

**Report of Head of Scrutiny and Member Development**

**Report to Scrutiny Board (Health and Well-Being and Adult Social Care)**

**Date: 18 April 2012**

**Subject: Leeds Teaching Hospitals NHS Trust – Care Quality Commission (CQC) compliance update**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

- At its meeting held on 21 March 2012, the Scrutiny Board (Health and Wellbeing and Adult Social Care) considered a local NHS performance report. This included details of a Care Quality Commission (CQC) compliance report relating St. James' University Hospitals (part of Leeds Teaching Hospitals NHS Trust (LTHT)), published In January 2012.
- It was reported to the Scrutiny Board that the CQC had identified that improvements were needed at St. James' University Hospitals because government standards were not being met and concerns were raised in relation to the following essential standards:
  - Outcome 04 - Care and welfare of people who use services (moderate concerns)
  - Outcome 08 - Cleanliness and infection control (minor concerns)
  - Outcome 13 – Staffing (moderate concerns)
- Representatives from LTHT attended the meeting and outlined how the concerns raised by the CQC were being addressed. A briefing note was circulated that summarised recent improvements and further specific actions needed to maintain compliance with the above essential standards, where moderate concerns had been reported.

4. In considering the information presented at the meeting in March 2012, the Scrutiny Board requested the following additional information around the action plan relating to nursing staff (focusing on Older People's medicine):
  - the nature of any gap between the staffing blueprint and current establishment;
  - sickness levels; and,
  - staff turnover
5. Representatives from LTHT have been invited to attend the meeting to outline the information requested.

### **Care Quality Commission (CQC) warning to Leeds Teaching Hospitals NHS Trust (LTHT) following inspection**

6. On 29 March 2012, Leeds City Council received notification of a press release issued by the CQC in respect of a separate inspection at Leeds Teaching Hospitals NHS Trust. This is attached at Appendix 1. Details were reported in the local media on the following day, 30 March 2012.
7. Following discussions with the CQC, it has been confirmed that the final inspection report is unlikely to be available ahead of the Scrutiny Board meeting. However, given the nature of the issues already identified in the press release and the previous discussions at the Scrutiny Board in March 2012, representatives from the CQC and LTHT have been invited to the meeting to discuss the matters in more detail.
8. Representatives from the service commissioner, NHS Airedale, Bradford and Leeds have also been invited to attend the meeting.

### **Recommendations**

9. To consider the information presented and determine any additional scrutiny activity that may be required.

### **Background documents <sup>1</sup>**

- None used

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<sup>1</sup> The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.

Press release – Thursday 29 March 2012

## **CQC issues warning to Leeds Teaching Hospitals NHS Trust following inspection**

- **Regulator demands hospital trust takes action to improve**

The Care Quality Commission (CQC) has issued a formal warning to Leeds Teaching Hospitals NHS Trust stating that it must do more to improve standards of care or face further action.

The warning follows an unannounced CQC inspection at Leeds General Infirmary, Great George Street, on 29 February and 1 March 2012.

Inspectors visited to check on what progress had been made in relation to concerns raised with the trust at the time of an earlier inspection.

On their latest visit CQC found that improvements were still needed. Inspectors observed that people's needs were not always being met and this was due to poor care and sometimes insufficient staff.

- Some patients told inspectors that they were dissatisfied with the care and support they had received, and they related this to there being a shortage of staff.
- Inspectors saw that the needs of some elderly patients in orthopaedic wards were not responded to appropriately or promptly.
- Inspectors saw that some patients' wishes were ignored by nursing staff.
- A review of staffing rotas on wards 53 and 55 revealed that both wards had been frequently operating under the Trust's planned staffing levels.
- It was unclear whether all patients had been properly involved in discussions with staff about their individual needs.
- Nursing and medical notes were not well organised and this made it more difficult for nursing staff to adequately meet patients' needs.

Jo Dent, CQC Regional Director for Yorkshire and Humberside, said:

"The law says that these are the standards that everyone should be able to expect. Providers have a duty to ensure they are compliant.

"We will be returning to the trust to follow up on progress and, when we do, we will expect the trust to be able to demonstrate it has made improvements.

"This warning sends a clear message that Leeds Teaching Hospitals NHS Trust needs to address these issues or face serious consequences.

"CQC has a range of legal powers it can use if it is found the required progress has not been made. Where necessary we will use these powers to protect the people who use this service."