

## Meeting the Quality Standards

# CQC Bulletin

*Produced for Executive Directors, Quality Committee and CQC Network*

January-March 2020 Update

### This update contains:

- *CQC Reports published from latest inspection*
- *CQC publications*
- *Tips for sustaining improvement*
- *Lessons learnt & feedback from services*
- *Where to find key information/resources*

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## Message from Lorraine Sunduza, Chief Nurse:

*“This is the second CQC Bulletin covering all things CQC from January to March 2020.*

*It is important to highlight the current COVID-19 situation. Although we have a difficult time ahead, I wanted to say thank you for all the work so far and for all of your continuous hard work that has a positive impact on the quality and safety of the services that we deliver”.*

## Key messages:

- Unannounced CQC focussed Inspections took place within a number of inpatient mental health wards and community services across Bedfordshire and Luton during November and December 2019.
- Both reports have now been published with some **really positive findings** and the next step will be to look at the areas highlighted and produce an action plan to address them.
- Due to the current COVID-19 situation, all future CQC inspections will be delayed until further notice. It is therefore expected the Well Led inspection will occur later on in 2020.

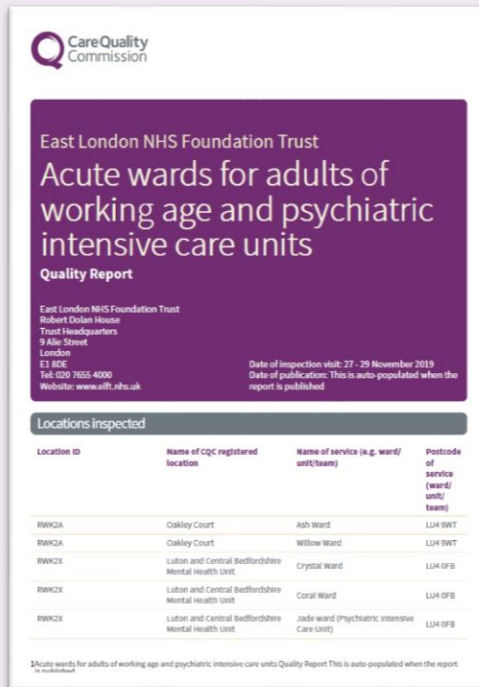
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# CQC Reports Published (March 2020)

## – Inpatient Mental Health Services



Click the image to read the full report

The CQC visited six adult mental health wards across Bedfordshire and Luton during November. The report has now been published via the Care Quality Commission (CQC) website and as these were focussed inspections only, the CQC have not rated the overall services.

Overall, there were **two ‘must’** and **five ‘should’** do actions identified.

### Example feedback from the report:

*“The trust had made improvements since the last inspection in November 2017”*

*“The service provided safe care”*

*“Staff developed holistic, recovery-oriented care plans informed by a comprehensive assessment”*

*“Staff treated patients with compassion and kindness, respected their privacy and dignity and understood the individual needs of the patients”*

*“The service was well-led and the governance processes ensured that ward procedures ran smoothly”*

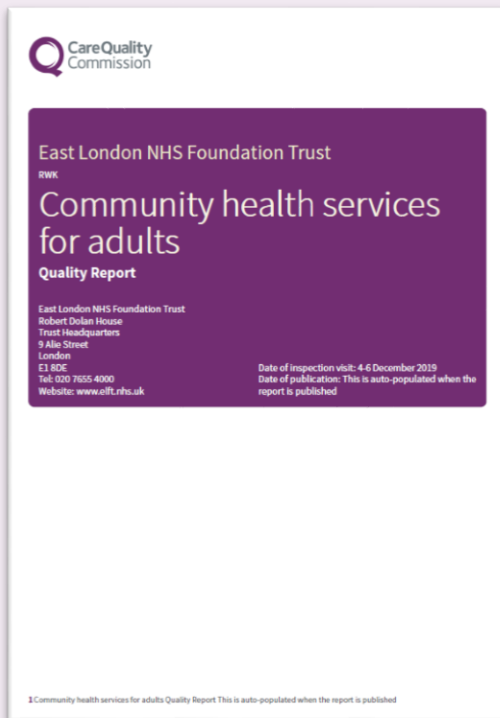
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# CQC Reports Published (March 2020)

## — Bedfordshire Community Health Services



Click the image to read the full report

The CQC visited eight Bedfordshire Community Health services during December 2019. The report has now been published via the Care Quality Commission (CQC) website and as these were focussed inspections only, the CQC have not rated the overall services.

Overall, there was **one 'must'** and **two 'should'** do actions identified.

### *Example feedback from the report*

*“Staff provided good quality care and treatment”*

*“Staff worked well together for the benefit of patients”*

*“Staff treated patients with compassion and kindness, respected their privacy and dignity, took account of their individual needs and helped them understand their condition”*

*“Staff understood the services vision and values and how to apply them in work”*

*“Staff said they felt respected, supported and valued”*

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# Latest CQC Publications

The latest CQC publications are also available to view via the Trust intranet page

## Pod Cast – CQC Connect

CQC Connect is the brand new podcast series from CQC. It gives inside information about the work they do, and also discusses some of the issues they uncover from their unique position in the health and social care landscape in England.



[>>>Listen here<<](#)



Click the image to view the full report

## Monitoring the Mental Health Act 2018/19

(published Feb 2020)

Monitoring the Mental Health Act is an annual report on the use of the Mental Health Act (MHA). It looks at how providers are caring for patients, and whether patients' rights are being protected.

### Key Findings:

- Services must apply human rights principles and frameworks. Their impact on people should be continuously reviewed to make sure people are protected and respected.
- People must be supported to give their views and offer their expertise when decisions are being made about their care.
- People who are in long-term segregation can experience more restrictions than necessary. They also may experience delays in receiving independent reviews. This is particularly true for people with a learning disability and autistic people.
- It is difficult for patients, families, professionals and carers to navigate the complex laws around mental health and mental capacity.

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# CQC: Sustaining Improvement

## Professor Ted Baker, Chief Inspector of Hospitals

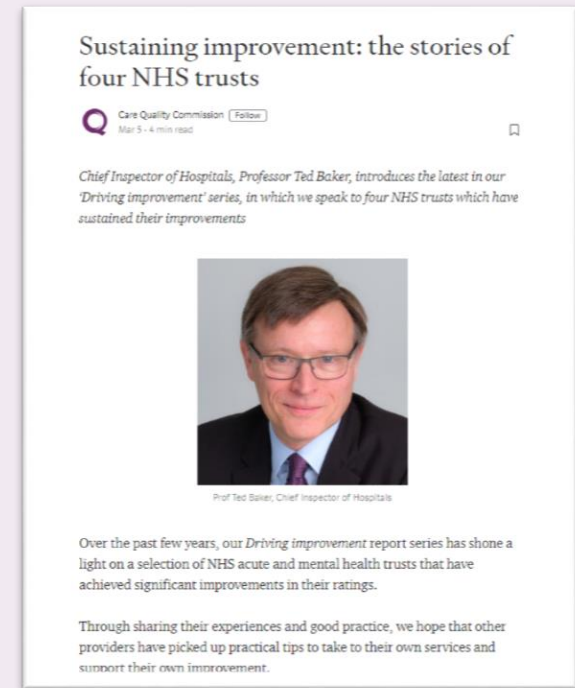
### Sustaining improvement: the stories of four NHS trusts:

Chief Inspector of Hospitals, Professor Ted Baker, introduces the latest in 'Driving improvement' series, where he speaks to four NHS trusts which have sustained their improvements and in some cases, been able to improve further:

- Cambridge University Hospitals NHS Foundation Trust has maintained a 'good' overall rating, but improved from 'good' to 'outstanding' in well-led
- East Lancashire Hospitals NHS Trust has maintained a 'good' rating across the board
- North Staffordshire Combined Healthcare NHS Trust has improved further to achieve an 'outstanding' overall rating
- Lincolnshire Partnership NHS Foundation Trust has maintained its 'good' rating and improved in two key questions from 'requires improvement' to 'good'

**Of the four trusts, they have four things in common:**

- 1. Quality Improvement (QI)**
- 2. Self-evaluation, assurance and accreditation**
- 3. Continuing focus on leadership**
- 4. Engagement**



**Click the image to read the full article**

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# Lessons Learnt: Feedback from the latest inspections

Ever wondered what a CQC inspection feels like?

**Sarah O'Hare**, (Team Lead) for Bedfordshire Primary Care at home team gives her experience of the inspection process and how her team prepared for the inspection which occurred during December 2019.



Click the image to watch the video

**Paulina Sewera**, (Matron) Coral Ward, Luton and Bedfordshire Mental Health Services also fed back her experience of the inspection process

What are your top 3 tips for colleagues who may take part within a future CQC inspection?

1. *"Know your data and where to find it, ensuring you understand your data and know the narrative"*
2. *"If you know inspection is happening on the ward – allocate at least one staff member to each inspector to help the inspection to run smoothly"*
3. *"Hold 'pep talks' with staff to alleviate any anxieties/concerns in the run up to and day of inspection (where possible)"*

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## Where to find key information?

We want staff to feel supported, you can use the [intranet](#) to keep up-to-date with inspection news, network and events that are being held and to find key documentation. Members of the project team are always there to talk to, you will find their details below:



Lorraine Sunduza, Chief Nurse



Sarah Stilwell, Deputy Head of Quality Assurance  
and CQC Lead

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