



Care Quality Commission report – driving up standards of quality for patients

Vanessa Sloane, Director of Nursing



Chelsea and Westminster Hospital



NHS Foundation Trust

The CQC's findings

- Are services at this trust safe? Requires Improvement
- Are services at this trust effective? Requires Improvement
- Are services at this trust caring? Good
- Are services at this trust responsive? Requires Improvement
- Are services at this trust well-led? Requires Improvement

Overall rating for the trust: **Requires improvement**, with 13 areas of outstanding practice recognised



What we have done since the inspection

Many actions were already known to us and by the publication of the report recommendations had been completed including:

- Access to IT systems for agency staff
- Robust medicines management by matrons and pharmacy staff
- Recruitment of 276 permanent nurses and midwives in 2014/15.

However more needs to be done and the recommendations are a key theme in our Quality Account.





Peer review – demonstrating we're doing what we said we would

- To provide internal assurance and demonstrate progress made since the inspection
- CQC-style inspection by experts from Healthwatch, North West London CCG's, The Royal Marsden, West Middlesex University Hospital, The Hillingdon Hospital, St Georges University Hospital NHS Foundation Trust and The Royal Brompton Hospital
- Independent desktop review to gain assurance we have changed processes





Initial findings

- Overall rating – **Good**
- The peer review found outstanding practice in Critical Care and HIV and Sexual Health
- The reviewers found many examples of good practice, but also found that some improvements that had been made since the CQC Report were inconsistent across the Trust. Further work is needed to build on the progress that has been made.

