

Report title: Care Quality Commission – monthly update	
Report to: Health Overview Policy and Scrutiny Committee	
Report author: Richard Buttress, Democratic Services Manager	
Date: 1 September 2022	For: Information
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County Divisions affected: Not applicable	

1. Introduction

- 1.1 Following discussions with members of the Committee in consultation with the Chairman, it has agreed that it would be helpful to bring a new standing report to the agenda. The purpose of the report is to set out the current position of key health care providers in Essex.
- 1.2 The report will support this committees' discussions regarding the work programme by showing the level that the Care Quality Commission (CQC), the Independent regulator of health and social care in England, believes care providers to be.

2. Action required

- 2.1 The Committee is asked to consider this report and identify any issues arising and to review the usefulness of this report.

3. Background

- 3.1 The CQC is the independent regulator of health and adult social care in England. They work to ensure health and social care services are safe, effective, compassionate and of a high quality, whilst encouraging continuous improvement. The CQC monitor, inspect and regulate services and then publish their findings as well as taking action where they find poor care.
- 3.2 The CQC have a number of standards that everybody has the right to expect, these are:
 1. Person-centred care – care or treatment that is tailored to the individual and meets their needs and preferences.
 2. Dignity and respect – this means being treated with dignity and respect when receiving care and treatment including having privacy, being treated as equal and being given support to remain independent.
 3. Consent – individuals, or those acting on their behalf legally, must give consent before care or treatment is given.

4. Safety – individuals must not be given unsafe care or treatment or be put at risk of harm that could be avoided. Providers therefore must assess risks and ensure staff have appropriate qualifications, competences, skills and experience.
5. Safeguarding from abuse – individuals have the right not to receive any form of abuse or improper treatment this includes: neglect, degrading treatment, unnecessary or disproportionate restraint or inappropriate limits on freedom.
6. Food and drink – individuals must have enough to eat and drink to keep them in good health whilst in care or receiving treatment.
7. Premises and equipment – Premises where individuals receive treatment or care must be clean, suitable and looked after properly with equipment secure and used properly.
8. Complaints – individuals must be able to complain and a proper system must be in place for the handling and response of complaints. Investigations must be thorough and actions taken if problems are identified.
9. Good governance – provider of care must ensure they can meet these standards and have effective governance to check the quality and safety of care.
10. Staffing – the provider must have enough suitably qualified, competent and experienced staff to meet these standards. Staff must be given support, training and supervision they need to do their job.
11. Fit and proper staff – the provider must only employ people who can provide appropriate care and treatment for their role. Strong recruitment procedures must be in place including for work history and criminal record checks.
12. Duty of candour – provider must be open and transparent about care and treatment and if something goes wrong, they must tell the individuals what has happened, provide support and apologise.
13. Display of ratings – providers must display their CQC rating in a place it can be seen. They must also include information on their website and make the latest CQC report available.

3.3 The CQC inspection reports usually include ratings, there are currently four of these:

- Outstanding – the service is performing exceptionally well.
- Good – the service is performing well and meeting our expectations.
- Requires improvement – the service is not performing as well as it should, and we have told the service how it must improve.
- Inadequate – the service is performing badly, and we have taken action against the person or organisation that runs it.

4. Essex ratings

4.1. The table below sets out the ratings as of 09/08/22, it is proposed that we

update this in advance of each Committee meeting so that the Committee can consider whether they wish to look at a specific area or provider or look more widely at the topic and consider scheduling items.

- 4.2 The table below sets out the services that are inadequate or requires improvement in Essex.
- 4.3 The table does not include individual dentists, GP surgeries, care homes, residential homes or home care providers but does include service providers and hospitals.
- 4.4 If a rating is not shown in the table, it is because at the time of production no services as above were at that level.

Overall combined Rating	Organisation	Provider and run by	Services with an inadequate or requires improvement rating	Review date	Link to information	Topic at HOPSC
Requires Improvement	Southend University Hospital	Mid and South Essex NHS Foundation Trust	Maternity Surgery Urgent and emergency services	1 December 2021	Southend University Hospital - Care Quality Commission (cqc.org.uk)	
Requires Improvement	East of England Ambulance Service NHS Trust	East of England Ambulance Service NHS Trust	Emergency operations centre Patient transport services Emergency and urgent	13 July 2022 31 July 2019 13 July 2022	East of England Ambulance Service NHS Trust - Overview - Care Quality Commission (cqc.org.uk)	July 2022, January 2022, October 2021 and September 2021

			care			
Requires Improvement	Colchester General Hospital	East Suffolk and North Essex NHS Foundation Trust	Maternity Urgent and emergency services	16 June 2021 8 January 2020	Colchester General Hospital - Care Quality Commission (cqc.org.uk)	Maternity – March 2022 and September 2021 September 2022 Urgent and Emergency – February 2022
Requires Improvement	East Suffolk and North Essex NHS Foundation Trust	East Suffolk and North Essex NHS Foundation Trust	Safe Responsive	8 January 2020	East Suffolk and North Essex NHS Foundation Trust - Overview - Care Quality Commission (cqc.org.uk)	
Requires Improvement	The Princess Alexandra Hospital NHS Trust	The Princess Alexandra Hospital NHS Trust	Safe Effective Responsive Well-led	Multiple dates in July, August, September 2021	The Princess Alexandra Hospital NHS Trust - Overview - Care Quality Commission (cqc.org.uk)	Hospital Redevelopment – April 2022 October 2022
Requires Improvement	The Princess Alexandra Hospital NHS Trust	The Princess Alexandra Hospital NHS Trust	Medical Care Maternity Urgent and emergency services (Inadequate)	17 November 2021	The Princess Alexandra Hospital NHS Trust - Services - Care Quality Commission (cqc.org.uk)	
Requires Improvement	Mid and South Essex NHS Foundation Trust	Mid and South Essex NHS Foundation Trust	Safe Responsive	Multiple dates July, August and	Mid and South Essex NHS Foundation Trust - Overview - Care Quality Commission (cqc.org.uk)	Community beds – July 2022 and November

	ion Trust	tion Trust	Well-led Use of Resources	September 2021		2021
Requires Improvement	Broomfield Hospital	Mid and South Essex NHS Foundation Trust	Maternity Surgery	1 December 2021	Broomfield Hospital - Care Quality Commission (cqc.org.uk)	
Requires Improvement	Basildon University Hospital	Mid and South Essex NHS Foundation Trust	Medical Care Maternity Surgery	1 December 2021	Mid and South Essex NHS Foundation Trust - Services - Care Quality Commission (cqc.org.uk)	
Requires Improvement	Essex Partnership University NHS Foundation Trust		Child and adolescent mental health wards Wards for older people with mental health problems Acute wards for adults of working age and psychiatric intensive care units Substance misuse services Safe	29-Jul-22 09-Oct-19 July and August 2019	https://www.cqc.org.uk/provider/R1L	July 2022 Sept 2022
Requires	North		Specialis	6	North East London NHS	July 2022

Improve ment	East London NHS Foundat ion Trust		<p>t Commun ity mental health services for children and young people</p> <p>Mental health crisis services and health- based places of safety (inadequ ate)</p> <p>Acute wards for adults of working age and psychiatr ic intensive care units</p> <p>Commun ity based mental health services for adults of working age</p> <p>Safe</p> <p>Well-led</p>	Septem ber 2019	Foundation Trust - Overview - Care Quality Commission (cqc.org.uk)	Sept 2022
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5. List of Appendices – none