

Item 6: CQC Inspection Report and Royal College of Surgeons Report: Maidstone Hospital

By: Peter Sass, Head of Democratic Services

To: Health Overview and Scrutiny Committee, 18 July 2014

Subject: CQC Inspection Report and Royal College of Surgeons Report: Maidstone Hospital

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by Maidstone and Tunbridge Wells NHS Trust.

It provides additional background information on the organisations that have produced reports on Maidstone Hospital, which may prove useful to Members. The CQC Inspection Report and Royal College of Surgeons Report have been appended to this covering paper.

1. Care Quality Commission

- (a) The Care Quality Commission (CQC) is the national regulator for health and adult social care. Its responsibilities include:
- maintaining a register and inspecting and reporting on all hospitals, care homes, dental and GP surgeries and all other care services in England against standards of quality and safety, which it sets;
 - protecting the interests of vulnerable people, including those whose rights are restricted under the Mental Health Act;
 - taking enforcement action where appropriate (Local Government Association 2014).
- (b) In April 2013, the CQC published their strategy for 2013-16, *Raising Standards, Putting People First*. The strategy proposed changes to the way the CQC regulates health and social care services, and followed extensive consultation with the public, staff, providers and key organisations. The changes acted on the recommendations of Robert Francis' report into the failings of Mid Staffordshire NHS Foundation Trust including the establishment of a Chief Inspector of Hospitals post. Two further Chief Inspector posts, for Adult Social Care and for General Practice, have been introduced (Care Quality Commission 2014).
- (c) The Chief Inspector of Hospitals, Professor Sir Mike Richards, has introduced a new approach to inspection in acute hospitals. The new inspections involve larger inspection teams and take longer. The teams involve Experts by Experience (people who have experience of using care services) as well as clinical and other experts.

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- (d) Eight key service areas are inspected, along with others where necessary. The service areas are:
1. A&E
 2. Acute medical pathway (including frail elderly)
 3. Acute surgical pathway (including frail elderly)
 4. Critical care
 5. Maternity
 6. Paediatrics
 7. End of life care
 8. Outpatients.
- (e) Public listening events are held on the first day of each inspection and after the inspections, Quality Summits will be held. HOSCs have the opportunity to play a role in these summits.
- (f) An enhanced Intelligent Monitoring tool has been developed that identifies risk to service quality, and directs inspection. The tool is based on 150 indicators, which supports the five key questions all inspections will seek to answer. These questions are asked of every service:
- Is it safe?
 - Is it effective?
 - Is it caring?
 - Is it responsive to people's needs?
 - Is it well-led?
- (g) Under the new inspection model, acute trusts are awarded a new 'Ofsted style' ranking:
- Outstanding
 - Good
 - Requiring improvement
 - Inadequate
- (h) The timetable for the new inspection approach of acute NHS hospital has been published:
- | | |
|--------------|--|
| May 2014 | Roll out of new inspection approach |
| May 2014 | First ratings published |
| January 2016 | All acute NHS hospital ratings published |
- (i) Ratings given prior to October 2014 will be 'shadow' ratings. Subject to legislation in the Care Act, formal ratings will be rolled out from October 2014. Ratings for all mental health and community health trusts; acute hospital (NHS specialist) trusts and ambulance trusts will be published by April 2016 (Care Quality Commission 2014).

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(j) Maidstone Hospital was inspected by the CQC in February 2014 under the old inspection model. The old inspection model checked providers' compliance with 16 essential standards of quality and safety. Inspections would focus on one or more of the essential standards. Maidstone Hospital was inspected on four essential standards with a focus on surgery and paediatrics:

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

2. The Royal College of Surgeons

(a) The Royal College of Surgeons of England was established by royal charter in 1800 to promote and encourage the study and practice of the art and science of surgery. The Royal College of Surgeons is now the professional membership organisation for surgical and dental surgeons. The College 'exists to advance surgical standards and improve patient care' and to support its 20,000 members in the UK and internationally (Royal College of Surgeons 2014).

(b) The Royal College of Surgeons performs the following roles:

- Supervises the training of surgeons in approved posts;
- Provides educational and practical workshops for surgeons and other medical professionals at all stages of their careers;
- Examines trainees to ensure the highest professional standards;
- Promotes and supports surgical research in the UK;
- Supports audit and evaluation of clinical effectiveness;
- Provides support and advice for surgeons in all stages of their careers;
- Provides a mechanism whereby trusts can seek independent advice;
- Acts as an advisory body to the Department of Health, health authorities, trusts, hospitals and other professional bodies;
- Collaborates with other medical and academic organisations in the UK and worldwide;
- Seeks to convey the importance of, and provide support for, good, effective communication and interpersonal relationships between patients and surgeons.

3. Recommendation

RECOMMENDED that the guests be thanked for their attendance at the meeting, and that they be requested to take note of the comments made by Members during the meeting and that a written update be received by the Committee in three months.

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Appendices

Appendix 1 – CQC Inspection Report

http://www.cqc.org.uk/sites/default/files/RWF03_Maidstone_Hospital_INS1-1214006307_Responsive_-_Concerning_Info_15-05-2014.pdf

Appendix 2 – Royal College of Surgeons Report (redacted)

[http://www.mtw.nhs.uk/userfiles/RCS%20Report%20redacted%20and%20Press%20Release%20May%202014\(1\).pdf](http://www.mtw.nhs.uk/userfiles/RCS%20Report%20redacted%20and%20Press%20Release%20May%202014(1).pdf)

Background Documents

Care Quality Commission (2014) '*Business Plan: 2014/15 to 2015:16*

(22/05/2014)', http://www.cqc.org.uk/sites/default/files/cqc_business_plan.pdf

Local Government Association (2014) '*A councillor's guide to the health system in England (01/05/2014)*',

<http://www.local.gov.uk/documents/10180/5854661/A+councillor's+guide+to+the+health+system+in+England/430cde9f-567f-4e29-a48b-1c449961e31f>

Royal College of Surgeons (2014) '*About (24/02/2014)*',

<http://www.rcseng.ac.uk/about>

Contact Details

Lizzy Adam

Scrutiny Research Officer

lizzy.adam@kent.gov.uk

Internal: 4196

External: 01622 694196