

# Progress at Whipps Cross following CQC inspections in May and June

- CQC inspected elderly care, maternity, surgery and A&E at Whipps Cross in May and June
- Unacceptable results in some services at Whipps Cross resulted in three warning notices being issued by the CQC:
  - Infection control and cleanliness in the maternity unit
  - Safety, availability and suitability of equipment in the maternity unit
  - Staff appraisals and supervision in the elderly care service
- Action plans were submitted to the CQC in August following the inspections
- Improvements have been made since the inspections:
  - New maternity theatres and emergency gynae unit at Whipps Cross
  - Trust-wide improvement programmes; Great Expectations in maternity, Care Campaign and Excellence in Older People's Care
- Chief Hospital Inspector inspection has now taken place



# What we have done – cleanliness, infection control and the environment

- Training:
  - All staff have undertaken additional infection control training to ensure clear understanding of roles and responsibilities
  - Ward managers and other named midwives have received additional training on auditing cleaning standards
- Records and audits:
  - New systems to record cleaning activity and monitor effectiveness, including recording evidence that clinical staff are checking standards
  - Enhanced audits of cleanliness in clinical areas now undertaken weekly rather than monthly
- Implemented new, standardised system for requesting additional cleaning and reporting maintenance issues



## What we have done – cleanliness, infection control and the environment

- Whipps Cross cleaning contractor, Initial FM, has significantly increased staffing numbers to ensure cleaning standards are met and maintained:
  - New Initial FM leadership team at Whipps Cross
  - Dedicated domestic manager for the maternity unit
  - Additional domestic staff to focus on key areas
- Weekly forum in maternity services with Trust infection control lead, maintenance lead and Initial FM to monitor effectiveness of action plans
- Progress is reported monthly to the Board's Quality Assurance Committee and to the Executive Team via performance management reviews
- A number of environmental improvements, worth around £170,000, have been made in wards and clinical areas across Whipps Cross



## What we have done – equipment and clinical standards

- Implemented robust checklists for all emergency equipment and compliance
- Senior nurses and midwives monitor compliance with daily equipment checks
- All staff received refresher training on their roles and responsibilities for ensuring equipment is cleaned daily and after each use. Compliance is monitored via performance management reviews in all services
- Strengthened systems for reporting broken equipment and tracking action taken
- Implemented a Trust-wide maternity neonatal resuscitation equipment list and associated checklist



## What we have done – improvements in older people's services

- All elderly care staff across Barts Health have now been through Excellence in Older People's Care programme
- Two additional senior nurses are in post on every elderly care ward to sustain new standards
- Appraisals now held for over 95% of staff in elderly care
- Consistent cycle of ward team meetings in place
- All ward managers meet weekly with senior leaders to monitor standards and raise issues
- Filled majority of key vacancies
- Redecoration and work to improve bathrooms; more work planned over next 18 months
- Planned Discharge Unit being developed at Whipps Cross for patients who are medically fit to leave





## What we have done – clinical leadership

- New leadership roles for all our hospital sites:
  - Hospital Director
  - Senior Lead Nurse
  - Clinical Lead
- Through our workforce review, we have strengthened supervisory and reporting lines for all front line staff:
  - Band 7 ward managers have increased supervisory hours
  - Band 6 roles split to provide operational and quality roles
  - New senior nurse role in all clinical areas
- Changed senior staffing structures to strengthen leadership at each maternity unit

