action plan progress discussed with staff at monthly briefings
- Ongoing engagement events with staff via Divisional, Directorate and Director of Midwifery Briefing sessions

- **Continue to work closely with Maternity Voices Partnership (MVP) – coproduction of revised Induction of Labour (IOL) pathway and member of the Labour Ward Forum**
- **MVP monthly Q&A sessions with Director of Midwifery throughout pandemic to support sharing of information about rapidly changing service provision and to offer reassurance**
- **Continued focus of Maternity Safety Champion walkabouts (Executive/ Non Executive)**

Thank You

