

The Royal London – maternity & gynaecology services



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About this presentation



- A reminder of our purpose and role when regulating, inspecting and rating services
- An overview of our findings when we inspected the Royal London maternity & gynaecology services.
- Further information

Our purpose and role



Our purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve





Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care

We are on the side of people who use services



We are introducing ratings to tell you whether an organisation and its main services are:

-  Outstanding
-  Good
-  Requires improvement
-  Inadequate

We publish reports after every inspection setting out what we have found.

This includes examples of good practice as well as areas for improvement.

Our new approach to inspecting services



We ask five key questions on all inspections:

Are services safe?

Are they effective?

Are they caring?

Are they responsive to people's needs?

Are they well-led?

You can read about the new approach and the details of what we look for in each type of service here

<http://www.cqc.org.uk/content/our-new-approach-regulating-and-inspecting-services-guide-providers>

The Royal London Maternity & Gynaecology services



- The Quality Report was published May 2015
- The overall rating for maternity & gynaecology services was ...

● Requires Improvement



- There was not enough medical and midwifery staff and there was evidence that this compromised the care offered to some women.
- The trust did not meet the London Safety Standards recommended minimum birth to midwife ratio of 1 midwife to every 30 births.
- Women in labour were prioritised but this meant that other areas were often short-staffed with an impact on waiting times for other women.



- We also had some concerns about the security of mothers and babies because of the high number of visitors at all hours.
- There was no ward clerk at night, which meant there was further reduced control over visitors.
- Neonatal security had been identified as a risk on the risk register.
 - Baby security tags

“23% of babies did not have identity tags”



Leadership for maternity and gynaecology services was provided by the women's and children's health clinical academic group (CAG).

- This did not appear to provide an effective route from ward to board and neither doctors nor midwives felt that their concerns about safety, or the sustainability of working under pressure were acknowledged by management.
- A number of staff perceived the leadership to be remote and unsupportive

- A number of medical and midwifery staff had been in post for several years and enjoyed working at the hospital. They spoke well of the way all staff worked together as teams, both doctors and nurses.
- They were positive about management at service level.
- They valued the teamwork and shared values on the ground to keep patients safe.

What next?



- We continue to engage with Barts Health NHS Trust as part of the wider stakeholder involvement.
- Inspection? When?

New guides for councillors and scrutiny committees



CQC and the CfPS, have developed a series of guides with the help of local councillors.



CQC and council scrutiny

Working together – a briefing for councillors

March 2015

CQC and councillors

A short guide for local councillors about the Care Quality Commission

March 2015

CQC and district councillors

Working together to improve health and care services

March 2015

These are now available on the CQC and CfPS websites

Other information



Read more about CQC and our Public Engagement Strategy on our website at: www.cqc.org.uk

<http://www.cqc.org.uk/content/our-plan-engaging-public-our-work-2015-16>

<http://www.cqc.org.uk/public/about-us/our-performance-and-plans/our-strategy-and-business-plan>

<http://www.cqc.org.uk/content/code-practice-confidential-personal-information>

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