

Partner update

NHS
Lancashire &
South Cumbria
NHS Foundation Trust

We are
LSCft

July 27, 2021

Dear Colleagues,

As you may be aware, the CQC completed an unannounced inspection at The Harbour in April and we have now received the final report.

The Trust has welcomed an improvement in our overall rating for our wards and psychiatric intensive care units (PICUs) for adults of working age, with improvements made in two of the four domains inspected (safe and well led) and a continued rating of good for Caring.

CQC inspected 1 out of 6 hospital sites for Adult and PICU core service with the ratings change applying to all the adult and PICU services across the Trust.

CQC also inspected four wards for older people with mental health problems and we received a rating of Requires Improvement overall, with a good rating for the Caring and Effective domains.

CQC inspected 1 out of 3 sites for older adult core services, with the ratings applying to all older adult services across the Trust.

Throughout the inspection our staff showed the inspectors high quality care, delivered with respect and compassion and this is reflected in the report and in our rating of Good for Caring across both services.

The report highlights that throughout the services our staff were committed to delivering person centered care, respected individuals and made sure that patient care was safe across the wards.

As has been the case for many Trusts nationally, the impact of the Covid-19 pandemic has compounded staffing pressures and whilst the inspectors found that patients were safe, staff felt that the wards did not always have enough nursing staff to meet all patients' needs.

We have and are taking action to improve our staffing levels; investing significantly in recruitment and continuing to carry out regular recruitment drives as well as prioritising the wellbeing and support for our existing staff.

The inspectors were pleased to see that staff generally assessed and managed risk well, minimised the use of restrictive practices, managed medicines safely and followed good practice with respect to safeguarding.

The report did not highlight any incidences where patient safety has been compromised and in fact inspectors praised the culture of learning the Trust has to continually improve safety.

We have been on a journey of improvement since our last inspections in 2019 as reflected in the great number of positives contained within the report and there is still more improvement to come.

We continue to work hard to address the areas where we have not received the ratings we had hoped for; building on our many strengths to carry on providing the best possible services for our service users.

Our teams have worked tirelessly over the last 18 months to keep patients safe under unprecedented circumstances during the Covid pandemic.

We are very proud of them and the dedicated way in which they provide the highest levels of care.

Kind regards,

Caroline

