

1<sup>st</sup> October 2012

## Media Release

### Inspectors praise quality at the Min

In August the Min received an unannounced visit by a team of Care Quality Commission (CQC) inspectors. The report has just been released and is [available here](#).

The visit was part of the CQCs ongoing programme of routine inspections undertaken in all hospitals in England. The inspectors assessed how the hospital was performing against 5 specific standards that measure the experience and safety of patients:

- Dignity and respect for patients using the hospital
- Food provided and how it meets nutritional needs
- Safeguarding people who use services from abuse
- The adequacy of staffing levels and staff training
- How well records are maintained

The inspectors observed all areas of the hospital, looked at care plans, policies and training records, interviewed staff and interviewed patients.

Today's report confirms all the essential standards of quality and safety are being fully met at the Min.

Some of the quotes from patients published in the report say:

*"Apart from my illness, if you can say this, I enjoy coming here". "They treat you as an individual, they just treat you wonderfully".*

*"Staff here are exceptionally caring, they will assist you when you need it but will let you get on with it yourself."*

*"I've been coming here for more than twenty years, it's brilliant here, staff are brilliant, couldn't say a bad word about it".*

*"This place is the tops, I've had marvellous treatment here for three weeks, there is no place like it, staff are great, they are brilliant, top class".*

The findings from the report were presented to the Governors of the Hospital at a meeting last week.

Chief Executive Kirsty Matthews said

"Quality is at the heart of what we do. The report is very complimentary and an excellent endorsement of the care being delivered every day by everybody working at the Min. I would like to thank all our staff for the care and dedication they provide to our patients and visitors on a daily basis. As we work towards our proposals to join with the RUH next year our aim will be to build an organisation which will continue to hold at its heart high standards of patient care and clinical standards".

## **ENDS**

### **Notes to Editors**

#### The RNHRD

- is a small specialist hospital in the centre of Bath; its core provision are services for rheumatology, neuro rehabilitation, chronic pain and fatigue management
- is a national hospital and admits patients from across the country
- has been an NHS foundation trust since 2005
- has an annual income of c. £20m
- has a staff of around 420
- Does not enjoy the economies of scale more commonly found in larger Foundation Trusts.
- Expects to join with the RUH into a single organisation once the RUH has been authorised as a Foundation Trust.
- The Care Quality Commission is the independent regulator of all health and social care services in England.

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