Core and developmental standards declaration 2006/2007

Your details

Trust self-declaration:

Organisation name:	Clatterbridge Centre For Oncology NHS Foundation Trust
Organisation code:	REN

General statement of compliance

Please enter your general statement of compliance in the text box provided.

General statement of compliance	Other than the exception noted (C12 not met), the Trust Board has reasonable assurance that there have been no significant lapses in meeting the core standards during the period 1st April 2006 to 31st March 2007.

Statement on measures to meet the Hygiene Code

Please enter this statement in the box provided.

Statement on measures to meet the Hygiene Code	CCO NHS Foundation Trust recognises that the Health Act 2006 introduced a statutory duty on NHS organisations to observe the provisions in the Code of Practice on Healthcare Associated Infections. As a result the Board has reviewed its arrangements and is assured that it has suitable systems in place to ensure that the Code is being observed at this Trust. The Trust recognises two areas where it needs to consolidate its infection control arrangements. These relate to: Code 3a. Updating its risk assessment and risk register in relation to infection control. Code 11d. Ensuring medical staff access an ongoing education programme for infection control.

Safety domain - core standards

Please declare your trust's compliance with each of the following standards:

C1a	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.	Compliant

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C1b	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.	Compliant
C2	Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.	Compliant
C3	Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance.	Compliant
C4a	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA).	Compliant
C4b	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.	Compliant
C4c	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.	Compliant
C4d	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.	Compliant
C4e	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.	Compliant

Safety domain - developmental standard

Please supply the following information:

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Your level of progress in relation to developmental standard D1	Good
Your comments on your performance in relation to the comparative information contained in your information toolkit(s)	Trust has achieved 67% of Seven Steps as assessed through a self assessment tool produced by the NPSA AND met the assurance statements marked with * Good progress The Trust has declared compliance with standards C1, C2, C3 and C4
Your highest local priorities for improvement relating to developmental standard D1	Continue with plans to fully implement 7 steps Continue working towards achieving NHSLA level 3 (assessment in November 2007) Continue to embed the principles of ISO9001:2000 certification. The Trust achieved this in March 2007 and believes it to be the only Trust to have acheived Trust wide certification of the quality standard. The Trust will also be undertaking a comprehensive review of its falls management.

Clinical and cost-effectiveness domain - core standards

Please declare your trust's compliance with each of the following standards:

C5a	Healthcare organisations ensure that they conform to National Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	Compliant
C5b	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.	Compliant
C5c	Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work.	Compliant
C5d	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.	Compliant
C6	Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.	Compliant

Clinical and cost effectiveness domain - developmental standards

Please supply the following information:

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Your level of progress in relation to developmental standard D2a	Fair
Your comments on your performance in relation to the comparative information contained in your information toolkits(s)	The Trust has declared met for core standards C5 and C6 Has made progress by meeting at least one criteria. The one area that the Trust is not compliant in all of the guidance documents is the lack of provision of CHART to patients with lung cancer. The Trust offers alternative radical treatment plans and at present has no plans to implement CHART. Criterion 1: not fully compliant with IOGs (no provision of CHART for lung cancer Criteria 2: Compliant Criteria 3: Compliant
Your highest local priorities for improvement relating to developmental standard D2a	The Trust has a comprehensive action plan programme to ensure compliance with all relevant national guidance. The Trust has developed a comprehensive audit programme looking at all guidance which we are planning to make publically available via our website. The Trust is working closely with other healthcare providers such as the Cancer network in taking forward our plans.

Governance domain - core standards

Please declare your trust's compliance with each of the following standards:

C7a and C7c	Healthcare organisations apply the principles of sound clinical and corporate governance and Healthcare organisations undertake systematic risk assessment and risk management.	Compliant
C7b	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Compliant
C7e	Healthcare organisations challenge discrimination, promote equality and respect human rights.	Compliant
C8a	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or	Compliant

	management that they consider to have a detrimental effect on patient care or on the delivery of services.	
C8b	Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	Compliant
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.	Compliant
C10a	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	Compliant
C10b	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice.	Compliant
C11a	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.	Compliant
C11b	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes.	Compliant
C11c	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.	Compliant
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.	Not met

Governance domain - non-compliance/insufficient assurance

Please complete the details below for standard C12, which you have declared as not met or insufficient assurance:

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Start date of non-compliance or insufficient assurance	01/04/2006
End date of non-compliance or insufficient assurance (planned or actual)	20/03/2007
Description of the issue (maximum of 1500 characters including spaces - this is approximately 200 - 250 words)	The Trust did not have a policy for adverse event reporting specifically for research. This was covered by the Trusts incident reporting systems. The Trust did not have not have a system for monitoring research for which we are the 'Lead Site' Research governance training as not fully comprehensive
Actions planned or taken (maximum of 1500 characters including spaces - this is approximately 200 - 250 words)	An adverse event policy has been approved in Febraury 2007 A monitoring policy has been approved in February 2007 Research governance training is now improved. The Trust is compliant with the standards as of March 2007.

Patient focus domain - core standards

Please declare your trust's compliance with each of the following standards:

C13a	Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.	Compliant
C13b	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information.	Compliant
C13c	Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant
C14a	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.	Compliant
C14b	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not	Compliant

	discriminated against when complaints are made.	
C14c	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant
C15a	Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.	Compliant
C15b	Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.	Compliant
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.	Compliant

Accessible and responsive care domain - core standards

Please declare your trust's compliance with each of the following standards:

C17	The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.	Compliant
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant

Care environment and amenities domain - core standards

Please declare your trust's compliance with each of the following standards:

C20a	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors	Compliant

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	and their property, and the physical assets of the organisation	
C20b	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	Compliant
C21	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	Compliant

Public health domain - core standards

Please declare your trust's compliance with each of the following standards:

C22a and C22c	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and	Compliant
	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.	
C22b	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.	Compliant
C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	Compliant
C24	Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response	Compliant

	to incidents and emergency situations, which could affect the provision of normal services.	

Electronic sign off - details of individual(s)

Electronic sign off - details of individual(s)

	Title	Full name	Job title
1.	Mr	Alan White	Chairman

Comments from specified third parties

Please enter the comments from the specified third parties below. If you are copying text from another document, it is advisable to copy the text and paste it into a new document as unformatted text before pasting this into your form.

Strategic health authority comments	In view of the current performance management role of NHS North West they have informed the Trust that they will not be providing Standards for Better Health 2006/07 Declaration Commentaries for NHS Foundation Trusts
Patient and public involvement forum comments	Independent Patient and Public Involvement in Health Forum for Clatterbridge Centre for Oncology NHS Foundation Trust Commentary for the Declaration of the Annual Health Check Over the year March 2006-2007 the Forum have conducted a Food and Nutrition survey, a CareWatch Survey, Walkabouts to look at all aspects of Hospital Life and attended regular monthly meetings. The Forum have enjoyed a good working relationship with the Chief Executive and the Chairman of the Trust and hope to build and develop with other areas within the Trust. The Forum have representation within the Trust on the following groups: Clinical Audit Group Essence of Care Group PEAT walkabouts. Car Parking Strategy/Transport Group Equality and Diversity Group Clinical Governors CCO Board Meetings And work with External Groups such as : Cancer Modernisation Team South Locality Network Merseyside and Cheshire Cancer Network And in future intend to work more closely with NICE. The Forum were concerned at the rating given to CCO in last years Health Check concerning the 62 day figure in that there seems to be no allowance made for failing such a target which was due to no fault of the Trust.

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	The Forum conducted an audit of facilities for people with disabilities, which resulted in the Trust including areas of concern within the PEAT walkabout. Also where wards/areas are being refurbished the audit is referred to.

The Forum and the Trust are working on a Food and Nutrition project, the results of which should be known during May 2007.

The Forum wants to meet regularly with the Council of Governors to establish good relationships and also to ensure there is no duplication of work, but the Forum is keen to maintain its independent status, as a 'critical friend'.

Audrey Meacock   Date: 17 April 2007
Chairman - CCO PPIF |

Overview and scrutiny committee comments

Overview and scrutiny committee 1

| Comments | Commentary from Wirral Council Overview and Scrutiny Committee

The Committee has only considered one item relating to CCO as part of its work programme, therefore can only make limited comments.

C17

CCO presented detailed information to the Committee on the Trust's 2005-06 health check rating, the main points from the Healthcare Commission's assessment and an action plan. |
|---|---|

Board of governors' comments

Please enter the comments from the board of governors in the box below:

	Council of Governors Commentary

Commentary on the Healthcare Commission Core Standards Assessment Final Declaration 2007

The following commentary has been provided by Clatterbridge Centre for Oncology NHS Foundation Trust Council of Governors (CoG) members |

after due consideration of the standards. The CoG has been actively working in partnership with the Trust since August of 2006 and the commentary is based on those standards on which the members felt in a position to be able to comment effectively.

C4a. Healthcare organisations keep patients, staff and visitors safe by having systems in place to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in MRSA
CCO has been awarded the 'Clean Hospital Award' in 2006 as part of the Building Better Healthcare Awards. Precautionary measures have been implemented throughout clinical areas to prevent cross-infection, with alcohol gel stations placed outside every ward. Also this gel is available at each hospital bed. CCO liases closely with the infection control team. Posters and leaflets outlining infection control measures eg hand hygiene are readily available for staff, patients and visitors and signs above all beds have been recently introduced to ask visitors not to sit on beds. The incidence of MRSA at CCO is extremely low with most cases being brought into the hospital from external sources.

C5a. Healthcare organisations ensure that they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care
The CoG are supporting the provision of a quiet room in CCO for patients ,carers and staff, in line with national guidance on spirituality and are engaging local businesses to assist in the provision of furnishings. CCO has also initiated a working group to explore and lead in the provision of a Teenage and Young Adults Unit at CCO following NICE guidance. The Clinical Governance team have recently reviewed the policy for the placement of central lines at CCO following new guidelines set out by NICE for delivery of care to chemotherapy patients.

C6. Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.
CCO has recently reviewed its discharge policy and appointed a social worker to assist in discharge planning with external organisations. Weekly Multidisciplinary Team meetings also now take place as a new initiative to ensure patients' individual needs are met during their treatment and on discharge

C7e. Healthcare organisations challenge discrimination, promote equality and respect human rights.
CCO achieve excellence in practice by providing opportunities for international students to study here. A nurse from Ghana undertook a 3 month placement at the Trust in 2006 with a positive feedback received in a report following her placement. CCO run a regular programme of equality and diversity training for all staff groups and have nominated lead staff. The Human Resource Dept has this year run an anti-bullying awarenesss day.

C8b. Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation

of minority groups.
CCO is supporting staff to undertake annual personal development reviews based on the introduction and implementation of the DoH Knowledge and Skills Framework. CCO have developed and introduced a comprehensive evidence portfolio for all staff groups and have implemented training programmes. The contribution and value of staff is being recognised with the introduction in April 2007 of a Staff Award Scheme. The Governors are involved in the judging process and are providing a congratulatory letter to the winners of the awards.

C9. Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, that organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.
A Clinical Governance document manager is in place in the Trust. Freedom of Information training sessions and document management sessions are delivered in the Trust to all staff groups effectively.

C10a. Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.
CRB checks are performed on all new staff by HR Dept. Registration information is also checked at this time. Any staff who allow their professional registration to lapse are automatically suspended from duty until re-registration process is completed

C11a. Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.
For non-medical elected governors, CCO has gone out of its way to help and offer support, putting on training sessions and assisting in travel arrangements when required. The CoG has a Nominations Panel which is an ad hoc committee dedicated to interviewing employees at Board level and this has recently been active in the recruitment process for the new Chief Executive of CCO.

C11b. Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes
CCO have appointed a Learning and Development Officer in 2006 and a revised induction programme is now in place for all staff new to the Trust. Staff receive dates for mandatory training as part of this induction. 2 Blood Transfusion Practitioners are now also in place and 100% of nurses received BT mandatory training in 2006. Mandatory training days are also provided throughout the year in-house. Attendance records at all events are kept.

C13a. Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.
Respect and dignity are important to patients, relatives and carers-this makes them feel they are individuals and not just a number. This healthcare organisations staff work hard to ensure patients and relatives are well cared for and have the dedication and professionalism to put them at ease at such a stressful time.
CCO has an active Spirituality Group and also an Essence of Care Group promoting dignity and respect with new privacy signs created to place on curtains to restrict entry.
The Governors attend a working group exploring the provision of

overnight accommodation for carers - set up in 2007 to look at improving what is currently available. CCO is forward thinking in all aspects of care

C14a. Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and a clear access to, procedures to register formal complaints and feedback on the quality of services
CCO have in place a PALS/PPI and complaints Lead who is also a co-opted member of the CoG Patient Experience Group and works with the CCO Patient Forum and Patient Council to improve the quality of the services by listening to any complaints and , where appropriate, making recommendations to address issues that arise.

C15a. Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet
Food provided by healthcare services should look appetising and well presented. The food has to be prepared to give a well balanced diet and a choice of menu made available. A nicely prepared dining area helps patients who are struggling with eating meals and this is a new initiative at CCO, dining areas being set up on each ward.
The CoG in collaboration with the CCO Patient Forum and CCO Patient Council have undertaken a Foodwatch audit at CCO in 2007 to ensure a first class service and the results will inform any changes to practice required.

C15b. Where food is provided, healthcare organisations have systems in place to ensure that patients individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24hrs a day.
It is important that healthcare providers ensure that their patients have the correct diets. Food should be nutritious and well presented. This healthcare Trust has systems in place to make sure patients are given the correct food for their individual diets and if required, staff will offer help with feeding. As a specialist centre food may be required anytime within the 24hrs and staff are willing to make sure the system is in place for this to work

C16. Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and where appropriate, inform patients on what to expect during treatment, care and after care.
Information given to patients and their relatives needs to be clear and given in laymans language. At CCO information is given about the individual treatments, what to expect at each session, what side-effects, what you can do to minimise the side-effects and advice on how to continue day to day life. Patients are encouraged to ask questions about their treatment and to discuss any problem areas with the staff. This trust also gives patients and relatives leaflets and booklets which are very readable and answer lots of patients fears and concerns. Staff at this Trust are very patient and honest when dealing with any concerns. CCO has a well stocked information centre with helpful staff. The CCO website also contains a wealth of information on treatment and care. The

	CoG ran a focus group to review patient information in Jan 2007 and the results are being used to implement changes both internally and within the Cancer Network itself to patient information. The CoG is currently involved in producing a comprehensive acronym list for patients and carers. C21. Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises. Much has been written and publicised about the cleanliness or lack of it in healthcare organisations-this Trust has made it a priority. Each area both clinical and non-clinical have high levels of cleanliness. Systems are in place throughout the Trust to inform users to wash their hands and where to find anti-bacterial wash. Visitors to healthcare premises also have a duty to ensure the cleanliness is maintained and to dispose of their rubbish appropriately to reduce the risk of infection.