

Board of Directors (in Public)

Item 2.3

Subject: CQC Inspection Report
Date of meeting: 31st October 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

The CQC is currently out to consultation regarding how they will develop their approach and move into the next phase of their regulatory model. Despite this, they have published new regulations which remain largely the same however contain stretching milestones for achieving an outstanding rating. At a recent relationship meeting the CQC informed the Trust that the regulatory model for the future will include:

- Regular engagement with relationship manager. The relationship visits will form part of the inspection criteria. When visiting Trusts the CQC may visit areas, attend Board meetings and speak with patients, either in hospital or by attending patient listening events.
- In August 2017 the CQC and NHSI published the "Use of resources: assessment framework" which will be used to assess how trusts are using their resources to provide high quality, efficient and sustainable care. These assessments will commence in autumn 2017 however, initially will focus on acute trusts with specialist trusts being considered at a later date.
- The new CQC inspection methodology will be broader and deeper and be regular throughout the year.
- There will be an unannounced inspection of one or two service lines with fewer inspectors (approximately 4 on a team). These will normally be carried out annually.
- Following the un-announced inspection they will then assess for well-led. This will be planned and completed over approximately 2 days.
- There are new Key lines of enquiry however these will remain fundamentally the same however there are a number of new questions and a clear stretch in the outstanding criteria.
- There is a new document named "Insight" that is available for all Trusts to access and will be utilised at engagement.

With this in mind the Trust needs to ensure the actions identified from the CQC inspection carried out in April 2016 are implemented and continue to monitor its standards in line with the key lines of enquiry. The Board of Directors received an update on the CQC post inspection actions in March 2017. This paper provides a further update on progress with the action plan. In addition, there a number of actions that have been identified following a trust wide internal mock inspection which was carried out in May and June of this year.

2. Progress Update

The attached action plan (appendix 1) identifies the areas for improvement that have now been implemented and are completed. The remaining areas 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:

- Who safety Checklist
- DNA rates
- Late starts in outpatients
- Resuscitation equipment checking
- Staff knowledge of key information
- Waiting times – surgery

The Trust has carried out regular mock inspections internally to self-assess against the CQC key lines of enquiry. A programme of inspections is in place for the forthcoming 12 months. Any areas for improvement will be actioned and added to the Trust Action plan. In addition, learning and sharing meetings take place fortnightly with leaders from all departments trust wide where the key lines of enquiry are discussed in detail and provide an opportunity for staff to share and learn together in relation to best/outstanding practice.

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.