

30th January 2014

Press Release

CARE QUALITY COMMISSION CONFIRM RNHRD MEETS QUALITY AND SAFETY STANDARDS

Following a routine, unannounced inspection at the Royal National Hospital for Rheumatic Diseases NHS Foundation Trust (RNHRD), the Care Quality Commission (CQC) have published a report confirming that the RNHRD is meeting all the standards inspected.

The CQC visited the RNHRD, known locally as the 'Min' in December 2013, to check that essential standards of quality and safety were being met in the following areas:

- Consent to care and treatment,
- Co-operating with other providers,
- Cleanliness and infection control,
- Requirements relating to workers,
- Staffing,
- Assessing and monitoring the quality of service provision.

The CQC reported that all of the patients they spoke to were “highly satisfied with the service they receive.”

The Care Quality Commission carry out inspections of care services in England to ensure services are providing people with “safe, effective, compassionate and high quality care.”

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During its visit to the Min, the CQC looked at the personal care and treatment records of people who used the service, talked with staff and people who used the service and reviewed supporting documentation such as policies.

The CQC highlighted the Trust's collaborative working with other providers to develop knowledge and skills and drew attention to the Trust's involvement in research projects with universities and other healthcare providers. Patients told the CQC that co-operation between healthcare professionals within the hospital contributed towards a successful treatment plan.

The report also noted that "at all times, despite the number of patients to assist, staff were patient, professional and caring" and confirmed that at all times "staffing numbers met the providers recommended levels". Patients told the CQC they felt there were enough staff to meet their needs.

Kirsty Matthews, CEO of the RNHRD says, "We welcome the CQC's assessment of our organisation and the high levels of satisfaction reported by patients. I would like to thank all our staff for the consistently high standards of care and support they deliver to our patients every day. It is particularly pleasing to hear positive feedback from those who use our services and we will continue to put patients at the heart of everything we do at the 'Min'."

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Notes to Editors

- The RNHRD NHS FT is a national specialist rehabilitation and rheumatology hospital based in Bath. Offering services to adults, children and young people, the trust has expertise in general and complex:
 - Rheumatological and musculoskeletal conditions
 - Chronic pain management
 - Fatigue Management (CFS/ME and cancer survivorship fatigue)
- www.rnhrd.nhs.uk
- The routine, unannounced CQC inspection took place on 16th, 17th and 19th of December 2013. The CQC published its report on January 29th 2014.