

Briefing Paper – OSC 12th September 2018

CQC Inspection – Key Findings

Background

The CQC is the independent regulator of health and adult social care in England, which monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety.

Since our last inspection in September 2014, the inspection process has changed significantly and is now much more detailed. A new inspection framework was consulted upon and launched in 2017.

Inspection framework

There is a specific framework for community health services which sets out the areas the CQC will inspect and their inspection methods.

The CQC still asks the same 5 key questions of all care services.

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive?
- Are they well-led?

The frequency of inspections is based on the latest information the CQC has on a provider BUT under the new inspection regime they will inspect the Well-Led key question on an annual basis.

Findings

Following the inspection of core services and the well-led inspection in March 2018, the Trust has received an overall rating of Requires Improvement (RI).

However, the report cites many areas of Outstanding and Good practice and most importantly we were rated as Good against the key questions of effective, caring and responsive.

Whilst the overall rating is deeply disappointing the CQC has advised that that we were extremely close to receiving an overall rating of Good and acknowledged that we have firm foundations already in place to improve our position.

We are in RI because technically, if CQC apply a RI rating to two or more areas in two or more domains, their ratings principles direct that the overall position becomes RI. I can confirm that we only just tipped into this level and that the majority of services were rated Good across all domains.

The report details 14 MUST DO actions for the Trust. The majority of these actions have already been completed and the remaining all have action plans in place.

Common themes

There are many positive themes throughout the report including;

- people had good outcomes
- people were supported and treated with dignity and respect
- people's needs were met

Areas for improvement included;

Ensuring out of date paper copies of policies, SOPs and PGDs are removed from shelves (housekeeping) – only one sited

Ensuring effective record keeping

All staff understand the demographics of our local population and the potential impact on our services

All services ensure the de-escalation of operational risks raised and are able to evidence appropriate mitigation

Overall message

The CQC has advised that the bandwidth for RI is extremely large and we are at the top of this rating and were very close to being rated as Good.

We have invited the CQC to return to inspect the Trust in the next 12 months, the minimum time allowed.

We continue to be a high performing Foundation Trust organisation with a strong track record, committed and highly professional staff and a determination to learn and improve.

Relationships with Commissioners and Provider Colleagues

They have all expressed, without exception, their continued support for the Trust and recognise us as a high-performing and trusted partner in the local health and social care system.

Karen Howell
Chief Executive
29 August 2018