ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST

SELF ASSESSMENT OF HEALTH CARE COMMISSION CORE STANDARDS

| 2007 - 8 |
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| Core Standard | Assessment | Lead Director |
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| C1 Healthcare organisations protect patients through systems that: a) Identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from he analysis of incidents (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts) | Compliant | Acting Director of Nursing/ Medical Director |
| ensure that patient safety notices, alerts and other communications concerning patient safety which require action, are acted upon within required timescales | Compliant | |
| C2 Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations | Compliant | Acting Director of Nursing/ Medical Director |
| C3 Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance | Compliant | Acting Director of Nursing/Medical Director |
| C4 Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that: a) the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus | Compliant | |
| Aureus (MRSA) b) all risks associated with the acquisition and use of medical devices are minimised c) all reusable devices are properly decontaminated prior to use and the risks associated with decontamination | Compliant Compliant | Acting Director of Nursing/Medical Director |
| facilities and processes are well managed all medicines are handled safely and securely e) the prevention, segregation, handling, transport and disposal of waste is properly managed so as to | Compliant Compliant | |

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| minimise risks to health and safety of staff, patients, the public and the safety of the environment | • | |
| C5 Healthcare organisations ensure that: a) they conform to national Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when | | |
| planning and delivering treatment and care b) clinical care and treatment are carried out under supervision and leadership | Compliant | Acting Director of Nursing/Medical |
| c) clinicians continuously update skills and techniques relevant to their clinical work | Compliant | Director Director of HR |
| d) clinicians participate in regular clinical audit and reviews of clinical services | Compliant | |
| C6 Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met | Compliant | CEO/Director of Operations |
| C7 Healthcare organisations:a) apply the principles of sound clinical and corporate | Compliant | |
| governance b) actively support all employees to promote openness, honesty, probity, accountability, and the economic, | Compliant | |
| efficient and effective use of resources c) undertake systematic risk assessment and risk | Compliant | CEO/Director of Finance/ |
| management d) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources | Measured through the use of resources assessment | Director of HR/Acting Director of Nursing |
| e) challenge discrimination, promote equality and respect human rights | Compliant | |
| f) meet the existing performance requirements | Measured through the existing targets assessment | |
| C8 Healthcare organisations support their staff through: a) having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have detrimental effect on patient care or on the delivery of services | Compliant | Director of HR |
| b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate under-representation of minority groups | | |

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| C9 Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts) | Compliant | Director of IM&T |
| C10 Healthcare organisations: a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts) | Compliant | Director of HR |
| require that all employed professionals abide by the relevant published codes of professional practice | Compliant | |
| C11 Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare: a) are appropriately recruited, trained and qualified for the work they undertake b) participate in mandatory training programmes (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts) | Compliant Compliant | Director of HR/Acting Director of Nursing |
| c) participate in further professional and occupational development commensurate with their work throughout their working lives | Compliant | |
| C12 Healthcare organisations which either lead or participate in research have systems in place to ensure the principles and requirements of the research governance framework are consistently applied. | Compliant | Director of Research |
| C13 Healthcare organisations have systems in place to ensure that: a) staff treat patients, their relatives and carers with dignity and respect b) appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information c) staff treat patient information confidentially, except where authorised by legislation to the contrary | Compliant Non-Compliant Compliant | Acting Director of Nursing/Medical Director |
| C14 Healthcare organisations have systems in place to ensure that patients, their relatives and carers: | | |

| Core Standard | Assessment | Lead Director |
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| a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts) | Compliant | Acting Director of |
| b) are not discriminated against when complaints are made c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts) | Compliant Compliant | Nursing/Medical Director |
| C15 Where food is provided, healthcare organisations have systems in place to ensure that: a) patients are provided with a choice and that it is prepared safely and provides a balanced diet (Adequate levels of assurance can be provided by an outcome of "excellent" for "food" for each relevant site from Patient Environment Action Teams' 2008) b) patients individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day (Adequate levels of assurance can be provided by an outcome of "excellent" for "food" for each relevant site from Patient Environment Action Teams' 2008) | Compliant Compliant | Director of Estates |
| C16 Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients of what to expect during treatment, care and after care | Compliant | Acting Director of Nursing/Director of Estates |
| C17 The view of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services | Compliant | Acting Director of Nursing/Director of Operations |
| C18 Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably | Compliant | Director of Operations |
| C19 Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access the services within national expectations on access to services | Measured under the existing targets and new national target assessments | Director of Operations |

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| C20 Healthcare services are provided in environments which promote effective care and optimise health outcomes by being: a) a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation (Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts however due to the condition of the estate the Trust is continuing to declare this standard as non-compliant). b) supportive of patient privacy and confidentiality | Not met Compliant | Director of Estates |
| C21 Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained, with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises | Not met | Director of Estates |
| C22 Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by: a) cooperating with each other and with local authorities and other organisations b) ensuring that the local Director of Public Health's annual report informs their policies and practices c) making an appropriate and effective contribution to local strategic partnerships and crime and disorder reduction partnerships | Compliant Compliant Compliant | CEO |
| C23 Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSF's) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections | Compliant | Director of Operations/ Acting Director of Nursing/Director of HR |
| C24 Healthcare organisations protect the public by having a planned prepared and where possible practised response to incidents and emergency situations which could effect the provision of normal services | Compliant | Acting Director of Nursing |