

Board of Directors in Public Item 2.3

Subject: Ward Accreditation Standards EECS review
Date of Meeting: 29th April 2025
Prepared by: Joan Matthews DoN and Quality
Presented by: Joan Matthews DoN and Quality
Purpose of report: For Assurance

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

Level of Assurance (please tick) To be used to provide the Board / Committee with a guide on the extent of assurance and evidence of assurance provided within the report.		<input checked="" type="checkbox"/>
Level of Assurance	Description	
High	There is a strong system of internal control which has been effectively designed to meet the system objectives, and that controls are consistently applied in all areas reviewed.	<input type="checkbox"/>
Substantial	There is a good system of internal control designed to meet the system objectives, and that controls are generally being applied consistently.	<input checked="" type="checkbox"/>
Moderate	There is an adequate system of internal control, however, in some areas weakness in design and/or inconsistent application of controls puts the achievement and some aspects of the system objectives at risk.	<input type="checkbox"/>
Limited	There is a compromised system of internal control as weaknesses in the design and / or inconsistent application of controls puts the achievement of the system objectives at risk.	<input type="checkbox"/>
No	There is an inadequate system of internal control as weaknesses in control, and/or consistent non-compliance with controls could/has resulted in failure to achieve the system objectives.	<input type="checkbox"/>

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 areas of attention are driven by patients' positive and negative feedback, from their experiences at the Trust. The content of the assessments are being aligned to CQC five key questions; plus triangulation of other sources of information.

- safe
- effective
- caring
- responsive
- well led

Some changes were made to the approach of the assessments, to ensure consistency and less debate around interpretation of responses/questions, the key EECS team consists of Matrons, senior nurses and some ward managers. Opinion is sought also from expert advisors within the Trust and based upon their interaction within each area highlighting:

- organisation of clinical area
- patient experience
- safeguarding
- end of life care
- nutrition and hydration
- completion of individualised flow sheets of care given
- pain management
- culture of safety and improvement
- deteriorating patient
- medicines management
- pressure ulcer prevention
- falls prevention
- infection prevention and control

The assessments detail a comprehensive review of clinical/nonclinical standards in all wards and departments. 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 internally and to external stakeholders.

The wards and departments are assessed on a rolling programme at intervals depending on the previous assessment outcome.

There are robust action plans developed following an assessment which are progressed through divisional governance structures until completed.

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 and most non-clinical areas across the Trust are rated Gold except for one.

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.

Staff members assess the areas using the EECS framework. The focus of assessment for the clinical areas is the quality and safety of care, whilst the departments are assessed against their individual standards identified by the manager and aligned to any national targets.

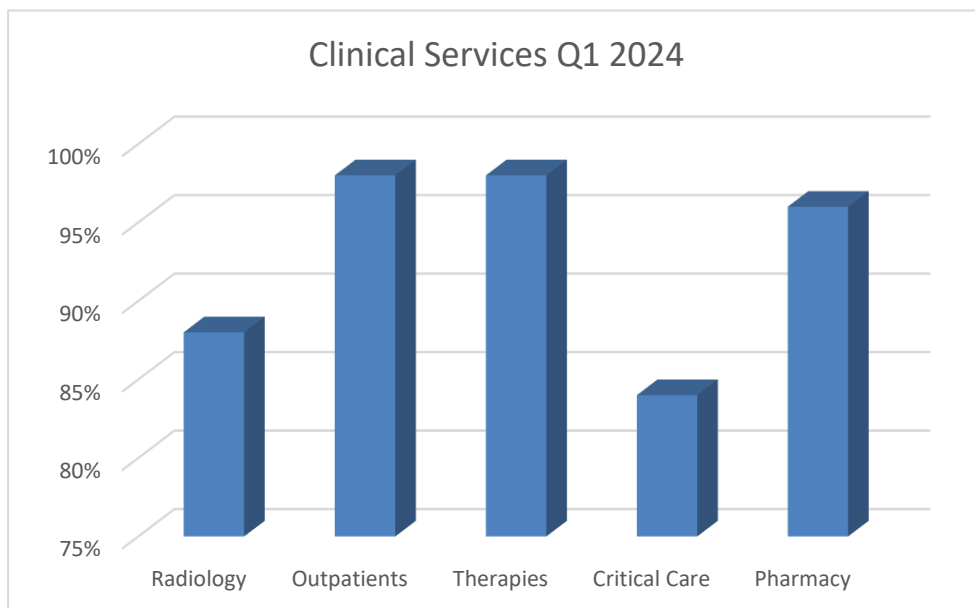
The assessment criteria consist of:

- observation of practice
- observation of documentation
- observation of environment
- speaking with patients and their families
- speaking with staff members and the manager for the area being assessed
- expert advice and knowledge of the clinical / nonclinical area

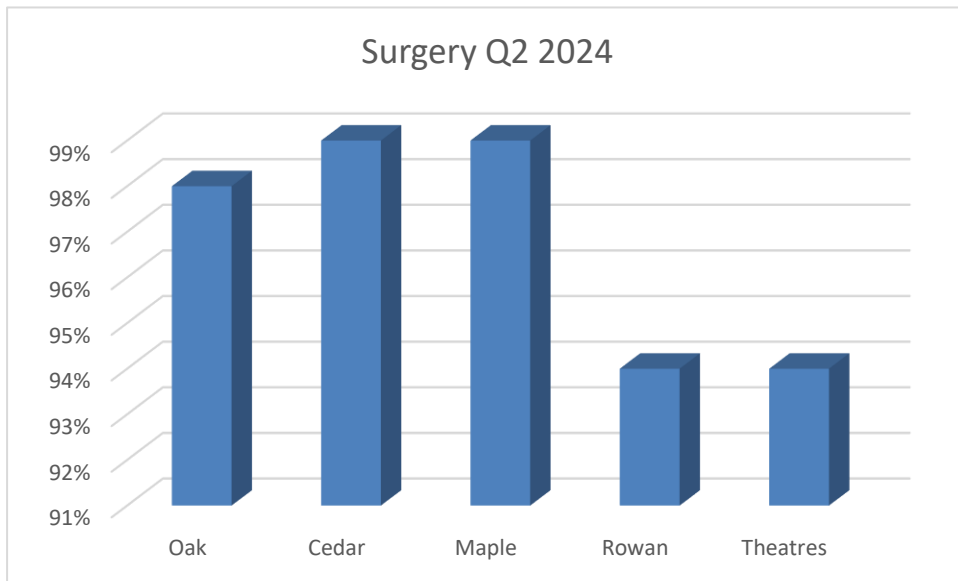
3. Main body of report

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

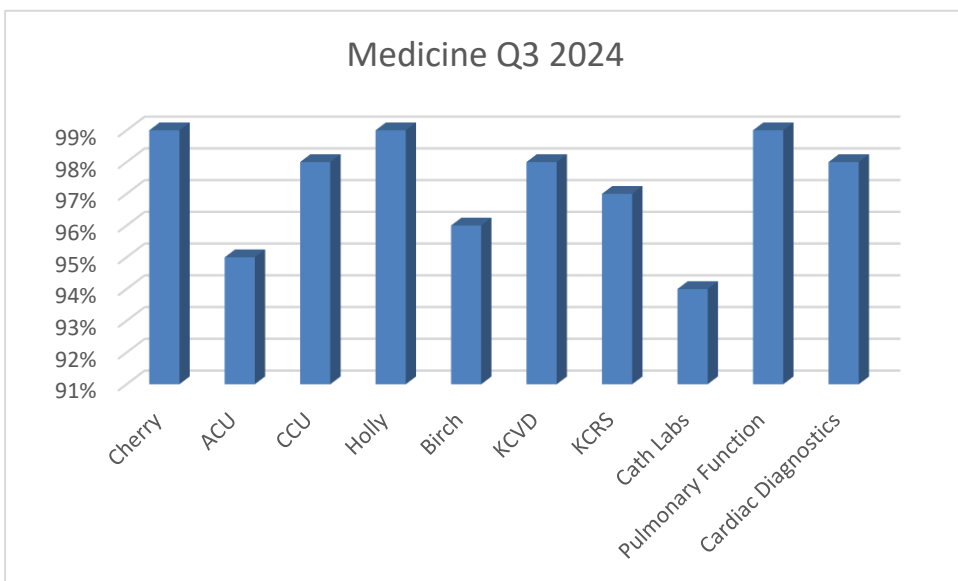
Clinical Services Q1 2024



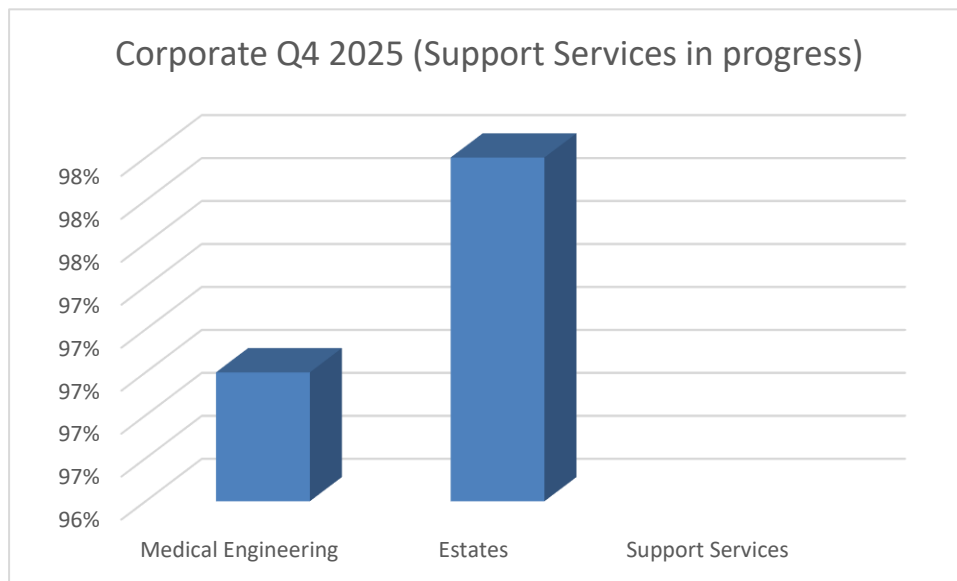
Surgery Q2 2024



Medicine Q3 2024



Corporate Q4 2025



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 by the end of Q4 2025. All areas except two have achieved gold status, the two areas mentioned received an assessment outcome of Good. On review of this year's results further work is required to add into the assessments known triangulation of improvements to reflect in the overarching scores of assessments. Support Services (facilities will be performed in April review meeting for May).

5. Recommendations

- Receive assurance from the EECS assessments on the quality, safety, and standards of practice across the clinical areas and departments.
- Note more in-depth analysis and correlation of information to be added going forward