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## **CQC reports on outstanding caring at South Tyneside NHS Foundation Trust**

South Tyneside NHS Foundation Trust has been rated 'outstanding' for being caring in a report from the Care Quality Commission (CQC), following an inspection in May this year.

Peter Davidson, Chairman of the Trust, which provides hospital services in South Tyneside and community services in South Tyneside, Gateshead and Sunderland, said: "We are absolutely delighted that the CQC have rated the quality of the caring in our Trust as 'outstanding'. It is very positive to see the recognition that our staff are passionately committed to treating patients with such exceptional compassion, dignity and respect."

A total of 70% of the individual assessments of 12 core services in hospital and in the community, based on the five main themes of the inspection - being safe, effective, caring, responsive and well-led - were rated 'good' or 'outstanding'. Every aspect of the Trust's community services was assessed as 'good' or 'outstanding'. Overall, the Trust was given a rating of 'requires improvement'.

Chief Executive Steve Williamson said: We welcome all feedback in relation to our services and always take it on board so we can give our patients, and their families and carers, the very best experience. Nearly two-thirds of CQC hospital inspections across the country since the start of the new inspection process have resulted in an overall assessment of 'requires improvement', which does not mean that services are unsafe but that CQC have identified areas where further improvements can be made. In our case, we have had action plans in place for some time to improve in areas identified by the CQC in their report."

The Trust is already working with partners in South Tyneside, including South Tyneside Council and NHS South Tyneside Clinical Commissioning Group, to help to prevent unnecessary A&E attendances and admissions and reduce delays in the system. This includes ensuring timely discharge, with the right care package in place, when patients are medically fit.

In addition, a local, national and international nursing recruitment programme, which is nearing completion, should result in a significant increase in registered nurses to help support nursing staffing levels on wards. The Trust is also making improvements in several aspects of its surgical and critical care services.

Mr Williamson added: "I am thrilled at the CQC's recognition with an 'outstanding' rating of the exceptional care and compassion we provide across every one of our services. I am

also very pleased that all aspects of our community services were assessed as 'good' or 'outstanding'. This demonstrates their excellent quality, which is particularly important for the future given the increasing focus on the crucial role that community health services can play in preventing unnecessary emergency hospital admissions and in supporting people to live at home."

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Issued on behalf of South Tyneside NHS Foundation Trust by Kay Jordan

For press enquiries on this release, contact 0191 404 1128 or email [kay.jordan@stft.nhs.uk](mailto:kay.jordan@stft.nhs.uk)