Fit for my future Somerset

SOMERSET County Council

NHS

Care Quality Commission (CQC) Findings

Somerset stroke services have not specifically been reviewed by the CQC, but areas of the system which stroke patients may be treated within have been reviewed and are summarise below:

Musgrove Park Hospital: CQC Inspection 2019[1]:

Overall trust quality rating	Good
Are services safe?	Requires improvement
Are services effective?	Good
Are services caring?	Outstanding
Are services responsive?	Good
Are services well-led?	Good
Are resources used productively?	Good

The CQC inspection in 2019 covered medical care (including older people's care) and was rated as good overall. The overall rating stayed the same, and due to improvements made, safe moved up from requires improvement to good. Responsive was rated as good, but not enough patients were being referred for treatment in a timely way and in line with NHS constitutional standards. The other key questions were rated as good and caring remained rated as outstanding.

Musgrove Park Hospital: CQC Inspection 2017[2]:

Overall rating for this trust	Good
Are services safe?	Requires improvement
Are services effective?	Good
Are services caring?	Outstanding
Are services responsive?	Good
Are services well-led?	Good

[1] Provider section - RBA Taunton and Somerset NHS Foundation Trust (17/12/2019) INS2-5746184061 (cqc.org.uk)

[2] Provider section - RBA Taunton and Somerset NHS Foundation Trust (30/08/2017) INS2-3905811562 (cqc.org.uk)

The CQC inspection in 2017 covered Urgent and Emergency Care provision at Musgrove Park Hospital. It found that it was improving in all areas and was rated as good overall. They recognised significant improvements in the emergency department and felt that the integrated front door model was being used to improve both the efficiency of the service and respond to patients.

Yeovil District Hospital: CQC Inspection 2019:

Overall rating for this trust	Requires improvement
Are services safe?	Requires improvement
Are services effective?	Good
Are services caring?	Good
Are services responsive?	Good
Are services well-led?	Requires improvement
Are resources used productively?	Inadequate
Combined quality and resource rating	Requires improvement

The CQC inspection in 2019 rated YDH as requires improvement overall. There was significant variation between the different aspects of the inspection, which impacted the overall outcome. In relation to stroke, urgent and emergency care (A&E) was rated as good overall, with “responsive” rated as outstanding. Patients were treated as individuals and meeting their needs was part of the values which drove staff. The rating of “well-led” at core service level was good overall, but the rating for trust management, specifically around financial governance, was requires improvement.

In relation to medical care, this was rated as good overall (an improvement from the 2016 inspection). The standard “Safe” remained as requires improvement due to concerns about risk assessments and responding to deteriorating patients. But “responsive” and “well-led” improved to good. “Effective” and “caring” remained as good.