

<b>Report to:</b>	<b>Public Board of Directors</b>	<b>Agenda item:</b>	<b>12</b>
<b>Date of Meeting:</b>	<b>27 January 2021</b>		

<b>Title of Report:</b>	<b>Care Quality Commission Unannounced Inspection of the Emergency Department</b>
<b>Status:</b>	<b>For discussion</b>
<b>Board Sponsor:</b>	<b>Lisa Cheek, Director of Nursing and Midwifery</b>
<b>Author:</b>	<b>Rob Eliot, Quality Assurance and Clinical Audit Lead</b>
<b>Appendices</b>	<b>None</b>

<b>1.</b>	<b>Executive Summary of the Report</b>
-----------	--

The Care Quality Commission (CQC) undertook an unannounced inspection of the Emergency Department on 4 January 2021. The purpose of the visit was to check that the Emergency Department was safe, with a focus on patient flow, infection prevention and control and safe staffing.

The Trust has received a letter detailing initial findings about the inspection. This is to allow the Trust to start considering any action that is needed to address issues identified during the visit. A full inspection report will follow.

<b>2.</b>	<b>Recommendations (Note, Approve, Discuss)</b>
-----------	---

The Board of Directors is requested to note the initial findings from the CQC unannounced inspection of the Emergency Department.

<b>3.</b>	<b>Legal / Regulatory Implications</b>
-----------	--

It is a legal requirement to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3).

<b>4.</b>	<b>Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)</b>
-----------	--

A failure to demonstrate systematic quality improvement in the delivery of patient care could risk the Trust's registration with the Care Quality Commission.

<b>5.</b>	<b>Resources Implications (Financial / staffing)</b>
-----------	--

The costs of compliance with the CQC fundamental standards are embedded within operational delivery costs.

<b>6.</b>	<b>Equality and Diversity</b>
-----------	-------------------------------

Equality and Diversity legislation is an integral component to registration.

<b>7.</b>	<b>References to previous reports</b>
-----------	---------------------------------------

None

<b>8.</b>	<b>Freedom of Information</b>
-----------	-------------------------------

Public

## Care Quality Commission (CQC) Unannounced Inspection of the Emergency Department

### **1 Introduction**

- 1.1 The Care Quality Commission (CQC) undertook an unannounced inspection of the Emergency Department on 4 January 2021.
- 1.2 The purpose of the visit was to check that the Emergency Department was safe, with a focus on patient flow, infection prevention and control and safe staffing.
- 1.3 The inspection was also an opportunity for the CQC to corroborate the information that the Trust had shared with the CQC about the Emergency Department and how it operates in practice.
- 1.4 Following the inspection, the CQC also requested further information to support the conversations they had during the inspection. All requested information has been returned to the CQC. The Trust is currently awaiting a copy of the inspection report.
- 1.5 The CQC have provided the Trust with a letter detailing initial findings about the inspection. This is to allow the Trust to start considering any action that is needed to address issues identified during the visit.
- 1.6 The CQC will also provide an inspection report once the CQC have completed their due processes including reviewing the information sent by the Trust following the inspection. The Trust will have the opportunity to respond to any factual inaccuracies prior to publication of the report.

### **2 Initial feedback**

- 2.1 The CQC found the staff in the Emergency Department responsive to patient need.
- 2.2 The CQC noted that staff felt listened to and were confident to report and raise issues as they felt their concerns would be heard. Staff felt well supported by the senior leadership team. The CQC were given examples of improvements since the last inspection and staff were aware of the priorities of the department and had clear oversight and management of risk.
- 2.3 The CQC noted the following as areas requiring improvement:
  - The number of senior staff on duty at night. Whilst the Trust met national guidance for having one ST4 at night, this was prior to COVID-19
  - Staffing levels in the paediatric section of the department. The CQC did, however, note plans to improve staffing including recruiting a senior paediatric nurse, further paediatric nursing staff and providing in house training for staff in paediatrics.
  - Flow within the hospital leading to an exit block from the department.

- Lack of clarity over responsibility for patients who remain in the ambulance awaiting transfer to the department.
- Plans for managing overcrowding in the waiting area.

### **3 Next steps**

- 3.1 An action plan will be developed to address the areas for improvement identified by the CQC. This will be submitted to the Board of Directors for approval following receipt of the CQC inspection report. Delivery of this action plan will be monitored through Quality Board.

### **4 Recommendations**

- 4.1 The Board of Directors is requested to note the initial findings from the CQC unannounced inspection of the Emergency Department.