



**South Tees Hospitals**  
NHS Foundation Trust

# **Care Quality Commission Inspection Report Update South Tees Hospitals NHS Trust**

**Siobhan McArdle – Chief Executive**  
**Gill Hunt - Director of Nursing and Quality**

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Excellence in Patient  
Outcome and Experience

# CQC Inspection January / February 2019

## Services Inspected (JCUH and FHN sites)

- Urgent and Emergency Care
- Medicine (including older peoples care)
- Surgery
- Diagnostic Imaging
- Critical Care
- Well led question

# CQC inspection January / February 2019, Final report published July 2019

Overall rating for this trust		Requires improvement 
Are services safe?		Requires improvement 
Are services effective?		Requires improvement 
Are services caring?		Good 
Are services responsive?		Good 
Are services well-led?		Requires improvement 

## Ratings for JAMES COOK UNIVERSITY HOSPITAL

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019
Medical care (including older people's care)	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019
Surgery	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019
Critical care	Inadequate ↓↓ Jul 2019	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019
Services for children and young people	Good Oct 2016	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Oct 2016
End of life care	Good Oct 2016	Good Oct 2016	Good Jun 2015	Good Jun 2015	Good Oct 2016	Good Oct 2016
Diagnostic imaging	Requires improvement Jul 2019	N/A	Good Jul 2019	Requires improvement Jul 2019	Requires improvement Jul 2019	Requires improvement Jul 2019
Outpatients and Diagnostic Imaging	Good Oct 2016	N/A	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Oct 2016
Maternity and Gynaecology	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Jun 2015	Outstanding Jun 2015	Good Jun 2015
Overall*	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019





## Ratings for FRIARAGE HOSPITAL

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Requires improvement ↓ Jul 2019
Medical care (including older people's care)	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019
Surgery	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019
Critical care	Inadequate ↓↓ Jul 2019	Requires improvement ↓ Jul 2019	Not rated	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019
Services for children and young people	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Jun 2015
End of life care	Good Oct 2016	Good Oct 2016	Good Jun 2015	Good Jun 2015	Good Oct 2016	Good Oct 2016
Diagnostic imaging	Requires improvement Jul 2019	N/A	Good Jul 2019	Requires improvement Jul 2019	Requires improvement Jul 2019	Requires improvement Jul 2019
Outpatients and Diagnostic Imaging	Good Oct 2016	N/A	Good Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016
Maternity and Gynaecology	Good Jun 2015	Good Jun 2015	Good Jun 2015	Good Jun 2015	Outstanding Jun 2015	Good Jun 2015
<b>Overall*</b>	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Good Jul 2019	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019



# What we told the CQC we were concerned about before the inspection



- Incident reporting and learning across the organisation
- Staff engagement
- Diagnostic services (response times, workforce challenges)
- Patient access – RTT and Cancer
- Our long standing and underlying financial challenges
- Our need for an EPR to improve patient safety
- Pace of change required to achieve financial regulatory requirements in year

# What was good?

- Patients told the CQC that they received compassionate care
- Staff worked well within teams and supported each other to provide good care
- Medical and Surgical services appropriately staffed
- Care plans and risk assessments generally completed in detail
- Both hospital sites were clean
- Staff applied safeguarding procedures
- All outlying medical patients had evidence of a daily senior medical review
- All DOLs were appropriately completed
- The therapeutic care volunteers were great

# Improvement Plans

- Detailed action plan submitted to the CQC on the 24 July 2019
- Internal governance process agreed to track improvement and to provide Board assurance
- Regulator and Commissioner oversight, scrutiny and assurance



# Action plan themes

- Review of Board to Ward Governance processes (report end September 19)
- Improve staff engagement and involvement
- Critical Care, managing demand, capacity and associated staffing levels
- Environment in the Emergency Department (children and patients with mental health needs)
- Improve Mandatory Training rates
- Improve Appraisal Rates
- Ensure provision of medicines reconciliation is at the required level

# Action plan themes

- Improve Incident reporting, actions and learning
- Ensure risk registers accurately reflect practice
- Ensure 100% compliance with Duty of Candour
- Ensure all Major Trauma Standards are met
- Ensure strict adherence to infection prevention and control and pressure ulcer prevention strategies in critical care



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**Thank you  
Questions?**



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