**MEDIA RELEASE**

**Under strict embargo until 00.02, Tuesday 20 October 2015**

**Sherwood Forest Hospitals NHS Foundation Trust response to the Care Quality Commission reports into three of its hospitals**

The Care Quality Commission (CQC) has today (20 October 2015) published four reports into services at Sherwood Forest Hospitals NHS Foundation Trustfollowing their inspection in June 2015. Based on its findings the CQC has given the Trust an overall rating of ‘inadequate’ and has recommended it stay in ‘special measures’.

The CQC report requires the Trust to make a number of improvements these include:

* Improving the management of sepsis (an infection which spreads into the bloodstream)
* Ensuring incidents are reported across the Trust and their learning is shared
* Implementing the Newark Hospital vision and strategy with renewed focus and pace
* Making sure there is a better line of sightfrom ‘board to ward’ and ‘ward to board’, specifically on governance, quality and risk management
* Ensuring patients over 75 receive a cognitive assessment when they arrive in the emergency department at Kings Mill Hospital
* Ensuring lifesaving equipment is in place and properly maintained in Newark Hospital’s resuscitation area and Kings Mill Hospital’s maternity unit
* Ensuring staff at Newark Hospital have appropriate qualifications, skills and experience to care for and treat children safely in the minor injuries unit
* Ensuring medication in clinical areas of the children’s and young people’s service is monitored, in date, and fit for purpose
* Providing care plans specific to each patient
* Ensuring appropriate systems and policies are in place to prevent the spread of infection.

However, CQC inspectors acknowledged the Trust as a caring organisation, rating the quality of care delivered by staff and across all hospitals as ‘good’. The inspectors found that staff are hard-working, passionate and caring and provide care that is kind and respectful with good interactions between staff and patients. They also found several areas of outstanding and innovative practice for example, ‘staff went out of their way to meet patients’ needs in the critical care unit’. Patients and visitors said they are generally happy with the service they receive and feel that they are involved in their care.

Responding to the CQC’s reports Karen Fisher, Acting Chief Executive at Sherwood Forest Hospitals NHS Foundation Trust, said:

“We are extremely disappointed about the shortfalls the Care Quality Commission has identified. We are sorry we have let down our patients by not meeting the high quality standards they rightly expect.

“We have made a new start and are working hard to make the necessary improvements.

“The CQC recognised our staff are caring, hard-working and compassionate. Our staff continue to deliver this compassionate care to the hundreds of patients who use our services every day.

“We will treat almost 1,700 patients today, as most days, and we want to reassure patients and the public that they should continue to attend our hospitals for appointments, operations and treatment as planned. Whilst we have improvements to make in some services we are working with focus and pace to address them.

“We welcome the additional intensive support Monitor, the national regulator, is putting in place to help us on our improvement journey.”

The Trust has already made improvements in some of the areas highlighted by the CQC, for example:

* + Our management of sepsis now meets national standards when we admit patients to hospital, and we are on target to meet these standards for all in-patients by the end of November.
	+ We have brought in an expert to review and strengthen our governance structures and processes ie to make recommendations about how we manage authority, decision-making and accountability across the organisation.
	+ All our life saving equipment is in place and is spot checked daily.
	+ We have staff with the appropriate skills and knowledge to care for children safely at our minor injuries unit.
	+ We have completely overhauled our approach and all our patients will have personalised care plans by the end of the year.
	+ We have made significant improvements to our infection prevention and control practices.

We can’t make all of the improvements we need to make alone as our hospitals and services are part of a wider health system. So we are working with our partners in the NHS and social care to find new ways to develop safe, high quality, affordable health and care services for local people.

**ENDS**

**Notes to editors**

* Sherwood Forest Hospitals NHS Foundation Trust provides acute healthcare services for people in and around Mansfield, Ashfield, Newark, Sherwood and parts of Derbyshire and Lincolnshire.
* Our hospitals include King’s Mill, Newark, Mansfield Community and Ashfield.
* The CQC inspected three of our four sites
* King’s Mill Hospital
* Newark Hospital
* Mansfield Community Hospital.

Ashfield Health Village was not inspected.

* The services inspected at three of our four sites in June 2015 were:

**King’s Mill Hospital -** urgent and emergency care, medical care, surgery, critical care, maternity and gynaecology, services for children and young people, end of life care and outpatients and diagnostic imaging.

**Newark Hospital** - minor injuries unit, medical care, surgery, outpatients and diagnostic imaging.

**Mansfield Community Hospital** - medical care.

* King’s Mill and Newark Hospital’s overall rating was ‘inadequate’.
* Mansfield Community Hospital’s overall rating was ‘requires improvement’.
* The national regulators themselves (the Care Quality Commission and Monitor) say it is safe to be treated in a hospital that is in special measures. The difference is that hospitals in special measures aren’t considered to be delivering high quality care consistently across all services and therefore receive support to make urgent improvements with oversight from Monitor. The CQC also continues to monitor the quality of care provided.
* You can read the reports here. [www.cqc.org.uk/provider/RK5](http://www.cqc.org.uk/provider/RK5)

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