

Care Quality Commission Emergency Department Unannounced Visit

Overview and Scrutiny Committee Update

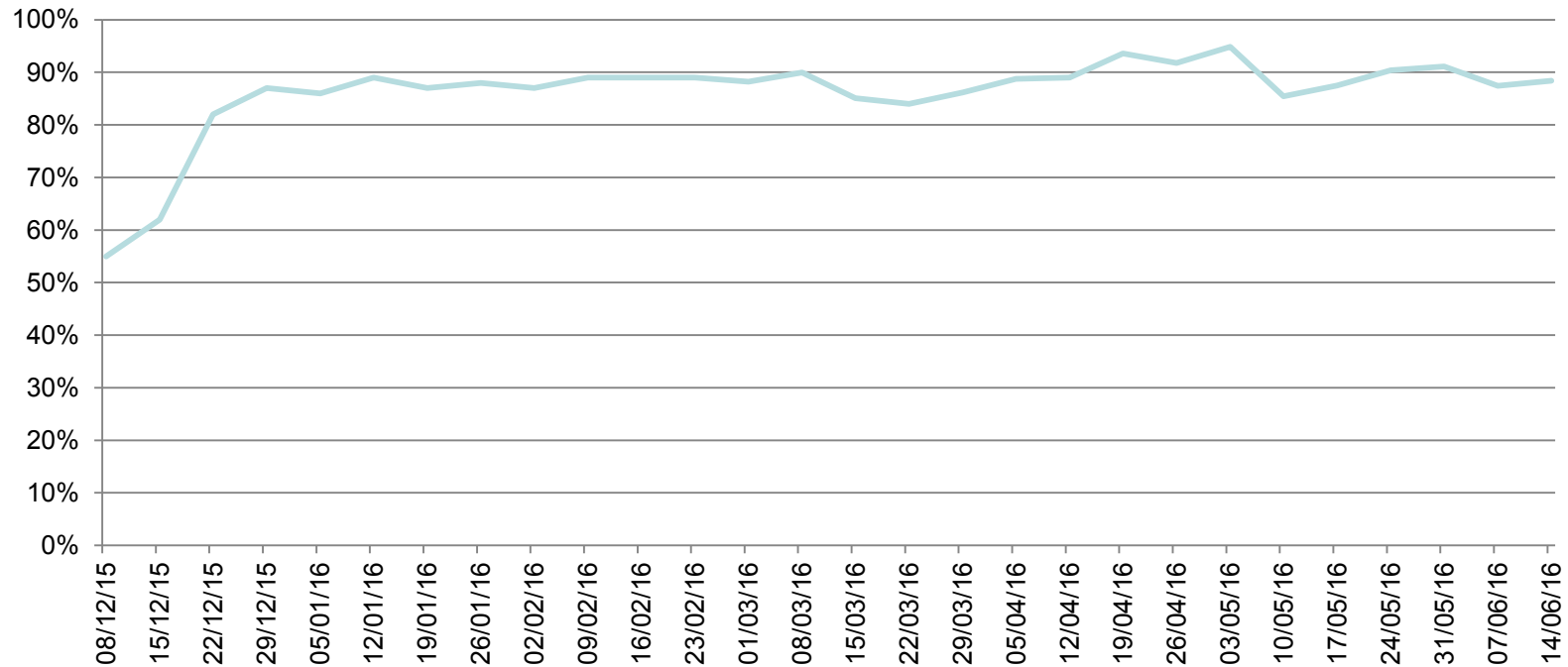
One team shared values

Introduction

- On Monday 30 November 2015 the CQC undertook an unannounced inspection of the Emergency Department at the Leicester Royal Infirmary. On Friday 04 December 2015 the Trust was issued with a notice of decision to impose conditions on University Hospitals of Leicester NHS Trusts registration as a service provider; in respect of the regulated activities set out below, under Section 31 of the Health and Social Care Act 2008
- The conditions cover the following three areas:
 - Patient assessment
 - Emergency Department staffing
 - Sepsis management
- Details of the improvements made against the three areas are provided on the following pages

Patient assessment

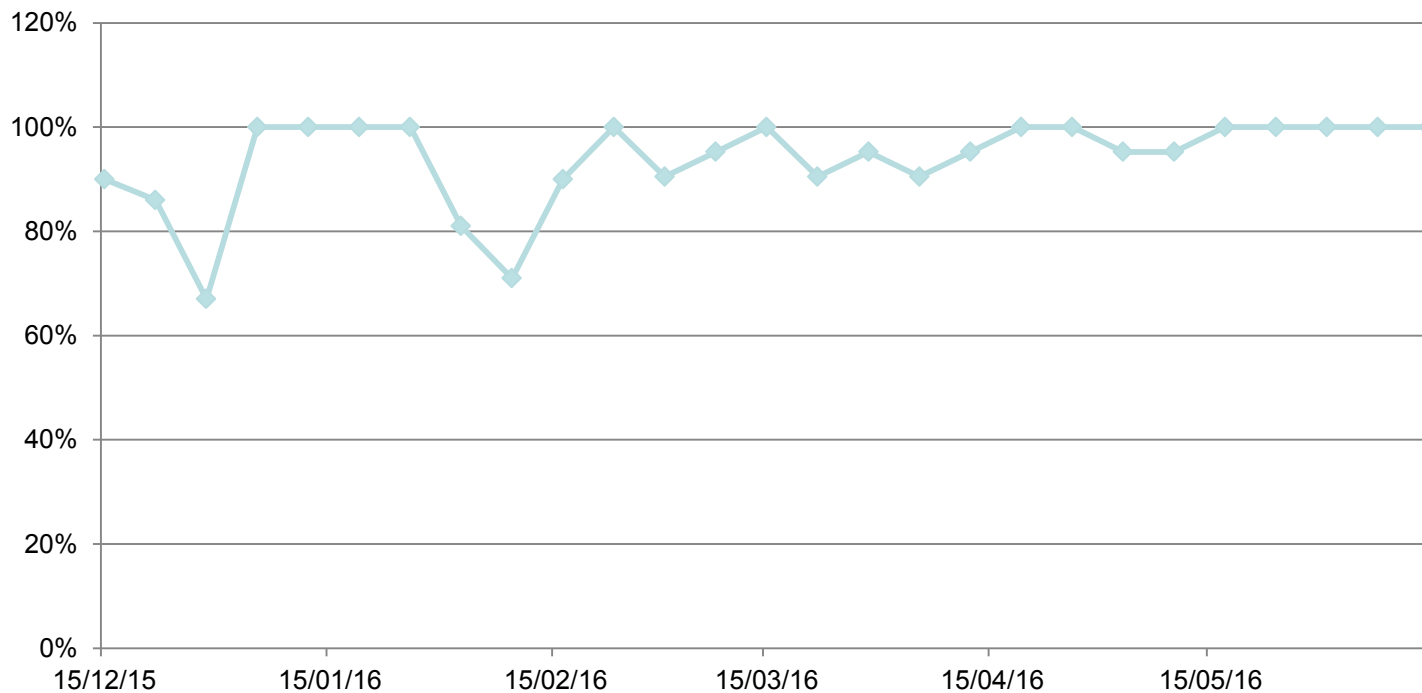
- The hospital need to ensure that 90% of patients have an assessment within 15 minutes of arriving in the Emergency Department.
- The following graph shows the improvement that has been made against this target



One team shared values

Staffing

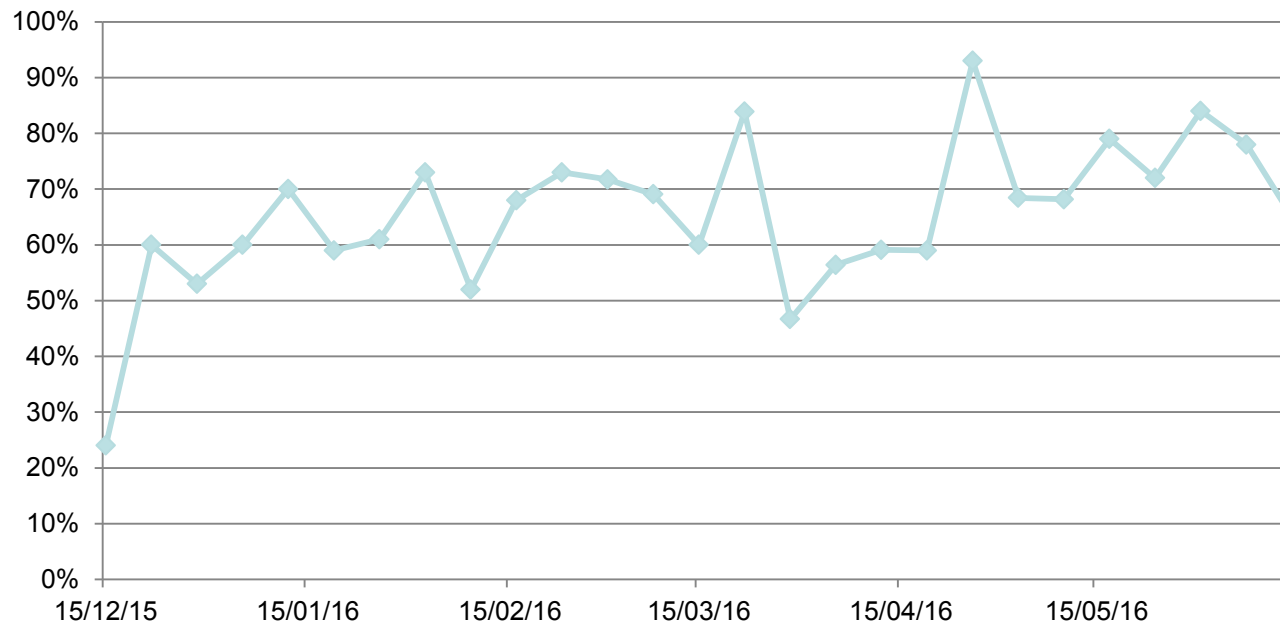
- The hospital need to ensure that they have the right number of staff in the Emergency Department to safely care for patients
- The following graph shows the % of times the department has achieved the agreed standard



One team shared values

Sepsis management

- Sepsis is a life threatening illness that can occur when the whole body reacts to an infection
- The hospital are trying to ensure that 90% of patients who present with sepsis receive medication within 1 hour of arriving in the Emergency Department
- The following graph shows the % of times the department has achieved this standard
- We are trying to ensure that all Sepsis patients go straight to our Resus department, this is where we know the standards can be achieved consistently. This is our main area of focus and we are working on a number of actions to support this.



We look at patients that waited more than 1 hour and ensure there was no harm due to the delay

Key messages

- We are proud of the improvements we have made against the three target areas
- We continue to work with our staff to identify areas for further improvement
- We are ensuring that our learning and experience in the Emergency Department is shared with the rest of the hospital