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Media Release

National Health Watchdog gives RUH Top Marks

The Royal United Hospital Bath NHS Trust meets all the essential standards of quality and care, according to the national health regulator, the Care Quality Commission.

The hospital was inspected last November and during the five day visit, inspectors went to several inpatient wards, the Children's Centre, the Emergency Department and a number of outpatient clinics and specialist departments. They talked to inpatients and outpatients, visitors, medical and domestic staff, managers and administration staff. The inspectors were also given access to Board reports, surveys, audits and non-identifiable patient notes so the hospital could show how it assessed itself against the standards of quality and safety, set by the CQC.

The hospital was assessed on 8 essential standards of care, ranging from food and drink to patients being treated with respect, being involved in discussions about their care, to how we assure and check to health and welfare of those who receive care at the RUH. Whilst the inspectors felt all 8 standards were being met, they have recommended that, in order to maintain them, one or two improvements are made. The CQC said that whilst the majority of patients are given safe, effective and appropriate care, the hospital must ensure that, on the older person's unit, all patient records for hydration and nutritional needs are fully completed and some patients would benefit from being treated with more dignity when they assisted with eating or using the bathroom.

However, the CQC report says overall, inspectors observed that care was being delivered almost always with patience and kindness, warmth and empathy; the majority of nursing and healthcare staff were professional in approach and knowledgeable in the treatment provided.

ENDS

The full report can be found at: www.cqc.org.uk or you can receive a printed version by telephoning 03000 616161