

UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST
CORE HEALTHCARE STANDARDS – COMPLIANCE LEVEL FOR 2007/08

<u>STANDARD</u>	<u>COMPLIANCE LEVEL</u>
<u>MAIN: - SAFETY</u>	
– Health care organisations protect patients through systems that	Compliant
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; and	Compliant
Ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted on within required timescales.	Compliant
– Health care organisations protect children by following national child protection guidance within their own activities and in their dealings with other organisations.	Compliant
– Health care organisations protect patients by following NICE Interventional Procedures guidance.	Compliant
– Health care organisations keep patients, staff and visitors safe by having systems to ensure that	Compliant
the risk of health care acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year-on-year reductions in MRSA;	Compliant
all risks associated with the acquisition and use of medical devices are minimised;	Compliant
all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed;	Compliant
medicines are handled safely and securely; and	Compliant
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

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<u>STANDARD</u>	<u>COMPLIANCE LEVEL</u>
DOMAIN: - CLINICAL & COST EFFECTIVENESS	
– Health care organisations ensure that:	Compliant
they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care;	Compliant
clinical care and treatment are carried out under supervision and leadership;	Compliant
clinicians continuously update skills and techniques relevant to their clinical work; and	Compliant
clinicians participate in regular clinical audit and reviews of clinical services.	Compliant
– Health care organisations co-operate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.	Compliant
DOMAIN: - GOVERNANCE	
– Health care organisations	Compliant
apply the principles of sound clinical and corporate governance;	Compliant
actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources;	Compliant
undertake systematic risk assessment and risk management (including compliance with the controls assurance standards);	Compliant
challenge discrimination, promote equality and respect human rights; and	Compliant

Core Standards C7d, C7f, & C19 are measured separately.

Acute Trusts are not required to declare compliance against core standard C22b for 2007/08.

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<u>STANDARD</u>	<u>COMPLIANCE LEVEL</u>
– Health care organisations support their staff through	Compliant
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; and	Compliant
organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	Compliant
– Health care 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
0 – Health care organisations	Compliant
undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies; and	Compliant
require that all employed professionals abide by relevant published codes of professional practice.	Compliant
1 – Health care organisations ensure that staff concerned with all aspects of the provision of health care	Compliant
are appropriately recruited, trained and qualified for the work they undertake;	Compliant
participate in mandatory training programmes; and	Compliant
participate in further professional and occupational development commensurate with their work throughout their working lives.	Compliant

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<u>STANDARD</u>	<u>COMPLIANCE LEVEL</u>
2 – Health care 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
MAIN: - PATIENT FOCUS	
3 – Health care organisations have systems in place to ensure that	Compliant
staff treat patients, their relatives and carers with dignity and respect;	Compliant
appropriate consent is obtained when required for all contacts with patients and for the use of any patient confidential information; and	Compliant
staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant
4 – Health care organisations have systems in place to ensure that patients, their relatives and carers	Compliant
have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on quality of services;	Compliant
are not discriminated against when complaints are made; and	Compliant
are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant
5 – Where food is provided, health care organisations have systems in place to ensure that	Compliant
patients are provided with a choice and that it is prepared safely and provides a balanced diet; and	Compliant

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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
6 – Health care organisations make information available to patients and the public on their services, provide patients with understandable 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
DOMAIN: - ACCESSIBLE AND RESPONSIVE CARE	
7 – The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving health care services.	Compliant
8 – Health care organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant
DOMAIN: - CARE, ENVIRONMENT AND AMENITIES	
9 – Health care services are provided in environments which promote effective care and optimise health outcomes by being	Compliant
a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation; and	Compliant
supportive of patient privacy and confidentiality.	Insufficient Assurance
10 – Health care 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 clinical premises.	Compliant

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MAIN: - PUBLIC HEALTH	
2 – Health care organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by	Compliant
co-operating with each other and with Local Authorities and other organisations;	Compliant
making an appropriate and effective contribution to local partnership arrangements including Local Strategic Partnerships and Crime and Disorder Reduction Partnerships.	Compliant
3 – Health care organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	Compliant
4 – Health care 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

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