



# Review of compliance

East Kent Hospitals University NHS Foundation Trust  
Kent & Canterbury Hospital

<b>Region:</b>	South East
<b>Location address:</b>	Trust Offices Ethelbert Road Canterbury Kent CT1 3NG
<b>Type of service:</b>	Acute services with overnight beds Community healthcare service Community based services for people with mental health needs Ambulance service Blood and Transplant service
<b>Date of Publication:</b>	August 2011
<b>Overview of the service:</b>	Kent and Canterbury Hospital is a

	<p>general hospital that provides a wide range of inpatient and outpatient clinical services. Kingston Ward provides acute and rehabilitation services for up to 27 patients who have had a stroke. The ward is divided into four and five bedded bays and there are two single occupancy bedrooms. There are bathrooms and toilets and a quiet lounge that patients and their relatives can use. The ward is on the first floor and there is no dedicated garden for patients' use.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Kent & Canterbury Hospital was meeting all the essential standards of quality and safety.**

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 because concerns were identified in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 05 - Meeting nutritional needs

Outcome 08 - Cleanliness and infection control

### How we carried out this review

We reviewed all the information we hold about this provider, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

This Responsive Review of Compliance was completed because we had received concerning information in relation to Kingston Ward about the quality of treatment and care, nutrition and hydration and infection control.

Patients said that they had been consulted about their medical options and that they received the medical treatment and rehabilitation support they needed.

They said that they discussed their preferred routines with staff and that they were well supported to do everyday things such as to wash, get dressed and use the bathroom.

Patients said that there was a choice of meals and that they had enough to eat.

Patients said that the ward was orderly, neat and clean.

### What we found about the standards we reviewed and how well Kent & Canterbury Hospital was meeting them

#### **Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights**

People experienced effective, safe and appropriate care, treatment and support that met

their needs and protected their rights.

Overall, we found that Kent and Canterbury Hospital – Kingston Ward was meeting this essential standard.

#### **Outcome 05: Food and drink should meet people's individual dietary needs**

Patients' were supported to have enough to eat and drink.

Overall, we found that Kent and Canterbury Hospital – Kingston Ward was meeting this essential standard.

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

People were protected against the risk of acquiring an infection.

Overall, we found that Kent and Canterbury Hospital –Kingston Ward was meeting this essential 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.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

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

## Outcome 04: Care and welfare of people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

### What we found

#### Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

#### Our findings

##### What people who use the service experienced and told us

Patients said that they received the treatment and care they needed and expected. They said that they saw their doctor regularly and that staff assisted them with their health and personal care. This included assistance with everyday tasks such as taking medicines, doing rehabilitation exercises, washing and dressing, using the bathroom or promoting their continence and eating and drinking.

They said, 'the staff come round a lot and ask me if I'm okay and do I want anything. Too much really, you're certainly not ignored on the ward at all' and 'I didn't know what to expect but the staff have been really good to me, kind and helpful. They ask me all the time if I need anything and they're really attentive. You don't want to be in hospital but if you are this is a good place to be in'.

We observed the care that a number of patients received for a set period of time. Each patient was asked on several occasions if they needed assistance. As necessary, patients were helped to go to the bathroom or to promote their continence in other ways, to position themselves comfortably in bed or in a chair and to access books and magazines. Some patients were unwell and not able to speak. Staff spent extra time with them checking that they were comfortable.

According to their ability, patients were encouraged and supported to do rehabilitation exercises either on their own or with assistance from a physiotherapist.

#### Other evidence

There was a ward round each day at which doctors reviewed each patient's progress so that their need for medical treatment could be assessed and met.

There were individual plans of treatment and care that were based upon an initial assessment completed on admission. There were daily records, reviews and risk assessments for things such as helping people to be mobile and the use of bed rails to make sure patients were kept as safe as possible.

There were policies and procedures in place for staff to follow about subjects such as promoting continence, mobility and good skin care.

Staff knew about patient's individual needs and they provided assistance for patients in ways that were right for them.

Records were kept to monitor patients' health, including things such as checking how a person's weight had changed.

The provider had a system to identify, record, investigate and respond to things such as falls and patients who had developed pressure sores. The records showed that these events had not been frequent.

**Our judgement**

People experienced effective, safe and appropriate care, treatment and support that met their needs and protected their rights.

Overall, we found that Kent and Canterbury Hospital – Kingston Ward was meeting this essential standard.

## Outcome 05: Meeting nutritional needs

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are supported to have adequate nutrition and hydration.

### What we found

#### Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

#### Our findings

##### What people who use the service experienced and told us

Patients said that they had enough to eat, they liked their meals and there was a choice at each meal time.

They said, 'the food's okay. There's a choice every day and you get enough. It's not exciting or dreadfully enjoyable but you're not hungry and it's not bad I suppose' and 'it's alright I suppose. I eat it and that's that, we get enough. It varies each day in quality but I've no complaints'.

We observed a number of patients at lunchtime some of whom were in bed. Staff placed the meals so that patients could reach them and as necessary people received individual assistance to dine.

Each patient had a jug of water and a glass by their bed and staff reminded people about the importance of drinking enough.

##### Other evidence

The menu gave patients a reasonable variety of dishes and there was provision for special diets to be met.

There was a dietician who could give advice if a patient had particular nutritional needs or if they had problems swallowing and needed special assistance.

An assessment had been done of the assistance each patient needed to eat and drink enough. These identified that some patients needed to be monitored to make sure they

drank enough. Staff were familiar with this process, the records showed that it was being done in a reliable way and the patient we reviewed in detail had drunk enough.

Some patients had been assessed to need special cutlery and plates and these had been provided.

There was a policy and procedure for patients who needed to receive nutrition by a percutaneous endoscopic gastrostomy (PEG) tube. Staff knew about the correct use of these tubes including the need to monitor for possible infections.

**Our judgement**

Patients' were supported to have enough to eat and drink.

Overall, we found that Kent and Canterbury Hospital – Kingston Ward was meeting this essential standard.

## 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

Patients said that the ward was being kept neat and clean. They said, 'the staff always seem to be cleaning things like equipment. They seem to use special disinfectant wipes to clean the equipment. The floors are cleaned even in the corners' and 'you see the staff spending quite a lot of time cleaning the ward and the bathrooms are always clean and smell okay. Overall, I think that the ward is clean and hygienic. I've no worries about that in any case'.

The fabric of the ward was in good condition and it was clean. The bathrooms and toilets were neat and clean and there was a fresh atmosphere.

The beds were neatly made with clean sheets.

There was a good supply of antiseptic hand gel and disposable paper towels.

##### Other evidence

There was a policy and procedure for infection control that highlighted the importance of keeping things clean. There were risk assessments that showed the things that needed special vigilance to avoid the occurrence of infections. The provider had completed periodic audits of cleanliness on the ward and there was evidence that when problems had been identified they had been put right.

Domestic staff were seen to be cleaning floors, fixtures and fittings. The records showed that ward staff were regularly cleaning equipment such as beds, leads, monitors and other medical items.

Staff used disposable gloves and aprons when doing close personal care. These were changed as soon as the task had been completed and staff washed their hands before assisting another patient.

Special waste including clinical waste was handled, stored and disposed of safely.

**Our judgement**

People were protected against the risk of acquiring an infection.

Overall, we found that Kent and Canterbury Hospital –Kingston Ward was meeting this essential 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.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, 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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