Peninsula Community Health CIC provides NHS healthcare services to a population of over half a million people in Cornwall and the Isles of Scilly. It has a total of 16 registered locations, including Bodmin Hospital, Camborne and Redruth Community Hospital, Edward Hain Hospital, Falmouth Hospital, Fowey Hospital, Helston Community Hospital, Launceston Community Hospital, Liskeard Community Hospital, Newquay Hospital, Poltair Hospital, St Austell Community Hospital, St Barnabas Hospital, St Mary's Hospital, Stratton Hospital, a service located at Royal Cornwall Hospital A&E and community teams registered at the company’s headquarters.

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**21 April 2015**

**Embargoed until Tuesday 21 April: Chief Inspector of Hospitals rates Peninsula Community Health CIC as Good**

England’s Chief Inspector of Hospitals has rated the services provided by Peninsula Community Health CIC in Cornwall as Good following an inspection by the Care Quality Commission.

The community interest company provides NHS healthcare services to a population of over half a million people in Cornwall and the Isles of Scilly.

During the inspection in January, a team of 29 inspectors, including a variety of specialists and experts by experience, visited  community hospital wards, minor injuries units and outpatient clinics, and accompanied district nursing teams on visits to people who were receiving treatment in their own homes.    Full reports including ratings for all of the trust’s core services are available at:  [http://www.cqc.org.uk/provider/1-247215513](http://track.vuelio.uk.com/z.z?l=aHR0cDovL3d3dy5jcWMub3JnLnVrL3Byb3ZpZGVyLzEtMjQ3MjE1NTEz&r=4978446264&d=1151699&p=1&t=h&h=6c8c35de0e029de27238dbe8665fa742)

The Chief Inspector of Hospitals, Professor Sir Mike Richards, said:
“I recognise that as a not-for-profit company operating at the heart of the NHS, Peninsula Community Health CIC has faced particular challenges since it was set up four years ago.
“Despite all of this, we found a vibrant culture and a positive can-do attitude that existed at all levels and was acknowledged by its partners.   Services had been developed and shaped by staff, with some innovations which have been recognised nationally.
“It is a credit to all involved that the leadership are trusted by their staff to manage the uncertainties, and protect the organisation in a way that has enabled staff to concentrate on delivering and developing services.
“We did find some areas for improvement, but given the quality and safety of services that are being delivered, Peninsula Community Health CIC fully deserves its overall rating of Good.”

Inspectors found good safe care was provided across community inpatients, community adults' services, urgent care services and services for children and young people in all the places that were visited.    Safety was judged as requires improvement for end of life care. Some improvements are also needed in the way that minor injury units are managed.

Services were effective, with people's needs being met in line with national guidelines.  The use of technology to enable patients to monitor their conditions at home via remote tele-health systems had a positive impact on them being able to remain in their own homes.

There were good systems in place for multidisciplinary working between the staff and with other agencies in all of the core services. This was particularly good in the children’s bowel and bladder services.

Inspectors judged the care provided by staff to be good across all the core services. People were supported, treated with dignity and respect and were involved in their care.  Patients, their relatives and carers spoke positively about the compassion and care they received both in hospitals and in the community.

The services were organised in a way that took account of people’s choices, enabled continuity of care and valued the importance of flexibility. People were offered services as close to home as possible. The needs of different groups of people, including vulnerable people, were taken into account   Teams are located throughout the county to respond promptly to patients’ healthcare needs, and clinics had been switched to venues where they can meet the needs of people in isolated areas.

Without exception patients who had received treatment at the minor injuries units were happy with the service.  Patients reported that the longest wait they had experienced was 30 minutes although a number commented that the waiting time increased in the summer months.

The reports highlight several areas of good practice including:
• The specialist children’s bladder and bowel service used feedback from patients alongside national guidance to shape services, developing them to meet increasing demands.
• The Health for the Homeless project provided holistic and individual care for patients who required additional support to attend appointments to monitor their health, and to diagnose and treat medical conditions.
• Newquay Hospital had recently held its first memory café, open to patients and members of the public.
• The care provided to patients at the end of their lives and receiving palliative care in the community was of a high standard, with areas of excellent practice.
• At Falmouth Hospital a new system was being trialled to monitor patients’ food and fluid intake. This involved using cups that showed how much had been drunk, monitoring charts that were completed, and prompts to remind staff which patients needed more assistance.

The six reports which CQC publish today 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 including Healthwatch Cornwall.

Next month the Care Quality Commission will present its findings to a local Quality Summit, including NHS commissioners, providers, regulators 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.

ends

**For media enquiries about the Care Quality Commission, please call the press office on 020 7448 9401 during office hours. Journalists wishing to speak to the press office outside of office hours can find out how to contact the team**[**here.**](http://track.vuelio.uk.com/z.z?l=aHR0cDovL3d3dy5jcWMub3JnLnVrL21lZGlhL291ci1tZWRpYS1vZmZpY2U%3d&r=4978446264&d=1151699&p=1&t=h&h=9e6b6317acefa62324bfc28b78cea5cf) **(Please note: the duty press officer is unable to advise members of the public on health or social care matters). For general enquiries, please call 03000 61 61 61.**

Notes to editors:
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CQC has published reports on the following core services:
• Community adults
• Community inpatients
• End of life care
• Urgent care services
• Children and young people’s services

Under CQC's inspection model, the Chief Inspector of Hospitals, Professor Sir Mike Richards, is leading significantly larger inspection teams than before, headed up by clinical experts, specialist inspectors and trained members of the public. Whenever CQC inspects it will always ask the following five questions of every service: Is it safe? Is it effective? Is it caring? Is it responsive to people’s needs? Is it well-led?

Since 1 April, providers have been required by law to display their ratings on their premises and on their websites so that the public can see their rating quickly and easily. This should be done within 21 days of publication of their inspection report. For further information on the display of CQC ratings, please visit: <http://www.cqc.org.uk/content/display-ratings>

**About the Care Quality Commission**

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. We make sure health and social care services provide people with safe, effective, caring, well-led and responsive care, and we encourage care services to improve. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find to help people choose care.