CQC NoP Representations
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For the attention of the Chief Executive - Caroline Shaw CBE

The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust
Gayton Road
Kings Lynn
PE30 4ET

Served by email

15 April 2021

Our reference: RGP1-10724935019

Dear The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust,

Notice of Proposal to retain a condition on your registration for the regulated activity Maternity and Midwifery services

The Commission's Proposal

Pursuant to Section 12(5)(b) of the Health and Social Care Act 2008 we propose the following condition remains on your registration:

The regulated provider will ensure that there is appropriate escalation of deteriorating patients in line with current guidelines and best practice with full medical handover at 9am and 7pm, with ward rounds at 12.30pm and 5pm.

Registration history

This condition was imposed on you in July 2018 in response to inspection findings where we concluded service users were at risk of receiving unsafe care or treatment.

On 16 February 2021 you applied to the commission to have the condition removed.

Evidence reviewed

Information provided by the trust:

Following the 2018 CQC Inspection, Maternity Services received intensive support as part of the NHS Improvement Maternity Safety Support Programme. (Receiving specialist support from Maternity Improvement Advisor, Sascha Wells-Munro with the support of Dr Kate Langford).

The trust made changes to the divisional leadership and service change as part of a wider programme and service redesign. Following a review by NHSI in September 2019, Maternity Services exited the Maternity Safety Support Programme in October 2019. In preparation for your first application to lift five of the Section 31 Conditions an external review, which included a full desk top review of evidence, separate listening events and interviews with the Divisional Leadership Team was completed. This showed positive changes within the team.

Supporting evidence provided by the trust:

- Copies of handover sheets detailing on call team names.
- Copy of MEOWS policy which clearly shows escalation triggers to medical team.
- Copy of safe handover audit (dated October 2020) which shows that consultants were present at twice daily handovers, MDT presence, no errors of major incidence due to handover errors or missed patient reviews. Areas for improvement were start times, introduction of lesson of the month. Data collected over a four week period, including weekends.
-Copy of HEE letter, detailing exit from enhanced monitoring.

Findings from inspection:

During inspection, the on call and OOH medical provision was reviewed. We gathered copies of old rotas which evidenced that there was 24 hour cover and that consultants were present during key working hours. Nursing/ midwifery staff reported that there were no concerns in accessing medical support and that consultants were "more visible" than at previous inspection.

Reasons for the Commission's proposal

We are making this proposal because:

- There was not enough evidence to support the application around sustained changes to practice. There has been insufficient time to demonstrate embedded practice.
- Mandatory training compliance was below the trust targets and anaesthetics PROMPT training was significantly below target.
- During the inspection we identified that there were gaps in attendance at some governance meetings.
- It was agreed that there needed to be improved compliance in training and evidence of sustained change.

Conclusion

Following an assessment of the evidence set out in this notice the Commission is of the opinion that the most appropriate and proportionate response to the above cited failures is a proposal to retain the condition on your registration.

This notice is served under Section 26 of the Health and Social Care Act 2008.

The Act and its associated regulations are available on the Commission's website: www.cqc.org.uk

Your right to make representations

If you do not agree with any or all of these reasons or any other matter relating to this notice, you have the right to make written representations under Section 27 of the Health and Social Care Act 2008, to us within 28 days of the date this notice was served on you. To do this you should download and complete the relevant representations form on our website at: http://www.cqc.org.uk/reps and email it to: HSCA_NoP_Representations@cqc.org.uk.

If you are unable to send us your representations by email, please send them in writing to the address below. Please make it clear that you are making representations against our proposal, and make sure that you include our **reference number** at the top of this notice.

CQC contact details

If you have any questions about this notice, you can contact our National Customer Service Centre using the details below:

Telephone: 03000 616161

Email: HSCA_NoP_Representations@cqc.org.uk

Write to: CQC Representations
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Newcastle upon Tyne
NE1 4PA

If you do get in touch, please make sure you quote our **reference number** at the top of this notice, as it may cause delay if you are not able to give it to us.

Yours sincerely

Fiona Allinson
Interim Deputy Chief Inspector