

Core standards assessment final declaration



Reference: CSA92404
Date: 03/05/2006

Trust self-declaration:

Organisation name	West Dorset General Hospitals NHS Trust
Organisation code:	RBD

Please supply the following information:

General statement of compliance	<p>The Trust Board of West Dorset General Hospitals NHS Trust has assurance that there have been no significant lapses in meeting the core standards in any of the seven domains during the period 01 April 2005 - 31 March 2006. This view is supported by the Strategic Health Authority, Overview and Scrutiny Committee and Patient and Public Involvement Forum.</p> <p>With the help of patients, public, Trust staff and the Health Protection Unit, the Trust successfully managed a major outbreak of norovirus during early 2006. The lessons learnt are being incorporated into the infection prevention and control policies in existence within the Trust. The Trust has further strengthened it's commitment to reducing hospital/healthcare acquired infections and is recruiting to the role of nurse consultant in Infection Prevention and Control to enhance the skills of the existing team and further reduce the Trusts consistently low MRSA rates.</p> <p>The Trust has developed an Integrated Governance Structure to strengthen the previous governance arrangements.</p>
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Please indicate your trust's compliance with each of the following standards:

C1a	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.	Compliant
C1b	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.	Compliant
C2	Healthcare organisations protect children by following national child	Compliant

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	protection guidelines within their own activities and in their dealings with other organisations.	
C3	Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance.	Compliant
C4a	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA).	Compliant
C4b	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.	Compliant
C4c	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.	Compliant
C4d	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.	Compliant
C4e	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.	Compliant

Please indicate your trust's compliance with each of the following standards:

C5a	Healthcare organisations ensure that they conform to National Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	Compliant
C5b	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.	Compliant
C5c	Healthcare organisations ensure that	Compliant

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	clinicians continuously update skills and techniques relevant to their clinical work.	
C5d	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.	Compliant
C6	Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.	Compliant

Please indicate your trust's compliance with each of the following standards:

C7a and C7c	Healthcare organisations apply the principles of sound clinical and corporate governance and Healthcare organisations undertake systematic risk assessment and risk management.	Compliant
C7b	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Compliant
C7e	Healthcare organisations challenge discrimination, promote equality and respect human rights.	Compliant
C8a	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.	Compliant
C8b	Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	Compliant
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.	Compliant
C10a	Healthcare organisations undertake all appropriate employment checks and	Compliant

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	ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	
C10b	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice.	Compliant
C11a	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.	Compliant
C11b	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes.	Compliant
C11c	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.	Compliant
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.	Compliant

Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.

Standards C7f and C19 are picked up through our assessment of existing targets. Standard C7d is assessed through our use of resources component which uses information from assessments undertaken by the Audit Commission and Monitor.

Please indicate your trust's compliance with each of the following standards:

C13a	Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.	Compliant
C13b	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information.	Compliant
C13c	Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant
C14a	Healthcare organisations have systems in place to ensure that patients, their	Compliant

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	relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.	
C14b	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made.	Compliant
C14c	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant
C15a	Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.	Compliant
C15b	Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.	Compliant
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.	Compliant

Please indicate your trust's compliance with each of the following standards:

C17	The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.	Compliant
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant

Some core standards do not appear on the declaration form as they are assessed through other components of the annual health check.

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**Standards C7f and C19 are picked up through our assessment of existing targets
Standard C7d is assessed through our use of resources component which uses
information from assessments undertaken by the Audit Commission and Monitor.**

Please indicate your trust's compliance with each of the following standards:

C20a	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation	Compliant
C20b	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	Compliant
C21	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	Compliant

Please indicate your trust's compliance with each of the following standards:

C22a and C22c	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and C22c Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.	Compliant
C22b	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.	Compliant
C23	Healthcare organisations have systematic and managed disease	Compliant

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	prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	
C24	Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services.	Compliant

The Healthcare Commission recommends that all members of the trust board, including the non-executive directors (for foundation trusts this should be the board of directors) should sign off the declaration in the space provided below. Here, sign off is achieved by recording the name(s) and position(s) of the individual(s) concerned. We do not require scanned signatures.

As a minimum, we require the declaration to be signed off by an appropriate officer(s) with delegated authority. There is no requirement for a paper copy of the final declaration to be signed and returned to the Healthcare Commission.

The completion of the sign off page will be taken as verification that the individual(s) who are recorded as signing off the declaration have reviewed the contents of the declaration form and are certifying that:

the general statement of compliance, and information provided for each standard, are a true representation of the trust's compliance

any commentaries provided by specified third parties have been reproduced verbatim. Specific third parties are: strategic health authority, and foundation trust board of governors, where relevant, and patient and public involvement forums and overview and scrutiny committees

they are signing off the declaration form on their behalf and with delegated authority on behalf of all members of the trust board as referred to above

Please state how many individual(s) will be signing off the declaration (maximum of 30):

Number of signatories	11
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Electronic sign off – details of individual(s)

	Title	Full name	Job title
	Mr	Robin SeQuera	Chairman

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	Mr	Brigadier John Jackson	Vice Chairman until 28th February 2006
	Ms	Annabel Broome	Non Executive Director/Vice Chair 1st March 2006
	Mr	Hedley Harrison	Non Executive Director
	Mr	Roderick Knight	Non Executive Director
	Mr	Christopher Spry	Non Executive Director
	Mr	Jan Bergman	Chief Executive
	Dr	David Cove	Medical Director
	Mrs	Sally Brown	Director of Operations
	Ms	Alison Tong	Director of Nursing/Infection Prevention & Control
	Mr	Paul Turner	Director of Finance

Please enter the commentaries below. If copying and pasting, it is advisable to copy the text and paste unformatted into a new document. Then copy and paste the unformatted text into the web form.

Strategic health authority commentary	<p>DORSET AND SOMERSET STRATEGIC HEALTH AUTHORITY</p> <p>ANNUAL HEALTH CHECK: STRATEGIC HEALTH AUTHORITY COMMENTS ON CORE STANDARDS DECLARATION FOR WEST DORSET GENERAL HOSPITALS NHS TRUST</p> <p>The NHS Trust has sound structures, systems and processes in place to manage the quality (C7a & c) and patient safety (C1a & b) agenda.</p> <p>The NHS Trust faces the ever present challenge of healthcare acquired infection which it is working hard to contain (C4a).</p> <p>The NHS Trust has a very effective complaints training programme with a strong emphasis on support for complainants and staff training (C14).</p> <p>The NHS Trust arrangements for emergency planning are satisfactory, with their Major Incident Plan rewritten and tested and the NHS Trust being an active partner in health emergency planning groups (C24).</p> <p>They have not yet achieved Improving Working Lives Practice Plus due to issues relating to training and communication and occupational health. There is a workforce plan in place and educational planning is well structured and effective. The NHS Trust has achieved CNST Level 1, general and maternity.</p> <p>The Strategic Health Authority, from its performance monitoring mechanisms of the core standards and National Service Frameworks, would support the trust in its self-assessment for the declaration.</p>
Patient and public involvement	Re: PPIF Comment on Trust Performance against Core Standards 2005 to 2006

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<p>forum commentary</p>	<p>The West Dorset General Hospitals PPIF wish to submit the following commentary to the Trust’s self-declaration on it’s compliance with the Department of Health’s core standards. Members have commented only on those standards where there is relevant information to evidence the findings.</p> <p>Core Standards PPIF Comment</p> <p>Domain 1 C4a “systems in place to ensure risk of healthcare acquired infection is reduced” Through regular visits to the hospital building (and from patient feedback) it has come to the notice of Forum members that more emphasis is needed to promote the use of the hand cleansing facilities (at all times, not just in light of recent hospital based infection) Reception staff do not reiterate to visitors upon signing in/out to the buildings that they should cleanse their hands. Members have also undertaken reviews as part of the Trust PEAT and have expressed concern over the robustness of the process. These concerns have been brought to the attention of the Trust Board.</p> <p>Domain 4 C14a “systems in place to ensure patients can feedback issues” Over the past year the PALS within the hospital has not been very accessible or visible. Forum members commented on this in the last interim declaration. Members are pleased to note that after almost 18 months of discussions with the Trust, they (Trust) are now in the process of recruiting a dedicated PALS Manager. Forum members will be involved in the recruitment process and will continue to monitor the situation.</p> <p>Further to the above, Forum members have regular contact with the Trust CEO to promote effective two-way communication between Forum and Trust. Members hope the working relationship will continue to grow with the appointment of the new CEO and the move towards establishing Foundation Status. Forum members also have a place at Trust Board meetings.</p> <p>Forum members have undertaken reviews of catering, the hospital environment and provision of Genitourinary Medicine services. Recommendations have been made to the Trust and these are being reviewed.</p> <p>Members have sometimes found it difficult to access certain information from the Trust, for example, site of the Falls Policy, PALS statistics and DDA Policy (it does appear that policies are in place for staff but are not robust for patients). Staff are provided with excellent Induction procedures covering support for patients with additional needs but there does not appear to be a robust system that supports the implementation of this training. Members hope these issues will be resolved with the appointment of the PALS Manager (with responsibility for PPI).</p> <p>Regards</p> <p>West Dorset General Hospitals PPIF pp Annie Bray Forum Development Officer anne.bray@helpandcare.org.uk</p>
<p>How many</p>	<p>1</p>

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overview and scrutiny committees will be commentating on your trust?	
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Please enter the commentaries below. If copying and pasting, it is advisable to copy the text and paste unformatted into a new document. Then copy and paste the unformatted text into the web form.

Overview and scrutiny committee 1 - commentary

Overview and scrutiny committee commentary	<p>ANNUAL HEALTH CHECK</p> <p>I am writing on behalf of the Dorset Health Scrutiny Committee to advise you of the Committee's proposed contribution to your Trust's Annual Health Check full year declaration.</p> <p>These contributions are in addition to any earlier comments made at the Draft Declaration stage, and are based on the Committee's involvement with your Trust during the period September 2005 to March 2006.</p> <p>Please find below our contribution for you to include within your Declaration:</p> <p>Core Standard C17 – The Healthcare organisation seeks the views of patients, carers and the local communityThe Trust has brought to the attention of the Committee proposals to review the opening hours of the MIU at Weymouth Community Hospital, and to reconfigure beds at Dorset County Hospital to manage admissions and discharges more efficiently. Both of these proposals had been prompted by the need to take urgent action in the short term to respond to service pressures.The Trust is committed to keep the Committee informed of progress with regard to these proposals.</p> <p>Yours sincerely</p> <p>Gill Slade Head of Adult Services Commissioning Directorate of Adult Services</p>
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