# Regulating for Safe and Effective Care: Patients First

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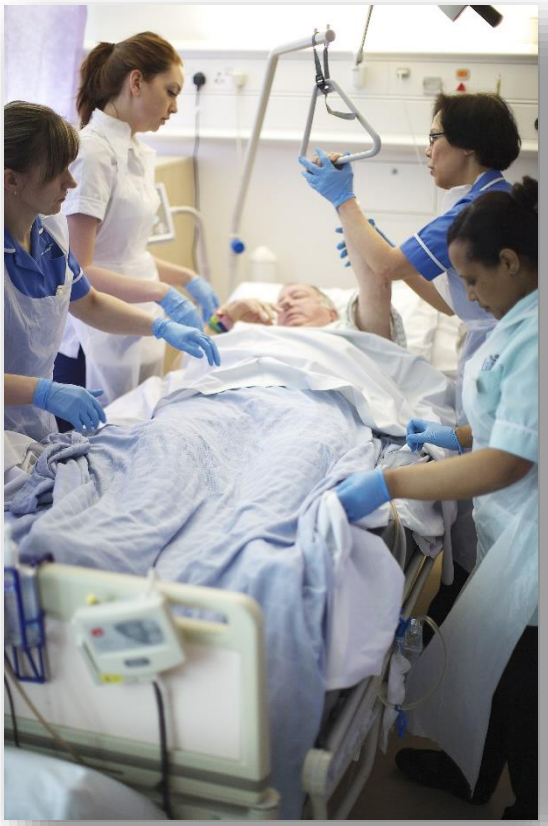
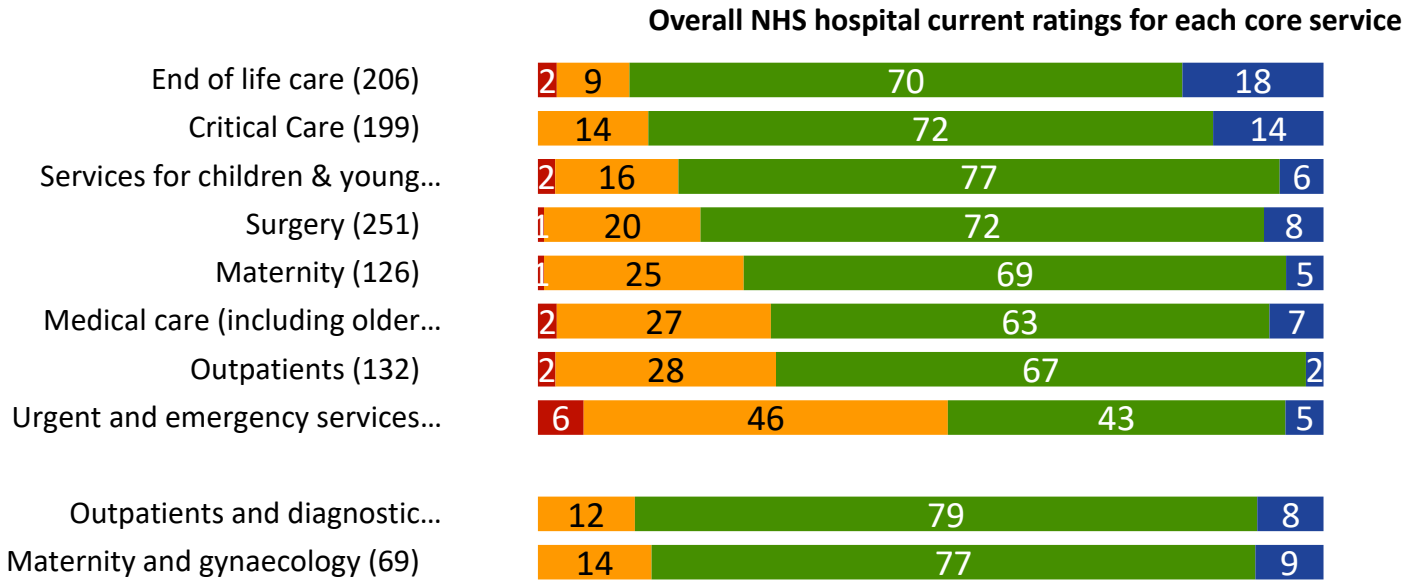


*The Urgent and Emergency Care Conference*
*8 July 2021*

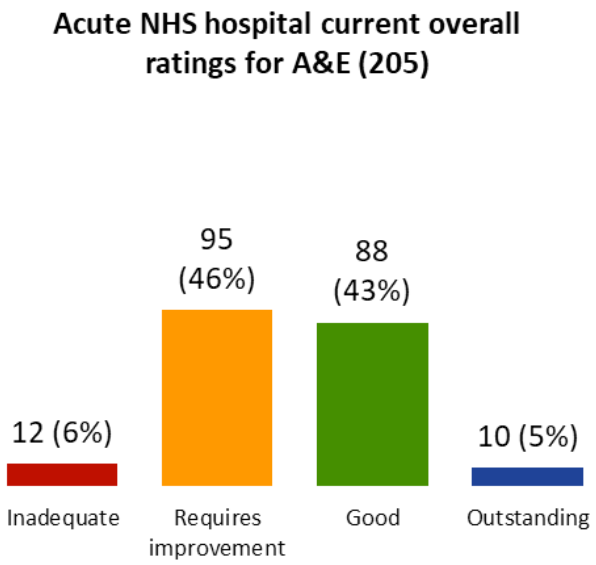
# CQC Our Purpose

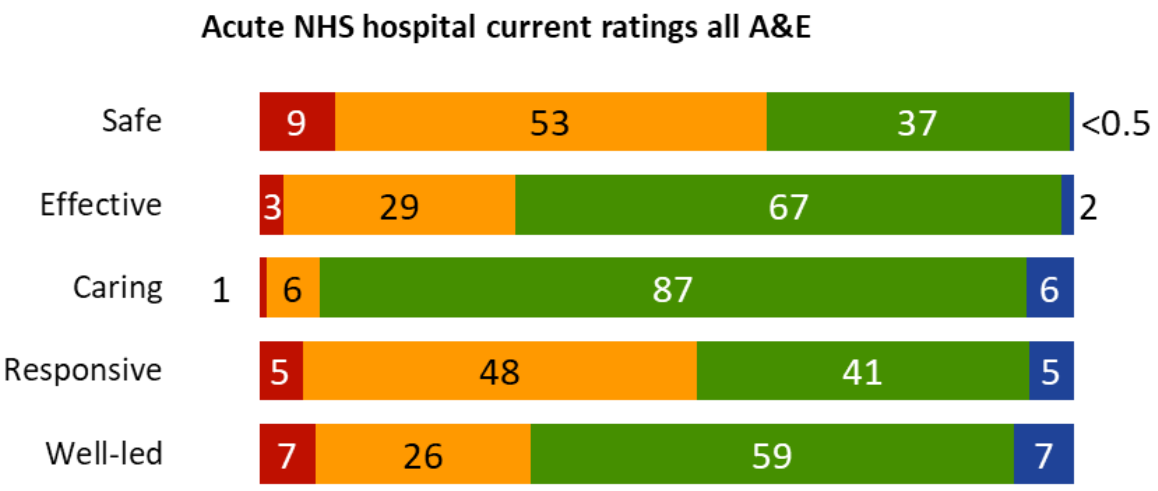
The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and  social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve




Source: CQC ratings at 8 September 2020




Source: CQC ratings, at 3 September 2020

# Focused inspections of emergency departments

- CQC programme of focused inspections of emergency departments over winter.

- Locations identified through situation reports and qualitative intelligence, such as patient and staff concerns.

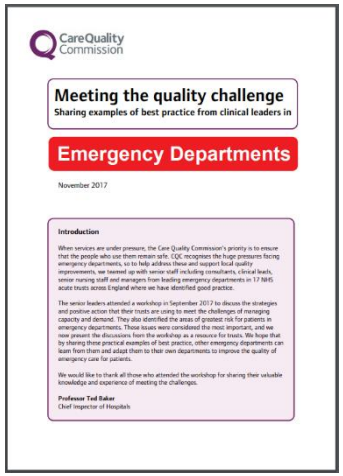
- These inspections focus specifically on the five areas which are crucial to maintaining safety in times of high demand:
    - Clinical care
    - Infection prevention and control
    - Patient flow
    - Work force
    - Leadership and culture

# Findings

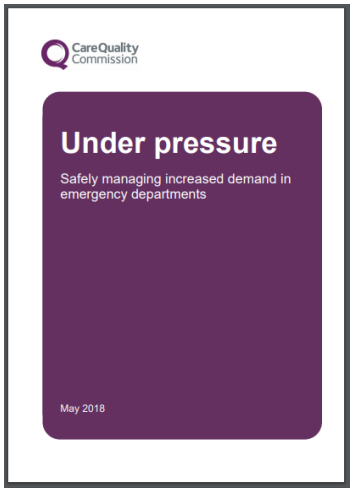
**Key issues:**

- Environment
- Initial assessment / repeat assessments
- Onward capacity/ flow
- Mental health
- Staffing levels and staff absence
- Leadership and governance


# Driving National Improvement




2017




2018


2020

Blogs by:

- Ted Baker, Chief Inspector
- Heidi Smoult, Deputy Chief Inspector

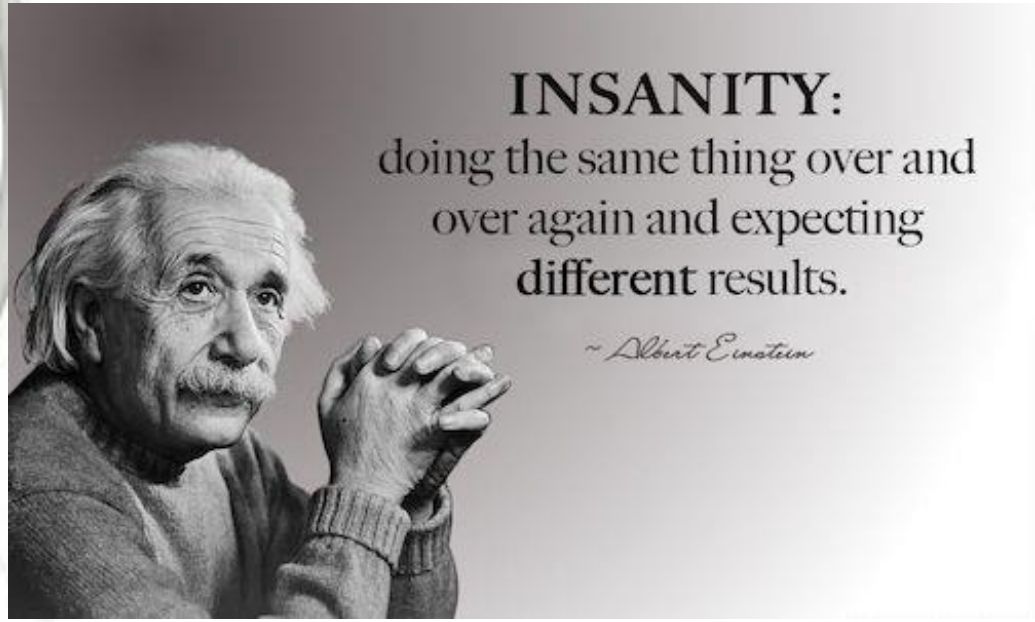
Series of Podcasts: EDs responding to COVID 19

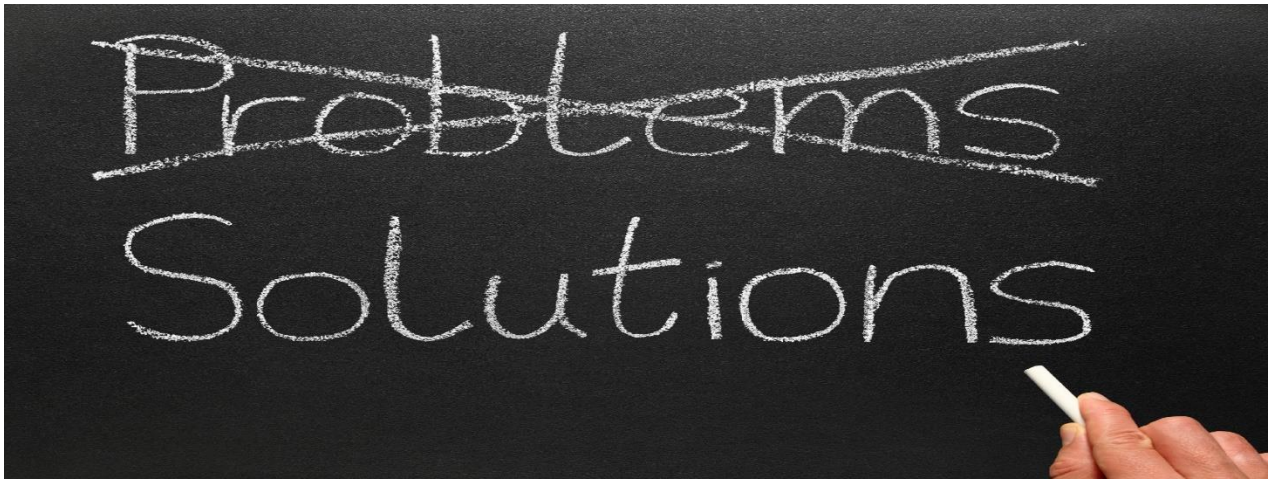
Flow

Reducing demand improved capacity

Infection prevention and control

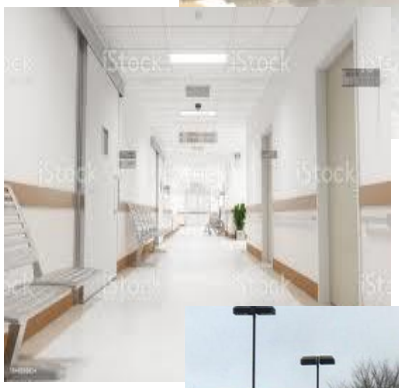

If you always
do what you've
always done,
then you'll
always get
what you've
always got.


INSANITY:
doing the same thing over and
over again and expecting
different results.
~ Albert Einstein

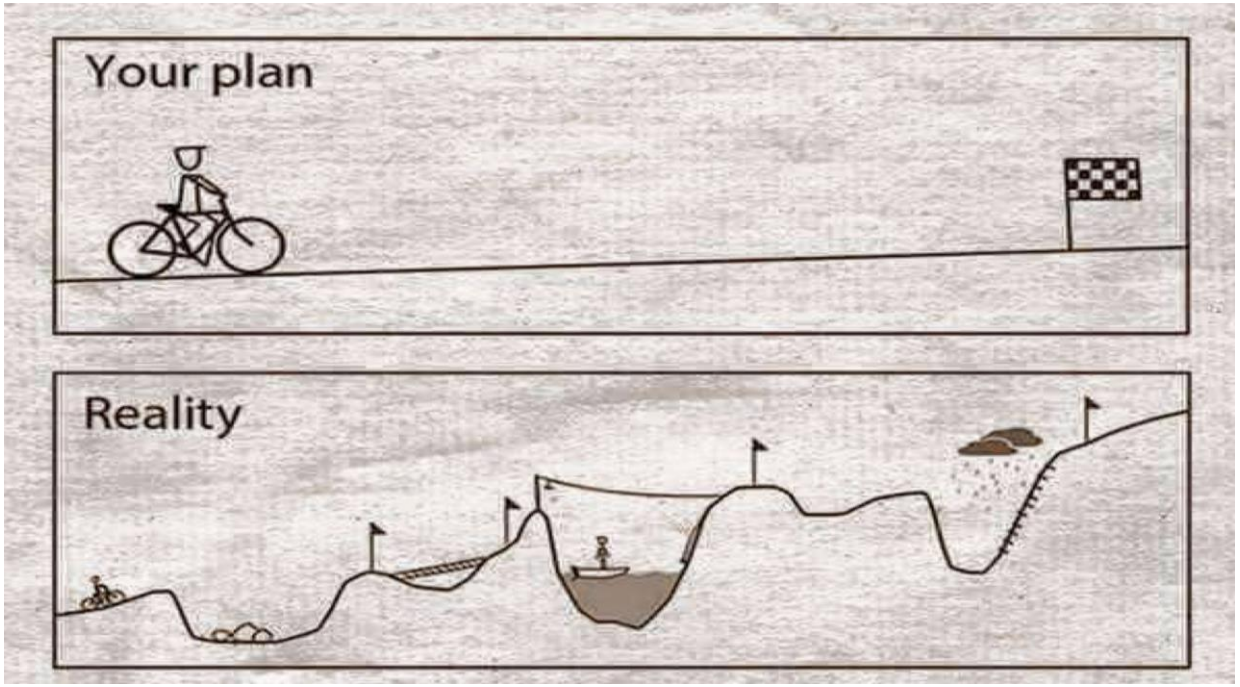

Problems
Solutions

# Driving improvements and safety

- Clinical engagement - National Emergency Medicine Specialist Advisor Forum.
- Patient FIRST.
- Trust level conversations: U&EC.
- Identifying trusts at risk of overcrowding and safety concerns.
- Engagement with ambulance trusts.
- System view of U&EC.
- CQC legal requirement to act – patient & staff safety is paramount.



# Plans versus reality



# Patient FIRST- Principles

- Patients must come first and safety cannot be compromised.
- Emergency Departments must focus on their core function of rapid assessment and emergency stabilisation of the critically ill and injured patients.
- Staff in Emergency Departments must have the authority to move people from the department after their initial assessment to a more appropriate pathway of care outside of the ED.
- Patients must have access to other services outside hospital to help ensure Emergency Departments are not the default pathway.
- Delivering good quality urgent and emergency care must have the support of  all services inside and outside hospital.

# Patient FIRST

**F**low

**I**nfection control and social distancing

**R**educed number of patients in ED

**S**taffing

**T**reatment

Guidance document by clinicians, for clinicians, with solutions to issues faced.

Designed for clinicians, wider hospital, trust executives and the system.

https://www.cqc.org.uk/publications/themes-care/project-reset-emergency-medicine-patient-first

# Health inequalities-Role of Emergency Departments

Care Quality Commission

- Data
- Impact of Covid-19
- Future of Emergency Medicine

# What next ?

- How do we maintain patient safety and improve outcomes?
- How do we monitor the progress of changes we are making?
- What are the challenges we are facing now and next winter?
- Who do we need to influence to have a positive impact?