

Improvements recognised at South Tyneside hospital as CQC publishes latest inspection report

Inspectors from the Care Quality Commission (CQC) have reported improvements in several areas following its latest inspection of some services at South Tyneside NHS Foundation Trust.

CQC inspectors visited the Trust between October and December 2017 and looked at four core service areas within South Tyneside District Hospital, as well as inspecting the Trust's Learning Disabilities Unit and Community Learning Disabilities Team based services at the Elmville Unit at Monkton Hall, Jarrow.

Some of the most significant improvements at South Tyneside District Hospital were found in medical care which has moved from 'requires improvement' to 'good' with inspectors noting:

- Safe reporting of incidents and sharing of feedback and lessons learned
- Good examples of multidisciplinary working
- Visible, approachable and supportive line management

The CQC also praised the Trust for the work undertaken over the past two years within urgent and emergency care services which saw two indicators (responsive and well-led) move from 'requires improvement' to 'good' with the CQC noting:

- Clear leadership within the department with a vision and focus on achieving performance standards
- Good staff morale and team working
- Improvements in performance times and key quality indicators with the Trust achieving the 95% four hour standard more consistently throughout 2017/18

Once again, the CQC rated services at South Tyneside NHS Foundation Trust as 'outstanding' for being 'caring' and found staff were 'kind, caring and compassionate'

and that they ‘treated patients with dignity and respect’. Patients were also ‘overwhelming positive’ about the services they had received.

The CQC also inspected the Trust’s Learning Disabilities Unit and Community Learning Disabilities Team based services at the Elmville Unit in Jarrow which provides specialist care for people with learning disabilities, rating the service as ‘good’. Staff were again praised for their compassion, with family members feeling that they ‘were listened to by staff’ and that ‘they knew their patients well’.

This was also the first time the CQC has visited South Tyneside since the new executive team was established in November 2016 and inspectors acknowledged the significant strategic and operational challenges inherited. The CQC noted the new executive team were aware of the issues and priorities for the Trust and inspectors felt organisational leaders had the experience, capability and integrity to address the challenges being faced, with many actions already underway.

Trust leaders were described as ‘visible and approachable’ and seen to ‘encourage pride and positivity throughout the organisation’. The CQC also found morale at the Trust to be ‘generally good’ despite some uncertainties about the future, with staff who were ‘overwhelming positive and proud to work there’.

Despite positive improvements in many areas, however, the Trust remains rated as ‘requires improvement’ overall with more work required to ensure:

- robust processes to improve governance and to effectively manage risks at all levels of the organisation
- that staff remain compliant with statutory and mandatory training and to embed an effective annual staff appraisal process
- that a positive incident reporting culture, which encourages all staff to report incidents, is embedded and that staff receive feedback on lessons learned

Chief Executive, Ken Bremner, praised staff for the positive improvements made so far which have been acknowledged by the CQC, but said there was still much for the Trust to do to improve care for patients even further. He said: “Today’s CQC report

recognises the tremendous efforts of our staff and shows where, with focussed efforts, the right support and positive local leadership, we have been able to make some significant improvements over the past year to benefit our patients.

“It is very reassuring to see that once again our staff have been rated as ‘outstanding’ for providing kind and compassionate care and that people feel proud to work for us. This gives us a very positive platform from which we can now build and continue to improve the safety and quality of our services overall.

“It is important that we celebrate these ‘good’ examples of positive leadership within individual teams and departments and that we share these right across all areas of our Trust so that we can truly aim to be amongst the best in the NHS.

“It is equally important that we also now focus our efforts on the areas identified by the CQC for immediate action. By encouraging a positive culture of continuous quality improvement, where every member of staff feels empowered to make changes to improve the care and experience we offer our patients, I anticipate further strong progress in the year ahead.”

Neil Mundy, Chairman of South Tyneside NHS Foundation Trust said: “Today’s CQC report shows we are continuing to move in the right direction and I am pleased that the CQC has recognised many of the quality improvements that we have made for our patients since they last visited us in 2015. I am particularly grateful to the Inspectors for highlighting those areas still requiring improvement.

“I would like to thank all staff for their continued hard work and dedication to provide outstanding care and, in particular, staff on the Elmville Unit and those working on our medical wards for achieving their overall ‘good’ ratings, as well as staff within urgent and emergency care, who have made tremendous efforts to improve.

“We now look forward to the next steps in our improvement journey and will focus on those areas which CQC has identified. I am confident that under the new executive team’s leadership and through our strategic alliance with City Hospitals Sunderland,

that we will continue to make great strides to improve quality for both our patients and our staff. The continued support of our Council of Governors and partners will continue to be instrumental as we look to the future and continue to work together to improve care for the benefit of the people we collectively serve.”

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Notes to editors:

Overall ratings for South Tyneside NHS Foundation Trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency service	Requires Improvement →←	Requires Improvement →←	Good →←	Good ↑	Good ↑	Requires Improvement →←
Medical care (including older people's care)	Good ↑	Requires Improvement →←	Good →←	Good ↑	Good ↑	Good ↑
Surgery	Requires Improvement →←	Good →←	Good →←	Good ↑	Requires Improvement ↑	Requires Improvement →←
Critical care	Requires Improvement →←	Requires Improvement →←	Good →←	Requires Improvement →←	Requires Improvement →←	Requires Improvement →←
Mental health (first ratings)	Good	Good	Good	Good	Good	Good
Trust by key question	Requires Improvement →←	Requires Improvement →←	Outstanding →←	Good ↑	Requires Improvement →←	Requires Improvement →←

Overall trust rating	Requires improve ment →←
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Full details of the ratings, including a ratings grid, are given in the report published online at: <http://www.cqc.org.uk/provider/RE9>.