

Registration Conditions for Queen's Hospital

(source: CQC website)

1. Maternity and midwifery services

Condition 1

What has happened:

The trust has declared itself to be non-compliant with regulation 22 in their registration application. This is supported by evidence gathered during the CQC announced visit on 18th and 19th January 2010. The trust has a 15% vacancy rate. A general business case has been prepared by the trust to increase staffing levels; the business case has not yet been ratified.

What we have asked the trust to do:

The registered provider must ensure it employs sufficient numbers of staff with the appropriate skills, knowledge, experience and qualifications to meet the needs of patients at Queen's Hospital by 31 July 2010.

Condition 2

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that all midwives who require safeguarding training have attended the required safeguarding training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are being met. Training figures provided by the trust to the Care Quality Commission indicate 55% of midwives have attended safeguarding training although it is unclear at which level.

What we have asked the trust to do:

The registered provider must ensure that all midwives who have contact with children in the course of their duties receive training in child protection by 31 July 2010 and provide evidence of this to CQC by 31 August 2010.

Condition 3

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that there is evidence that all relevant staff have received an appraisal. Current data collected by the trust and provided to the Care Quality Commission indicate that at the end of January 2010 34% of staff had had an appraisal. If staff do not have an appraisal the trust are unable to provide assurance that the health, safety and welfare of people who use the services are being met.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who have not received an appraisal within a 12 month period receive an appraisal by 31 December 2010.

Condition 4

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: 1. The registered provider cannot provide assurance to CQC that all relevant staff have attended the required resuscitation training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are being met. Training figures provided by the trust to the Care Quality Commission indicate 47% of staff required to attend basic adult resuscitation had attended, attendance figures for intermediate and advanced adult life support were unclear.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who require training in resuscitation receive training in resuscitation techniques by 31 December 2010.

2. Surgical procedures

Condition 1

What has happened:

The registered provider cannot provide assurance to CQC that there is evidence that all relevant staff have received an appraisal. Current data collected by the trust and provided to the Care Quality Commission indicate that at the end of January 2010 34% of staff had had an appraisal. If staff do not have an appraisal the trust are unable to provide assurance that the health, safety and welfare of people who use the services are being met.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who have not received an appraisal within a 12 month period receive an appraisal by 31 December 2010.

Condition 2

What has happened:

The registered provider cannot provide assurance to CQC that all relevant staff have attended the required resuscitation training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are being met. Training figures provided by the trust to the Care Quality Commission indicate 47% of staff required to attend basic adult resuscitation had

attended, attendance figures for intermediate and advanced adult life support were unclear.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who require training in resuscitation receive training in resuscitation techniques by 31 December 2010.

3. Termination of pregnancies

Condition 1

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that there is evidence that all relevant staff have received an appraisal. Current data collected by the trust and provided to the Care Quality Commission indicate that at the end of January 2010 34% of staff had had an appraisal. If staff do not have an appraisal the trust are unable to provide assurance that the health, safety and welfare of people who use the services are being met.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who have not received an appraisal within a 12 month period receive an appraisal by 31 December 2010.

Condition 2

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that all relevant staff have attended the required resuscitation training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are being met. Training figures provided by the trust to the Care Quality Commission indicate 47% of staff required to attend basic adult resuscitation had attended, attendance figures for intermediate and advanced adult life support were unclear.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who require training in resuscitation receive training in resuscitation techniques by 31 December 2010.

4. Treatment of disease, disorder or injury

Condition 1

What has happened:

The registered provider is in breach of regulation 9 ('care and welfare of service users') as follows: The registered provider cannot provide assurance to CQC that suitable arrangements are in place to assess and identify pressure damage and prevent it before it occurs. During the CQC visit there was evidence that some patients developed pressure damage following admission to hospital and that the trust has limited staffing resources for tissue viability.

What we have asked the trust to do:

The registered provider must ensure that systems are in place to assess patients for pressure damage and records of the grade of any pressure damage are made in the patients' care plans by 30 June 2010.

Condition 2

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that there is evidence that all relevant staff have received an appraisal. Current data collected by the trust and provided to the Care Quality Commission indicate that at the end of January 2010 34% of staff had had an appraisal. If staff do not have an appraisal the trust are unable to provide assurance that the health, safety and welfare of people who use the services are being met.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who have not received an appraisal within a 12 month period receive an appraisal by 31 December 2010.

Condition 3

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that all relevant staff have attended the required resuscitation training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are being met. Training figures provided by the trust to the Care Quality Commission indicate 47% of staff required to attend basic adult resuscitation had attended, attendance figures for intermediate and advanced adult life support were unclear.

What we have asked the trust to do:

The registered provider must ensure that all staff employed by it who require training in resuscitation receive training in resuscitation techniques by 31 December 2010.

Condition 4

What has happened:

The registered provider is in breach of regulation 24 ('cooperating with other providers') as follows: The registered provider cannot provide assurance to CQC that suitable arrangements are in place to protect the health, welfare and safety of service users in circumstances where responsibility for the care and treatment of service users is shared with, or transferred to others. During the CQC visit undertaken on 18th and 19th January 2010 concerns were identified around responsibility and facilitation of bed management and discharge planning; low nurse staffing levels and a lack of a multidisciplinary approach were all contributing to the concerns. This has caused problems with bed capacity in the trust resulting in patients being cared for in treatment rooms and other non designated in patient areas that are not designed to accommodate inpatients.

What we have asked the trust to do:

The registered provider must ensure that patients requiring a community care package as part of their discharge arrangements have an up to date discharge care plan. Discharge planning must commence on admission and care plans monitored and updated for the duration of their stay and in place by 30 June 2010.

Condition 5

What has happened:

The registered provider is in breach of regulation 15 ('safety and suitability of premises') as follows: The registered provider cannot give assurance to CQC that all patients are being provided with suitable accommodation throughout their stay. During the CQC visit on 29th December 2009 it was identified that treatment rooms were in use to provide beds for some patients. It was observed that treatment rooms are not close to the nurses station. Evidence was also provided by the trust during this visit that patients' were being accommodated overnight in the clinical diagnostic area and theatres recovery area.

What we have asked the trust to do:

The registered provider must ensure that patients are not admitted into beds in treatment rooms, the clinical diagnostic area and the theatres recovery area after 30 April 2010.

Condition 6

What has happened:

The registered provider is in breach of regulation 22 ('staffing') as follows: The trust has declared itself to be non-compliant with regulation 22 in their registration application for treatment of disease, disorder or injury and maternity and midwifery services. This is supported by evidence gathered during the CQC announced visit on 18th and 19th January 2010. The trust has a 15% vacancy rate and an internal assessment revealed the nurse to staff ratio when fully established is lower than other average when compared to other trusts. A general business case has been prepared by the trust to increase staffing levels; the business case has not yet been ratified.

What we have asked the trust to do:

The registered provider must ensure it employs sufficient numbers of staff with the appropriate skills, knowledge, experience and qualifications to meet the needs of patients at Queen's Hospital by 31 July 2010.

Condition 7

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The registered provider cannot provide assurance to CQC that all midwives who require safeguarding training have attended the required safeguarding training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are being met. Training figures provided by the trust to the Care Quality Commission indicate 55% of midwives have attended safeguarding training although it is unclear at which level.

What we have asked the trust to do:

The registered provider must ensure that all midwives who have contact with children in the course of their duties receive training in child protection by 31 July 2010 and provide evidence of this to CQC by 31 August 2010.

Condition 8

What has happened:

The registered provider is in breach of regulation 23 ('supporting workers') as follows: The trust could not provide evidence that all nurses have attended safeguarding and tissue viability training through their three day mandatory training and in not doing so are unable to provide assurance that the health, safety and welfare of people who use the services are not being met. Mandatory training figures provided by the trust to the Care Quality Commission for nursing staff indicate 59% have attended for the year to 31 December 2009. Nurse mandatory training includes a session on child protection and tissue viability.

What we have asked the trust to do:

The registered provider must ensure all nurses who require mandatory training receive its mandatory training by 31 July 2010 and provide evidence of this to CQC by 31 August 2010.