

Report to: Kent County Council; Health Overview & Scrutiny Committee
Subject: Summary of CQC Compliance Inspection visit to Maidstone Hospital
Date: 3rd July 2014

Context:

The Care Quality Commission (CQC) undertake unannounced visits through out the year to test compliance against a number of standards or outcomes. The trigger for a visit may due to emerging trends from published data, concerns raised by members of the public or as part of their own routine inspection schedule.

Maidstone Hospital Visit and findings:

The CQC visited Maidstone Hospital on 12th February 2014. This was an unannounced visit to review four standards.

The standards reviewed were:

- Consent to Treatment
- Care and welfare of people who use services
- Staffing
- Assessing and monitoring the quality of service provision

The visit was triggered, in part, by the publication of the Royal College of Surgeons report into the Upper Gastroenterology (GI) surgical services and the occurrence of a Never Event in the Pathology Laboratories.

The inspection team noted some examples of good practice. Throughout the report the feedback received from patients was uniformly positive about their experience.

The Trust was deemed to be compliant with the standards for Consent to Treatment.

Action was required in the other three standards reviewed. The non-compliance has been rated as being of moderate impact. No improvement notices were issued by the CQC.

Care and welfare of people who use services:

Issues to be addressed included:

Review of the clinical observations policy to describe the application of the early warning system, Patient At Risk (PAR), for patients having neurological observations.

Having a clear description of the frequency of clinical observations for patients following some specific surgical procedures.

Provision of Registered Childrens Nurses

Out of Hours Paediatric emergency care provision on the Maidstone Hospital site.

Staffing:

Issues to be addressed included:

Consultant level posts (x2) with emergency surgical expertise (already in post)

Registered Nurses (Child) for Accident & Emergency – as noted above.

Improved Surgical staff job planning

Readmission rates following some specific surgical procedures

Reviewing administration support for the Pathology Laboratories

Assessing and monitoring the quality of service provision

Issues to be addressed included:

Frequency of meetings for the Quality & Safety Committee

Mortality Review meetings at both Directorate and Executive level.

Evidence of learning from Serious Incidents and Never Events

Provision of data to inform Non-Executive visits to wards and departments.

Response and action planning:

The Trust has welcomed the report and views it as an opportunity to improve the quality of the services it provides.

The attached action plan details the key actions that either now completed or currently in progress.

Progress on this action plan is monitored by the Trust Board, and at the bi-monthly Quality Review meetings held with the CCG.

July 2014.