

Report of the Assistant Director Governance and ICT

**Care Quality Commission Quality Report for York Teaching Hospital  
NHS Foundation Trust**

**Summary**

1. This report and its annexes present the Health & Adult Social Care Policy & Scrutiny Committee with the Care Quality Commission Quality Report (Annex 1) following a planned inspection of York Teaching Hospital NHS Trust and the Trust's response (Annex 2).

**Background**

2. The Care Quality Commission took part in a planned inspection of York Teaching Hospital NHS Trust from 17 to 20 March 2015 and undertook unannounced inspections on 30 and 31 March 2015 and 11 May 2015. The CQC reports are based on a combination of its inspection findings, information from CQC's Intelligent Monitoring system and information provided by patients, the public and other organisations.
3. The CQC has already presented its findings to a Quality Summit at York Teaching Hospital on 2 October 2015. This included NHS commissioners, providers, regulators, City of York Council and other public bodies. The purpose of the Quality Summit is to develop a plan of action and recommendations based on the inspection team's findings.

**Summary**

4. Overall York Teaching Hospital NHS Foundation Trust was rated as 'Requires Improvement'. The trust was rated as Good for whether its services were caring and effective and rated as Requires Improvement for whether its services were safe, responsive and well-led.
5. Full reports including ratings for all the trust's core services are available at: <http://www.cqc.org.uk/location/RCB00>

6. York Teaching Hospital NHS Foundation Trust provides a range of acute hospital and specialist healthcare services to a population of approximately 530,000 people living in and around York, North Yorkshire, North East Yorkshire and Ryedale. The trust provides community-based services for people living in Selby, York, Scarborough, Whitby and Ryedale.
7. A team of inspectors, including specialist advisors visited York, Scarborough and Bridlington hospitals during March and May 2015.
8. The hospitals were visibly clean, with hand-washing facilities and hand cleaning gels available throughout. Inspectors saw good examples of hand hygiene by all staff. Inspectors found that staff were caring and compassionate, and treated people with dignity and respect. Patients were able to access suitable nutrition and hydration, including special diets.
9. The culture within the trust was, in the main, positive and open. Staff wanted to work more collaboratively across the three acute hospitals and community and felt that this area was improving.
10. The provider was unable to consistently provide safe staffing levels across the trust. There were shortages of nursing staff on medical and some surgical wards; consultant cover within A & E; and community inpatient staff. The trust was actively trying to recruit to the majority of these roles.
11. Patients were often waiting too long for treatment. The national targets for A & E, referral-to-treatment, and cancer waiting times were not being achieved. Inspectors noted that patients arriving in both A & E departments at York and Scarborough hospitals sometimes had to wait too long for a clinical assessment of their condition.
12. The Chief Inspector of Hospitals, Professor Sir Mike Richards, said: "We have rated services provided by York Teaching Hospitals as good for delivering effective care. Policies and pathways were based on best practice, in line with NICE guidelines. My inspectors witnessed strong and respectful multidisciplinary team working across the various disciplines.
13. "We found a number of areas of outstanding practice across all sites with services going the extra mile to improve the support that they provided to people – it is encouraging to report that the Child and Adolescent Mental Health Services (CAMHS) in York were providing much-needed inpatient support.

However, we saw other services where more needed to be done to make sure that care and treatment consistently met the required standard.

14. "People are entitled to receive treatment and care in services which are consistently safe, effective, caring and responsive to their needs."
15. York Teaching Hospital NHS Foundation Trust acquired Scarborough and North East Yorkshire Healthcare NHS Trust in July 2012, bringing Scarborough and Bridlington Hospitals into the organisation. Community services for Selby, York, Scarborough, Whitby and Ryedale transferred to the Trust in April 2011, along with the community hospitals in Malton, Whitby, Selby, Easingwold, and Archways and St Helen's in York.
16. Across the trust, the inspection team found several areas where the trust must take action including:
  - The trust must ensure there are sufficient numbers of suitably skilled, qualified and experienced staff on duty at all times in line with best practice and national guidance.
17. At York and Scarborough hospital:
  - The trust must ensure all patients have an initial assessment of their condition carried out by clinical staff within 15 minutes of the arrival at the Accident and Emergency Department.
18. At Scarborough Hospital:
  - The trust must ensure that patient flow into and out of critical care is improved, specifically in relation to delayed discharges, delayed admissions, running at high capacity and non-clinical transfers out of the unit.
  - Staff must complete their mandatory training especially within medicine, outpatients and diagnostics and critical care, and have access to other necessary training.
19. At Bridlington Hospital and across community services:
  - The trust must review the uptake and monitoring of training, and ensure that staff are compliant with mandatory training requirements.

20. Inspectors found several areas of outstanding practice across the trust, including:

- The appointment of a senior paediatric specialty trainee 'quality improvement fellow' for one year. This has led to improvements such as the use of technology in handover sessions, and further plans for the development of electronic recording of clinical observations.
- Positive partnership working within the Child and Adolescent Mental Health Services (CAMHS) in York, which ensured that the acute inpatient wards had seven-day support. The community nursing team also had a CAMHS nurse specialist allocated to the team who provided psychological support for families and staff.
- The trust employed innovative methods to monitor central venous lines, which included a central line clinical pathway. Ward 25, an integrated orthopaedic and geriatric ward, worked closely with the A&E department. It identified older patients with a fractured neck of femur, to speed up flow to the ward and on to theatre, leading to faster rehabilitation and reduced length of stay in hospital.

### **Consultation**

21. The information in this report and its and its annexes has been provided by the Care Quality Commission and the Chief Executive of York Teaching Hospital NHS Foundation Trust. A representative from the trust will be at the meeting to answer any questions Members may have.

### **Options**

22. Members can:

- i. note the information received in this report and at the meeting, or
- ii. consider any further information they may wish to receive to satisfy themselves that appropriate actions have been taken by the trust in response to the inspection.

### **Analysis**

23. This report is presented for information only and to introduce the CQC Quality Report of York Teaching Hospital NHS Foundation Trust and the trust's response.

## **Council Plan**

24. This report and its annexes are directly linked to the Protect Vulnerable People element of the Council Plan 2011-2015.

## **Implications**

25. There are no implications associated with this report.

## **Risk Management**

26. There are no risks associated with this report.

## **Recommendations**

27. Members are asked to:
- i. note the contents of this report and its annexes, make any comments they feel necessary and pose any relevant questions to the hospital representatives at the meeting.
  - ii. decide whether to invite hospital representatives to a future meeting of this Committee to outline progress against the action plan to improve services provided by the trust.

Reason: To keep the Committee updated on the performance of York Teaching Hospital NHS Foundation Trust.

## Contact Details

### Author:

Steve Entwistle  
Scrutiny Officer  
Tel 01904 554279  
[steven.entwistle@york.gov.uk](mailto:steven.entwistle@york.gov.uk)

### Chief Officer Responsible for the report:

Andy Docherty  
Assistant Director Governance and ICT

Report  
Approved



Date 08/10/2015

### Wards Affected:

All



For further information please contact the author of the report

## Annexes

**Annex 1** – CQC Quality Report

**Annex 2** – Trust Response

**Annex 3** – Trust Presentation