

Review of compliance

West Hertfordshire Hospitals NHS Trust Watford General Hospital	
Region:	East
Location address:	Vicarage Road Watford Hertfordshire WD18 0HB
Type of service:	Acute services with overnight beds
Date of Publication:	August 2012
Overview of the service:	West Hertfordshire Hospitals NHS Trust provides acute healthcare services to a core catchment population of approximately half a million people living in west Hertfordshire and the surrounding area. The Trust also provides a range of more specialist services to a wider population, serving residents of North London, Bedfordshire, Buckinghamshire and East Hertfordshire.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Watford General 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 Watford General Hospital had taken action in relation to:

Outcome 14 - Supporting workers

How we carried out this review

We reviewed all the information we hold about this provider and checked the provider's records.

What people told us

As this review did not involve a visit, we did not speak to anyone who used the service to assess the improvements implemented. We did however, review evidence provided by the trust and the report following the recent deanery visit.

What we found about the standards we reviewed and how well Watford General Hospital was meeting them

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Overall we found that West Hertfordshire Hospitals NHS trust is meeting this essential standard as people who use the service receive care from properly trained and supervised staff.

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 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

As this review did not involve a visit, we didn't speak to anyone who used the service about this outcome

Other evidence

We visited the trust on the 27th October 2011 due to concerns that had been raised during an East of England Deanery visit. During this visit we found that junior doctors had not received relevant safeguarding training and that although immediate measures had been put in place to ensure that senior grade medical staff were available during the night in the accident and emergency department to support junior doctors, these measures had not been in place for sufficient time to see an impact. Since our visit, the trust have provided and implemented an action plan to respond to the concerns raised. We saw evidence that the trust have recruited two consultants to the department bringing the total to eight. Junior doctors are supervised by a number of senior grade medical staff through the night and the trust have put in place access to an on call consultant during this time. Junior doctors also now have on call access to a number of speciality registrars if required.

The deanery visited the trust on 26 April 2012 and reported 'considerable progress in the provision of middle grade and senior support within the Emergency Department.' and that 'all trainees met would recommend the department to colleagues'

Our judgement

Overall we found that West Hertfordshire Hospitals NHS trust is meeting this essential standard as people who use the service receive care from properly trained and

supervised staff.

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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