

Board Paper

Item 2.1

Subject: EECS - Excellent Efficient Compassionate & Safe Assessments (EECS) Annual Report 2023/2024

Date of Meeting: 09/04/2024

Prepared by: Angela McKenna, Nurse Lead Safeguarding & EECS.

Presented by: Joan Matthews Director of Nursing and Quality

BAF Ref	Impact on BAF
1	Assurance on quality and safety standards across clinical and non- clinical areas

1. Executive Summary

The Excellent, Efficient Compassionate & Safe assessments (EECS) have been on-going in the trust since 2015. The assessments have evolved and changed over time; the content is aligned with CQC key five questions with additional requirements set by the Trust as clinical advances or changes occur either through policy or process.

- Safe
- Effective
- Caring
- Responsive
- Well Led

The purpose of the EECS is to ensure that care delivery across our wards and departments is monitored regularly with the aim of providing assurance to the Executive Board of Directors.

The unannounced assessments are completed via Tendable they detail a comprehensive review of clinical/nonclinical standards in all wards and departments. Tendable is an app-based smart inspection tool for use in a variety of clinical settings, which allows users to complete the quality inspections digitally and receive instantaneous reporting based on inspection results

2. Background

The EECS is an assessment framework used by the Trust to assess standards of care and practice across the clinical areas and departments. The aim of the assessment is to achieve a green rating against all assessment criteria. When an area achieves three consecutive green assessments and 90% or over in the third assessment overall, they can then apply for Gold status. The outcome of the assessments has demonstrated that all our wards except one are

rated as Gold also non-clinical areas within the Trust are rated green or Gold.

These assessments have become part of the Trust's rolling programme for reviewing the standards expected for ensuring the delivery of high quality and safe care to patients and their families. The assessment criteria are reviewed each year and contain elements of changes/improvements taken because of the previous year's assessment and incorporate any changes made by CQC to their assessment criteria.

3. Results

Clinical Services Q1 2023

Area	Result
EECS Radiology	94% Outstanding
EECS Outpatients	97% Outstanding
EECS Therapies	99% Outstanding
EECS Critical Care	95% Outstanding
EECS Pharmacy	99% Outstanding
End of Life Services – self assessment	Received and reviewed
Pain Services – self assessment	Received and reviewed
Staff discussion group	Complete

Surgery Q2 2023

Area	Result
Oak	96% Outstanding
Cedar	96% Outstanding
Maple	94% Outstanding
Rowan	96% Outstanding
Theatres	96% Outstanding
Staff discussion group	Complete

Medicine Q3 2023

Area	Result
Cherry	98% Outstanding
ACU	87% Good To be reassessed in 8 months later in June 2024
CCU	96% Outstanding
Holly	97% Outstanding
Birch	91% Outstanding
KCVD	96% Outstanding
KCRS	99% Outstanding
Cath Labs	99% Outstanding
Pulmonary Function	97% Outstanding
Cardiac Diagnostics	97% Outstanding
Staff discussion group	Complete

Corporate Support Services Q4 2024

Area	Result
Medical Engineering	95% Outstanding
Estates	99% Outstanding
Support Services	96% Outstanding
Staff discussion group	Complete

4. Conclusion

The EECS assessments provide assurance to the Board of Directors on the standards of care and practice across clinical areas and departments. All areas will have been through an assessment. All ward areas except one have achieved gold status, other non-clinical areas are either already gold or green and working towards gold. Plans are being developed to commence the assessment in 2024-2025.

ACU will be reviewed again in June following the initial assessment, with a focus on

- Observations – uniform policy
- Maintenance of Equipment
- Visible leadership

Immediate actions were put in place with review by the Matron for Medicine Division

5. Recommendations

Receive assurance from the EECS assessments on the quality, safety, and standards of practice across the clinical areas and departments assessed. Where standards are below the expected level immediate actions are identified.