

Care Quality Commission Update

UEC - Inspection report issued 14 January 2025



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Emergency Department Inspection – June 2024



County Durham
and Darlington
NHS Foundation Trust



- Unannounced inspection of EDs at UHND and DMH undertaken by CQC - 17th and 18th June 2024
- **Overall Rating for both sites was Good**
- Caring domain was not reviewed as part of this inspection – therefore remains Good from previous rating
- No issues raised formally by the CQC with the Trust either during or after the inspection
- High-level feedback letter received 16th August 2024:
 - No issues identified and nothing for urgent attention or escalation
 - CQC saw evidence of a strong learning culture where incidents were investigated and learning embedded
 - CQC found the environment to be clean and tidy
 - CQC saw that there were enough staff with the right skills and experience to care for patients safely
 - CQC saw there was a culture of kindness and respect between colleagues
- Inspection report issued on CQC website 14 January 2025. CQC currently publish reports in HTML format rather than PDF (links below). Although told there will be a feature to download the report as a PDF in the future
- DMH - <https://www.cqc.org.uk/location/RXPDA/reports/LAP-01104/urgent-and-emergency-services>
- UHND - <https://www.cqc.org.uk/location/RXPCP/reports/LAP-01105/urgent-and-emergency-services>

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www.cddft.nhs.uk

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Comments from patients, families and carers CQC spoke with:

- were all positive about the staff
- were treated with warmth and kindness and provided effective care and treatment
- were seen quickly by trained nursing staff when they arrived
- were asked appropriate questions to find out more about why they had attended the emergency department (triage)
- were given the tests they needed usually promptly (confirmed by CQC records review)
- felt staff were on hand if they needed them for help or support
- did not feel anxious about raising concerns
- said communication with them was good.



Emergency Department Inspection – SAFE



8 Quality Statements Assessed	Scoring (Rated as Good)
Learning Culture	3
Safe systems, pathways and transitions	3
Safeguarding	3
Involving people to manage risks	3
Safe environments	3
Safe and effective staffing	3
Infection prevention and control	3
Medicines optimisation	3

Scoring Methodology:

- 1 = Evidence shows significant shortfalls
- 2 = Evidence shows some shortfalls
- 3 = Evidence shows a good standard
- 4 = Evidence shows an exceptional standard



Emergency Department Inspection – EFFECTIVE



5 Quality Statements Assessed	Scoring (Rated as Good)
Assessing needs	3
Delivering evidence-based care and treatment	3
How staff, teams and services work together	3
Monitoring and improving outcomes	3
Consent to care and treatment	3

Emergency Department Inspection – RESPONSIVE



7 Quality Statements Assessed	Scoring (Rated as Good)
Person-centred Care	3
Care provision, Integration and continuity	3
Providing Information	3
Listening to and involving people	3
Equity in access	3
Equity in experiences and outcomes	3
Planning for the future	3

Emergency Department Inspection – Well-led

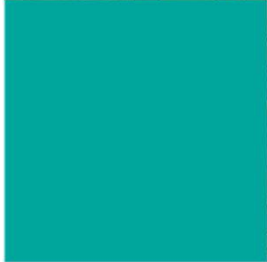


3 Quality Statements Assessed	Scoring (Rated as Good)
Capable, compassionate and inclusive leaders	3
Governance, management and sustainability	3
Learning, improvement and innovation	3

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Heading



Thank You
Any Questions?

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