

## Board of Directors (in Public)

### Item 2.4

**Subject:** CQC Inspection Report  
**Date of meeting:** 28<sup>th</sup> March 2017  
**Prepared by:** Sue Pemberton/Director of Nursing & Quality  
**Presented by:** Sue Pemberton/Director of Nursing & Quality

BAF Ref	Impact on BAF
All	None

### 1. Executive Summary

In September 2016 the Board of Directors received the CQC final report and associated action plan following its inspection in April 2016, which resulted in the Trust being awarded an overall rating of outstanding. This report provides a six month update for the Board of Directors on the progress made with the areas noted for improvement. Good progress has been made across the majority of areas, however there is still room for improvement in some areas namely outpatients DNAs, late starts in outpatients, delirium management, end of life training and mixed sex breaches.

### 2. Progress Update

The attached action plan (appendix 1) identifies the areas for improvement from the CQC report. Some areas have been completed, and the remaining are under review continuously and will be updated on a six monthly basis until complete. The main areas that require further attention and focus are:

- Outpatient do not attend
- Late starts in outpatients
- End of life training
- Delirium (management of patients)
- Mixed sex breaches.

### 3. Recommendations

The Board of Directors to receive the updated CQC action plan and note the areas that have improved and note the areas that remain under constant review.