

HEALTH OVERVIEW AND SCRUTINY COMMITTEE: 1st March 2017

REPORT OF UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

CQC INSPECTION

Purpose of report

1. The purpose of this report is to provide the Health Overview and Scrutiny Committee with an overview of the outcome of the Care Quality Commission (CQC) comprehensive inspection of University Hospitals of Leicester NHS Trust (June 2016).

Policy Framework and Previous Decisions

2. The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what they find, including performance ratings to help people choose care.
3. Where they find poor care, they will use their powers to take action.
4. The CQC reports from their inspection of UHL's services in June 2016 were published in January 2017 and can be found here:

<http://www.leicestershospitals.nhs.uk/aboutus/performance/care-quality-commission/>

Background

5. On the 20th to the 23rd June 2016, the CQC carried out a comprehensive inspection of UHL's services. The aim of a comprehensive inspection is to check whether the services that we are providing are safe, caring, effective, responsive to people's needs and well-led.
6. This inspection covered seven of the eight core services:
 - Urgent and emergency services (A&E)
 - Medical care (including older people's care)
 - Surgery
 - Maternity and gynaecology
 - Services for children and young people
 - End of life care
 - Outpatient services and diagnostic imaging (such as x-rays and scans)
7. Due to CQC inspector availability, the eighth core service, critical care, was inspected at a later date, on the 25th to the 27th July 2016.

8. Prior to the inspection, the CQC were provided with over 2,000 items of documentation covering each of the eight core services. This documentation informed a series of CQC Intelligence Packs (one for each core service and one at trust level), which were used by the CQC to help direct their lines of inquiry during their inspection.
9. Before their inspection the CQC also approached other organisations to share what they know about the UHL, this included:
 - The Clinical Commissioning Groups (CCGs);
 - NHS Improvement
 - NHS England
 - Health Education England (HEE)
 - General Medical Council (GMC)
 - Nursing and Midwifery Council (NMC)
 - Royal College of Nursing
 - Leicester Mercury Patients' Panel
 - Healthwatch Leicester
10. The CQC held a number of staff focus group, covering a range of staff disciplines across the three UHL sites, as well as interviewing members of the senior executive team and Trust Board.
11. Throughout the inspection and beyond, the CQC continued to request additional information and documentation, with over 600 separate requests received.

Resource Implications

12. Actions to address CQC Compliance Actions which require additional resources, have been identified within UHL's comprehensive action plan. Where additional resource requirements have been identified, these will be subject to the Trust's normal financial and business planning/prioritisation process.

Conclusions

13. UHL remains committed to achieving a 'Good' rating across all services.

Background papers

See Appendix A.

Circulation under the Local Issues Alert Procedure

None.

Officer to Contact

Sharron Hotson, Director of Clinical Quality
Telephone: 0116 2585938
Email: sharron.hotson@uhl-tr.nhs.uk

List of Appendices

Appendix A – presentation by the Medical Director and Director of Clinical Quality, UHL.

Relevant Impact Assessments**Equality and Human Rights Implications**

14. Covered under the CQC inspection criteria.

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