

Review of compliance

HCA International Limited The Wellington Hospital	
Region:	London
Location address:	Wellington Place St John's Wood London NW8 9LE
Type of service:	Acute services with overnight beds Rehabilitation services
Date of Publication:	July 2012
Overview of the service:	<p>The Wellington Hospital is a large independent hospital in London. It provides services in several areas of medicine including cardiac services, neurosurgery, liver medicine, rehabilitation, gynaecology and orthopaedics.</p> <p>This inspection was undertaken to follow up outstanding actions from the last</p>

	inspection in February 2012. We visited two wards; the Cardiac Surgical ward in the North Tower and a Neuro-rehabilitation ward in the South Tower.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

The Wellington Hospital was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review to check whether The Wellington Hospital had taken action in relation to:

Outcome 08 - Cleanliness and infection control

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 28 May 2012 and talked to staff.

What people told us

We did not speak to patients on this occasion because this inspection was to follow up outstanding actions. We did speak to patients during our initial visit in February 2012, who told us that the hospital was always clean and well maintained.

What we found about the standards we reviewed and how well The Wellington Hospital was meeting them

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

Patients were cared for in a clean, hygienic environment and were protected from the risk of infection because appropriate guidance had been followed. The registered provider was meeting this standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

We did not speak to patients on this occasion because this inspection was to follow up outstanding actions. We did speak to patients during our initial visit in February 2012, who told us that the hospital was always clean and well maintained.

Other evidence

There were effective systems in place to reduce the risk and spread of infection. We observed that the wards we visited were clean and well maintained. We spoke with seven members of staff of different grades, who gave us a consistent message about how the hospital ensures that commodes were kept clean and spillages of blood and body fluids were managed.

Nursing staff told us that commodes were cleaned after each patient use. At least once per day, commodes were also dismantled and further cleaned. Housekeeping staff cleaned commodes after patients had been discharged. The unused commodes we saw were clean and there were daily ward cleaning schedules that included provisions for cleaning commodes. Staff told us that the infection control nurse undertook spot checks of commodes to ensure that they were always clean.

The hospital's board recently ratified its policy on the management of spillages of blood and body fluids. Nurses knew where the kits for managing spillages of blood and body fluids were kept and were clear whose responsibility it was and the procedure to follow when spillages occurred.

Staff told us that the hospital had plans to replace all carpets with hard flooring. At the time of this inspection, there were policies to ensure that all carpets were kept clean

and how spillages on them should be managed.

Our judgement

Patients were cared for in a clean, hygienic environment and were protected from the risk of infection because appropriate guidance had been followed. The registered provider was meeting this standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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