

Update for the Brent Overview and Scrutiny Committee on North West London Hospitals NHS Trust's improvement plan following the Care Quality Commission inspection in May 2014

Summary

Under the new CQC Chief Inspector of Hospitals inspection regime all hospital sites within North West London Hospital's NHS Trust underwent a comprehensive inspection in May 2014.

Whilst all hospital Trusts will ultimately undergo this style of inspection, North West London Hospitals NHS Trust was selected as potentially high risk based on the CQC Intelligent Monitoring report. This was an announced inspection.

The final report has identified the Trust as "Requires Improvement" for each of five domains:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well led?

Recommendations

The Trust is now required to undertake two tasks in respect to remedial action. The first is to produce an action plan to address issues of specific regulatory non compliance with Essential Standards of Quality and Safety.

These standards are covered in legislation, through the Health and Social Care Act, under domains of:

- Respecting and involving people who use services
- Consent to care and treatment
- Care and welfare of people who use services
- Meeting nutritional needs
- Safeguarding people who use services from abuse
- Cleanliness and infection control
- Safety, availability and suitability of equipment
- Staffing
- Supporting workers
- Assessing and monitoring the quality of service provision

The second action requires the Trust to develop a Quality Improvement plan. This will be undertaken in collaboration with partners as initially discussed at the Quality Summit in August 2014 and the Trust Development Authority will have oversight of that plan.

The attached paper described the Trust's action plan in respect to the specific action to correct regulatory non compliance. It has been developed by the clinical and managerial teams and signed off by the Trust Executive.

The paper has already been submitted to the CQC in order to meet specified deadlines.

The paper will also be considered at the next Trust board meeting on 23 September.