



ISLE OF WIGHT NHS TRUST INSPECTION REPORT

Date of Inspection – 14 May 2019 to 20 June 2019

Date of publication – 4 September 2019

Our rating of services improved. We rated it them as requires improvement because:

- There were many areas still to develop for patient care and delivery, especially in medical, gynaecology and surgical services.
- There had been ongoing issues with patient flow through St Mary's Hospital and over occupancy for admissions. At time some patients were nursed in non-patient bed spaces, which risked patient safety as well as had compromised privacy and dignity of patients impacted upon.
- There were delays for patients to receive care and treatment including for stroke care.
- Policies and procedures were in place for recognising the deteriorating patient and the patient nearing end of life; however, the staff did not always apply these guidelines in a timely way.
- Patient records were not always completed in full or in a timely way to promote optimum care as treatment.
- The trust recognised and reported in 2018/2019 that key issues and risks had included a failure to deliver some national access targets including in the emergency department.
- There was limited development of seven day working.
- The frailty pathway was under development and therefore remained a risk until established.
- The trust mandatory training uptake had been low in some wards and departments including for resuscitation and safeguarding.
- There was insufficient support and supervision of junior doctors and this was reflected in the status of the General Medical Council enhanced surveillance.
- Complaints were not responded to in a timely manner the themes were noted as communication, values and behaviours of staff and waiting times.

However:

- Since our last comprehensive inspection in January 2018 the trust had formed new divisional teams with experienced leaders.
- Ten-week improvement plans had been applied to the areas of highest concern to drive improvement and changes had been made.
- End of life care services had much improved from the new strategy to the care delivery.
- There were new structures, processes and some systems of accountability to operate a governance system designed to monitor the service and provide assurance.
- The estates department had a plan for improvement to the emergency department design to become in line with expectation of the service.

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Inspection areas:

Safe - Requires improvement

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Effective - Requires improvement

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Caring - Good

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Responsive - Requires improvement

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Well-led - Requires improvement

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CQC inspections & ratings of specific services

- [Medical care \(including older people's care\)](#) - Inadequate
- [Services for children & young people](#) - Requires improvement
- [Critical care](#) - Good
- [End of life care](#) - Good
- [Surgery](#) - Requires improvement
- [Urgent and emergency services](#) - Requires improvement
- [Gynaecology](#) - Inadequate
- [Diagnostic imaging](#) - Requires improvement
- [Maternity](#) - Requires improvement
- [Outpatients](#) - Good