

# CQC action plan and update on Monitor's enforcement action

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## CQC Inspection December 2014

- James Cook University Hospital – ‘requires improvement’
- Friarage Hospital – ‘requires improvement’
- Community service - ‘good’

Overall Trust rating – ‘requires improvement’

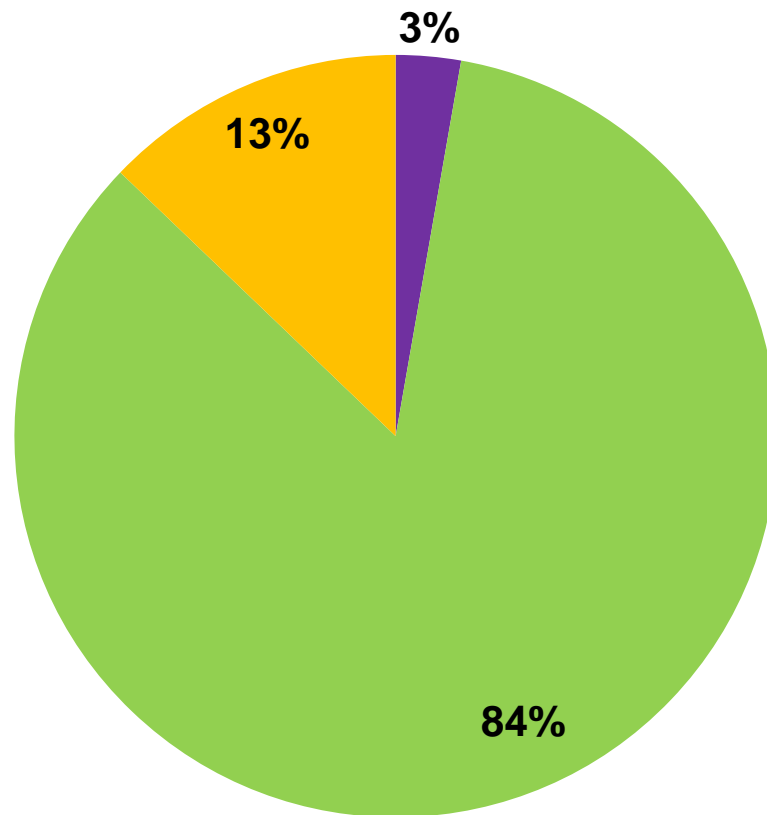


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# CQC Summary of ratings

■ Outstanding ■ Good ■ Requires Improvement

Out of 105 individual ratings 89 are good or outstanding



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# ‘Outstanding’ areas

There were several areas of ‘outstanding practice’ including:

- Therapeutic care volunteers
- Maternity services (James Cook and Friarage)
- Community midwives ‘baby buddy’ app
- Diabetes specialist nurses

*‘Overall patients and their families spoke highly of the care they had received and staff supported people in a compassionate way’*

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# Action plan

Our action plan is split into six workstreams:

- Staffing
- End of life care
- Medication
- Clinical standards
- Urgent care and accident and emergency
- Estate

## Action plan update

- Actions relating to staffing, clinical standards and the estate are complete.
- Work regarding medication and end of life care is on going.

BUT.....

- We recognise that maintaining standards across all areas requires 'constant purpose'.

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- Board review and sign off of action plan submitted to CQC around requirement notices
- Detailed action plan for all actions, reviewed and monitored by Quality Assurance Committee
- On-going ward level assurance processes
- Regular engagement meetings with the CQC
- Plan for focussed re-inspection

# Monitor

- Enforcement action in place triggered by:
  - Financial position
  - Waiting times for planned operations
  - Rates of Infection with Clostridium Difficile
- Three year recovery plan submitted in September 2014



# Recovery plan update

- On track to deliver year 2 of the three year financial plan
- Consistent delivery of 18 week waiting times since April 2014
- Externally validated clostridium difficile action plan in place, on going challenges which are mirrored across the country