



# “CQC finds continued improvement at London Ambulance Service and praises ‘Outstanding’ staff”

## London Ambulance Service CQC report

### Improvements since our last inspection:

- **Improvements made in every one of the five inspected areas** – the Service has moved up a rating to **Requires Improvement**
- ☆ Londoners are receiving **Outstanding** care from staff who ‘go the extra mile’
- Effectiveness has improved from Requires Improvement to **Good** with significant improvement in emergency preparedness, resilience and response
- Responsive has improved from Requires Improvement to **Good**
- Safe and Well-Led domains have improved from Inadequate to **Requires Improvement**.

### Key findings:

- Our patients report staff go ‘the extra mile’ and told inspectors they were very positive about the service they received and the way they were treated
- Significant improvements had been made in Emergency Preparedness Resilience and Response. Response times to incidents classified as a HART (Hazardous Area Response) had been met
- Patients could receive advice from clinicians in order to manage their own health, including advising patients of alternative services, such as their GP or local urgent care centres
- Different parts of the service worked well together. The services were co-ordinated to support seamless care, admission avoidance and alternative care pathways
- The service was able to cope with different levels of demand, and was accessible via a number of routes
- The governance arrangements were much stronger and organised in a manner which enabled better scrutiny and oversight
- There had been a shift in the culture across all areas, and generally staff were positive about working for the Service
- Staff were supported to access training and had their skills and competencies assessed. There were opportunities for development, eg. through the Advanced Paramedic Practitioner role.

### The CQC highlighted several areas of outstanding practice, including:

- Staff behaviours and interactions which demonstrated outstanding care, with staff committed to providing a caring and compassionate service, recognising and respecting the totality of people’s needs
- Employment of mental health nurses in our control room to provide expert opinion and assistance to frontline staff attending patient’s with a mental health condition
- Our maternity education programme and employment of a consultant midwife to support and guide staff.

### Further improvements:

We still have work to do to:

- Improve uptake of mandatory training
- Enhance our infection prevention and control practices
- Further improve our medicine management
- Allocate ambulance personnel appropriately and ensure protected time for vehicle checks
- Improve the leadership and management style across the Trust
- Meet our performance targets for highest priority calls.

During our inspection we observed – and people told us – that staff were providing excellent care.

“There was a strong, visible person-centred culture. Staff were highly motivated and inspired to offer care that was kind and promoted people’s dignity. Relationships between staff and people who used the service, were strong, caring and supportive. Staff recognised and respected people’s needs. They always took people’s personal, cultural, social and religious needs into account.”

“Overall, the trust has made sustained progress since our last inspection.

**CQC Chief Inspector of Hospitals,  
Professor Sir Mike Richards**