

Quality – Feedback from mock inspections

Inspections conducted at PRH 28.02.17 and RSCH 01.03.17

- Support and participation gratefully received from NHSI, WSHT, SECAMB, Sussex Police, CCGs, Healthwatch and BSUH staff
- Excellent experience for staff in wards and departments
- Good practice points noted as well as areas for improvement and quick wins
- Feedback given to DLNs to follow through with matrons and ward / department managers
- Updates required at weekly inspection project meetings
- Message of the week re-instated; will reflect findings

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Trust wide themes:

Further work required	
• Cleaning and housekeeping	• Hand hygiene practice patchy
• Staff vacancies	• Drug security patchy
• Signage	• Information for patients
• Attention to detail required	• Locks....
• Clutter / lack of storage	
Good practice	
• Safety huddles	• Calm environments
• Caring, welcoming staff	

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PRH themes:

Further work required

- Leadership and senior visibility
- Strategic direction
- Decision re: ED (paeds service) and Plumpton
- Transport
- Recruitment and retention
- Emergency Department leadership

Good practice points

- Most wards very welcoming
- Patients feel well-cared for
- Fire safety practice good
- Notes storage improved in most areas

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RSCH themes:

Further work required

Changed behaviour re: fire safety (doors, O2 cylinders)

Clutter

Storage facilities

Notes security

Keeping displays and posters up to date

Good practice points

WHO checklist working well

ICU areas working well

ED improved significantly – “outstanding care” observed by SECAmb

Excellent record keeping in Cardiac Critical Care and day unit