



CQC Preliminary Feedback Report

March 2020
Overview & Scrutiny Committee

1. Background

The Isle of Wight NHS Trust was visited by the CQC in November 2016 and was rated “Inadequate” by the Care Quality Commission. This led to the Trust being placed into Special Measures.

In January 2018 the Trust received a comprehensive re-inspection of services but the “inadequate” rating remained as the Trust was deemed “inadequate” for the Safe and Well-Led domains.

However, it was highlighted in the report that there was a “growing momentum and desire to improve” and that the Trust had clearly embarked upon its journey of “Getting to Good” by 2020.

The Care Quality Commission (CQC) inspected the Trust in May and June 2019 as a comprehensive, announced inspection. Following this inspection, the Trust received an improved overall rating from “Inadequate” to “Requires Improvement”; this is depicted below.

Safe	Effective	Caring	Responsive	Well-led	Overall
Requires Improvement ↑	Requires Improvement → ←	Good → ←	Requires Improvement → ←	Requires Improvement ↑	Requires Improvement ↑

2. Acute Warning Notice

Whilst this inspection resulted in an improved overall rating for the Trust from “Inadequate” to “Requires Improvement”, there were some areas that required further improvement and as part of the inspection, the Trust also received three Section 29a Warning Notices for specific service areas. The Mental Health Warning Notices were addressed in 2019.

This report focuses on the Acute Warning Notice which was issued in July 2019, with an expectation of completion for the 31st December 2019. The three themes of this warning notice were:

- Patient Documentation & Records
- Compliance with Trust policies and procedures for the identification and management of the deteriorating patient (including News2 and Hospital at Night)
- Delays in Care and Treatment once admitted to hospital

The Acute Warning Notice Response was submitted to the CQC by the deadline of the 17th January 2020. This response highlighted actions taken in relation to the warning notice and planned actions to improve performance and quality.

In early February following our response, the CQC inspected the Trust to review the Acute Warning Notice.

3. Verbal Feedback, further work and communications with staff

At the end of the February inspection the CQC provided the Trust with high-level, verbal feedback. However, it is important to note that their final written report shall encompass their experiences throughout the inspection, their findings from our submitted response, and their review of information requests.

The CQC noted that the Trust had “moved in the right direction” and acknowledged the hard work and effort that had gone into ensuring improvements.

It was emphasised that significant work had been undertaken and that the Trust staff exhibited real energy in making sustainable improvement. They particularly referenced the “effective team working” within the Medical Assessment Unit and described the controlled and calm nature of the ward. This was mirrored in feedback received for the Coronary Care Unit.

It was discussed that positive improvements have been made with regard to Stroke Care and that this was reflected in clinical practice throughout their visit. Improvements had been made in the rating through the SSNAP Audit process also.

New documentation is being piloted across the Trust as a result of the Acute Warning Notice. This documentation streamlines the requirements to ensure that correct, salient information is immediately accessible to describe the patient’s journey. The CQC noted that they had seen an improvement in documentation completion as a result of this pilot but noted that more work needed to be undertaken to further streamline this process.

This positive feedback was shared with Trust staff and any areas that were raised by the CQC have since been reviewed through the mechanism of Assurance Visits. These are being undertaken on a monthly basis to ensure robust review and oversight of any issues identified.

All CQC Actions remain to be monitored through the Trust Quality Improvement Board and are managed Divisionally for action and review.

4. Formal Feedback

The Trust awaits receipt of the draft inspection report for factual accuracy review. We have been preliminarily informed that this could be received by the end of March 2020 with the aim to publish in April 2020.

This report shall outline whether the requirements of the Warning Notice have been met and shall detail any further action required.

We will of course keep Overview and Scrutiny Committee updated.