



CQC Update Health and Adult Social Services (Overview & Scrutiny) Committee

20 November 2018



Overall results

Ratings for the whole trust

Safe	Effective	Caring	Responsive	Well-led	Overall
Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Good ↔ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018

The rating for well-led is based on our inspection at trust level, taking into account what we found in individual services. Ratings for other key questions are from combining ratings for services and using our professional judgement.

Rating for acute services/acute trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Andover War Memorial Hospital	Requires improvement ↓ Jun 2018	Good ↑ Jun 2018	Good ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↔ Jun 2018	Requires improvement ↔ Jun 2018
Royal Hampshire County Hospital	Requires improvement ↔ Jun 2018	Requires improvement ↓ Jun 2018	Outstanding ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018
Basingstoke and North Hampshire Hospital	Requires improvement ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018
Overall trust	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Good ↔ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018

Ratings for the trust are from combining ratings for hospitals. Our decisions on overall ratings take into account the relative size of services. We use our professional judgement to reach fair and balanced ratings.

Andover War Memorial Hospital

Ratings for Andover War Memorial Hospital						
	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good ↑ Dec 2017	Good ↑ Dec 2017	Good ↑ Dec 2017	Good ↑ Dec 2017	Good ↑ Dec 2017	Good ↑ Dec 2017
Medical care (including older people's care)	Requires improvement ↓ Jun 2018	Good ↔ Jun 2018	Good ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018
Surgery	Requires improvement ↓ Jun 2018	Requires improvement ↔ Jun 2018	Good ↔ Jun 2018	Requires improvement ↔ Jun 2018	Inadequate ↓ Jun 2018	Requires improvement ↓ Jun 2018
Maternity	Good ↔ Nov 2015	Good ↔ Nov 2015	Good ↔ Nov 2015	Good ↔ Nov 2015	Good ↔ Nov 2015	Good ↔ Nov 2015
End of life care	Good ↔ Nov 2015	Good ↔ Nov 2016	Outstanding ↔ Nov 2015	Good ↔ Nov 2015	Outstanding ↔ Nov 2015	Outstanding ↔ Nov 2015
Outpatients	Good ↔ Nov 2015	Not rated	Good ↔ Nov 2015	Good ↔ Nov 2015	Requires improvement ↔ Nov 2015	Good ↔ Nov 2015
Overall*	Requires improvement ↓ Jul 2018	Good ↑ Jul 2018	Good ↔ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↔ Jul 2018

Basingstoke and North Hampshire Hospital

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	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Inadequate ↓ ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↔ ↔ Jul 2018	Inadequate ↓ ↓ Jul 2018	Inadequate ↓ ↓ Jul 2018
Medical care (including older people's care)	Requires improvement ↔ ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018
Surgery	Requires improvement ↓ Jun 2018	Requires improvement ↔ ↔ Jun 2018	Good ↔ ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018
Critical care	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Outstanding ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015
Maternity	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015
Services for children and young people	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Outstanding ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015
End of life care	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Outstanding ↔ ↔ Nov 2015	Outstanding ↔ ↔ Nov 2015	Outstanding ↔ ↔ Nov 2015	Outstanding ↔ ↔ Nov 2015
Outpatients	Good ↔ ↔ Nov 2015	Not rated	Outstanding ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015	Good ↔ ↔ Nov 2015
Overall*	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018

Royal Hampshire County Hospital



Hampshire Hospitals
NHS Foundation Trust

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	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Inadequate ↓↓ Jul 2018	Requires improvement ↓ Jul 2018	Good ↔ Jul 2018	Requires improvement ↔ Jul 2018	Inadequate ↓↓ Jul 2018	Inadequate ↓↓ Jul 2018
Medical care (including older people's care)	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Good ↔ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018	Requires improvement ↓ Jun 2018
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End of life care	Good ↔ Nov 2015	Good ↔ Nov 2015	Outstanding ↔ Nov 2015	Good ↔ Nov 2015	Outstanding ↔ Nov 2015	Outstanding ↔ Nov 2015
Outpatients	Requires improvement ↔ Nov 2015	Not rated	Outstanding ↔ Nov 2015	Good ↔ Nov 2015	Requires improvement ↔ Nov 2015	Requires improvement ↔ Nov 2015
Overall*	Requires improvement ↔ Jul 2018	Requires improvement ↓ Jul 2018	Outstanding ↔ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018	Requires improvement ↓ Jul 2018

Andover War Memorial Hospital

Basingstoke and North Hampshire Hospital

Royal Hampshire County Hospital

Safe

Concerns

- Deteriorating patients
- Mandatory training
- Infection control processes
- Equipment checks
- Medicine storage
- Nurse staffing levels
- Layout of the ED's

Positives

- Safeguarding processes protected patients
- Safe reported incidents, & lessons were learned
- Infection rates good

Effective

Concerns

- Appraisal rates & supervision
- No strategy for 7 day working
- MHA and MCA
- Policies out of date
- Staff training
- Health promotion material

Positives

- Nutrition & hydration needs were met
- Pain relief was well provided
- Audit participation
- Re-attendance rate in ED low

Caring

Concerns

- Privacy & dignity – care in corridors
- Clinical conversations in public
- Occasions where patients not treated with compassion

Positives

- Feedback from patients consistently positive
- Staff provided emotional support
- Staff involved patients in care decisions
- Friends & Family better than national average

Responsive

Concerns

- Non-elective length of stay is high
- Single sex breaches
- Accessible Information standard not in place in ED
- Complaints responses not fast enough
- Theatre utilisation poor
- Not meeting 95% in 4 hours

Positives

- Winter plans in place
- Met the needs of local people
- Frailty and Dementia team
- Complaints taken seriously and lessons learned

Well Led

Concerns

- Awareness of risks at senior level
- Action not taken to address risks
- Managers not acting on poor behaviour
- Report quality
- QI methodology not embedded

Positives

- Clear overarching vision
- Data used monthly at divisions
- Staff recognition schemes
- QI strategy
- Managers promoted a positive culture

Overarching themes

- Staffing
- Estate and equipment
- Governance and Assurance
- Lack of nursing voice

Actions

- Section 29 action plan developed and on track
- Section 31 action plan developed, report submitted to CQC weekly and on track
- Further regulatory requirements including all Must dos and Should dos action plan developed and submitted to CQC on 10 October 2018

Action taken to date

- Appointed two divisional directors of nursing - Medicine
- Surgery
- Board agreed a new Quality Workforce Sub-committee
- A comprehensive action in both Emergency Departments to ensure paediatric nurse on every shift
- New Governance arrangements
- Weekly nursing workforce meeting
- Emergency Department paediatric area moved to a different location
- Review of single sex accommodation and changes made include single sex endoscopy list
- Revised policy eg: mixed sex, medicine management
- Each ward has developed its own action plan

Assurance processes

- Monthly Quality Recovery Group –chaired by CEO
- Weekly Operational Recovery Group – chaired by CNO
- Quarterly NHSI/NHSE oversight meetings