Trust Board Meeting: Wednesday 8 May 2013

<table>
<thead>
<tr>
<th>Title</th>
<th>Care Quality Commission Inspection Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Paper for information</td>
</tr>
<tr>
<td>History</td>
<td>This is a briefing on the latest CQC inspection.</td>
</tr>
<tr>
<td>Board Lead(s)</td>
<td>Ms Eileen Walsh, Director of Assurance</td>
</tr>
<tr>
<td>Key purpose</td>
<td>Strategy</td>
</tr>
</tbody>
</table>
The CQC carried out an unannounced routine inspection of the John Radcliffe Hospital in February 2013 to ensure that the essential standards of quality and safety in relation to four outcomes were being met. These four outcomes were:

- Outcome 4: Care and welfare of people who use services
- Outcome 8: Cleanliness and infection control
- Outcome 13: Staffing
- Outcome 14: Supporting workers

The CQC visited a surgical and a medical ward as well as the Women’s Centre and concluded that the John Radcliffe Hospital was meeting the standards required in relation to the four outcomes inspected.

The Trust Board is asked to receive and note the report of the recent CQC unannounced inspection of the John Radcliffe Hospital.
Care Quality Commission Inspection Report of the John Radcliffe Hospital

Introduction
1. The Care Quality Commission (CQC) conducted an unannounced scheduled inspection on the 26th and 27th February 2013 at the John Radcliffe Hospital. The inspectors visited one surgical (6A) and one medical (7C) ward as well as the Women’s Centre.

Summary of the inspection
2. The CQC inspected against the following four outcomes:
   - Outcome 4: Care and welfare of people who use services
   - Outcome 8: Cleanliness and infection control
   - Outcome 13: Staffing
   - Outcome 14: Supporting workers
3. They spoke with 29 inpatients, five relatives and 38 staff, including doctors, nurses, midwives and managers. They also observed the care provided to other patients throughout the two days of their inspection.
4. In all four outcomes reviewed, the hospital met the required standard.

Positive findings
5. Patients were complimentary about the care they received. In all areas inspected, patients said the environment was very clean and the majority of patients thought there were enough staff to meet their needs.
6. The CQC found the hospital had effective systems in place to reduce the risk and spread of infection and that staff received relevant training and professional development to enable them to provide safe care to an appropriate standard.
7. On reviewing a sample of patient records on each ward visited, the CQC found that records contained detailed information and that daily care notes had been completed by a range of healthcare professionals.

Areas for Improvement
8. On one of the main hospital wards the CQC looked at discharge planning records specifically and found that three of the four forms they looked at were either not completed or contained minimal detail. Senior nursing staff outlined that a new approach was being implemented and that they were working to improve the completion of discharge plans.
9. On looking at recent monthly audits for one of the wards, the CQC found that although staff were able to explain the action taken to address a low antimicrobial audit score, they could not show CQC a written record to confirm this had been completed. This meant that a gap in the audit trail was identified.
Conclusion

10. The John Radcliffe Hospital was found to have met the required standards of safety and quality in the four outcomes inspected in the areas observed. Some areas for improvement were identified. An action plan will be developed to address these issues which will be monitored through the Clinical Governance Committee and reported to the Trust Management Executive.

Recommendations

11. The Board is asked to receive this report.

Alison Loftus-Hills, Head of Regulation and Accreditation
Eileen Walsh, Director of Assurance
May 2013