

CQC Inspection - Maternity Services 28/29 March 2023



County Durham
and Darlington
NHS Foundation Trust

safe • compassionate • joined-up care



www.cddft.nhs.uk

Ratings

	DMH		UHND	
SAFE	Requires Improvement	● ↓	Requires Improvement	● ↓
WELL-LED	Requires Improvement	● ↓	Requires Improvement	● ↓
MATERNITY				
SAFE	Inadequate	● ↓	Inadequate	● ↓
WELL-LED	Inadequate	● ↓	Inadequate	● ↓

Trust Rating
Care Quality Commission
 Overall Rating 'Good'

Context

- Around half of all units inspected by CQC have been downgraded
- Staffing and recruitment pressures are recognised at a national and regional level
- The service was rated 'Good' in 2019. Management arrangements had been stable and strengthened with the addition of senior clinical and non-clinical staff to help manage our response to the Ockenden recommendations
- In May 2022, the Maternity Quality Improvement Framework was introduced to support quality improvements in 5 key areas (workforce, screening, quality and safety, systems and Continuity of Carer)
- Throughout 2021/22 and 2022/23 the rollout of Continuity of Carer was modified, slowed and paused following staff feedback and staffing pressures
- The Trust is being supported by the ICB and Regional Chief Midwife in implementing action plans in response to CQC's findings and providing oversight

Positives

- **Courage, compassion, caring and resilience including sharing desire for improvement with CQC inspection team**
- **Patients at the heart of culture – recognising caring relationships**
 - Safeguarding
 - Equality and Diversity
 - Domestic abuse
 - Record keeping
 - Children visiting
 - Psychosocial assessments
 - Mental health liaison
 - Handover and huddles
 - Transitional care
 - Record keeping
 - Medicines
 - Dignity and respect clearly demonstrated
 - Collaboration with universities, charities, research and innovation.

Themes identified for improvement

- Disappointed with the ratings and take the concerns raised during the inspection very seriously
- Aware of many of the areas identified as requiring improvement and have already put changes in place and continue to make further improvements
- The report summarises the challenges we face with high demand and staffing pressures, like other NHS Trusts nationally, but also highlights that our colleagues promote a culture that places the patient at the heart of the service and recognises the power of caring relationships between people

- Staffing
- Incident Management
- Leadership
- Management of Risk
- Information Management
- Engagement

Actions taken since CQC's fieldwork in March to keep patients safe

- Pregnancy Assessment Unit – triage and risk assessment
- CTG monitoring / foetal wellbeing
- Observations (mum and baby)
- Screening
- Training
- Staffing / Culture
- Duty of Candour / Involving patients and families following incidents
- Governance – risks, clinical audit, learning from incidents
- Equipment

Actions taken since CQC's fieldwork to keep patients safe

- We have a consultation underway with the teams looking at the staffing model
- Nationally we know there is a shortage of midwives, however locally we have continued with our intensive recruitment programme – and have 30 midwives who have either already joined us in recent months or who will do so shortly, including five from overseas.
- We are absolutely committed to providing the best care and experience for all our birthing people and families.
- Every year we help to welcome more than 4,000 new babies and our teams are committed to providing a safe, compassionate and supported experience to each and every delivery
- Trust adopted an open and proactive approach to sharing information – conducted a series of interviews with media/press – social media activity – and a full update with FAQ and video resources made available on the Trust website: www.cddft.nhs.uk

Continuous improvement

- Improvement actions continue with robust executive review and improved staff engagement
- Continuing our relationship and engagement with the Maternity and Neonatal Voice Partnership to listen and learn from patient experience and feedback
- Preparing for the opportunity of a full inspection expected before 7th December



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You all do an amazing job and work very hard for women / birthing people, their babies and their families. As an MNVP we do hear good things and want to pass on to you all that many families say the midwives / doctors are kind and understanding of their wishes and they do feel cared for and safe.

**'County Durham and Darlington
MNVPs'**

We welcome your questions and comments.

