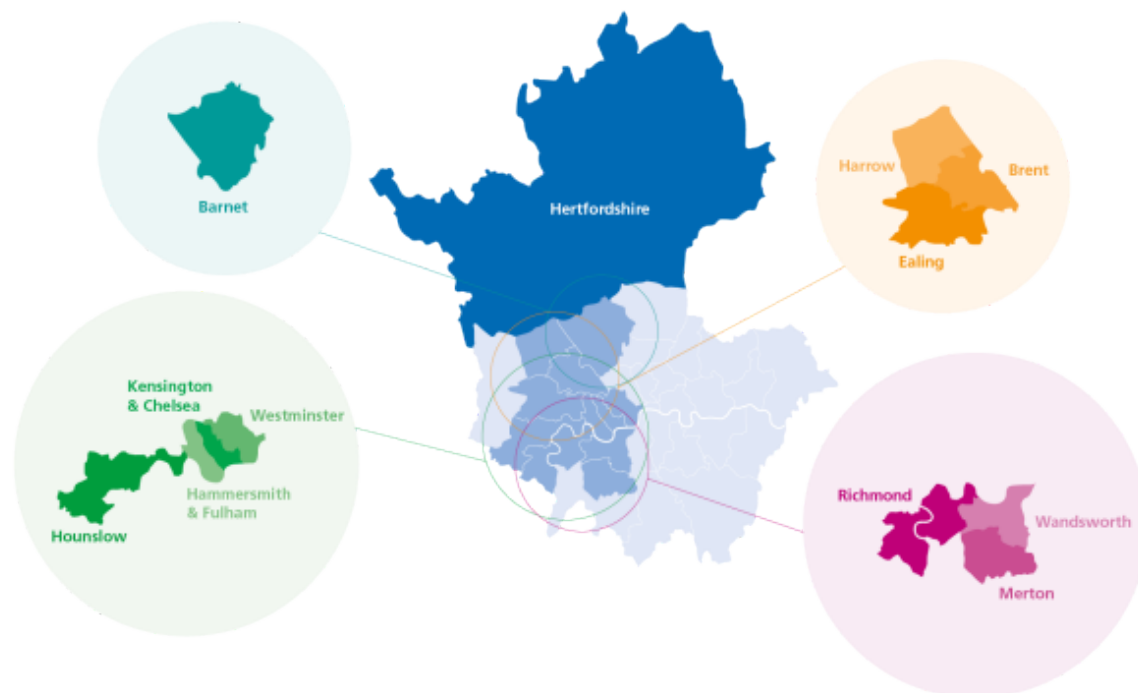


CQC Inspection overview

CLCH Community Nursing (Harrow): 19-26 October 2022



Inspection scope

- Community Nursing teams in Harrow (all 3 localities)
- Focused inspection on the '*Safe*' domain
- To review how improvements had been implemented following an incident in 2021 where a member of staff did not follow the correct procedures.
- 36 hrs notice provided
- Visited two major staff bases
- Also spoke to staff in the Harrow Tissue Viability, Podiatry and Rapid Response services

Inspection content

- Staff (x25) at all levels in all localities interviewed
- Focus groups held with nurses
- Observed care provided to patients at home (x3)
- Attended handover meetings and Quality Forum
- Patient records (x19) reviewed
- Staffing, Vacancies and Caseloads reviewed
- Policies and procedures reviewed
- Training records reviewed
- Cleaning records reviewed
- Data requests (x20) submitted after the inspection

Positive findings

- Statutory and mandatory training uptake was high
- Staff were trained how to protect patients from abuse
- Infection risk was managed well and appropriate controls were in place
- Clinical waste was managed well by staff
- Staff took precautions and actions to protect themselves and patients
- Medicine storage and prescription systems/processes were in place
- Staff knew how and when to report patient safety incidents
- Managers investigated incidents and shared lessons learned
- When things went wrong staff apologised and gave suitable support
- Actions from patient safety alerts were implemented and monitored

Areas for Improvement

- The service did not have enough nursing staff
- All locality teams had high vacancies which put staff under pressure [CQC noted that staffing levels had recently been increased and that there was an active recruitment campaign]
- Records not always completed with enough detail
- Some handover meetings were brief and lacking in detail.
- Lack of leadership oversight on a case of neglect [which should have been reported to the local authority]
- Audits and supervised visits were not occurring regularly
- Capacity decisions were not consistently documented
- Referrals for potential neglect not always made to the local authority

Improvements identified

CQC set the Trust two actions that it *'must do'* to improve and three actions that it *'should do'* to improve. Action plans have been created to achieve the improvements required.

Must Do	Should Do
ensure that robust processes and systems are in place to safely meet the needs of the patients	ensure that all handovers include all necessary key information to keep patients safe.
ensure that clinical documentation is completed in sufficient detail in the Harrow community nursing teams	ensure that formal assessments of patients capacity are appropriately recorded.
	ensure staff report safeguarding concerns to the local authority when they are required to do so.

Inspection outcome

	Safe	Effective	Caring	Responsive	Well led	Overall
Community health services for adults	Requires improvement	Good	Good	Good	Outstanding ★	Good

- The rating in the *'Safe'* domain for Community health services for adults has changed from *'Good'* to *'Requires Improvement'*
- The overall rating for the core service remains *'Good'*
- The overall rating for the Trust remains *'Good'*
- The full report can be viewed at:
<https://www.cqc.org.uk/provider/RYX/inspection-summary#chsadults>

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