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Media Release

Inspectors praise RUH

The Royal United Hospital Bath has been given a clean bill of health by inspectors who said it was meeting all the essential standards of quality and safety.

The Care Quality Commission spent three days at the hospital in September and October this year, looking at the care arrangements for surgical patients.

Inspectors visited three surgical wards, the Emergency Department, theatres, the recovery unit, the intensive care unit, the pre-operative assessment unit and the day surgery unit.

They met and talked with patients and visitors, directors, senior managers, healthcare assistants, porters, security staff, nurses, doctors, consultants, and Human Resources staff.

Inspectors also spent a considerable amount of time observing patients and how we deliver care and support.

Their report says: "We asked patients and carers about the care they had received at the hospital. They told us that it was good. One person told us they had been to another hospital but preferred this one. A patient in the surgical admission unit told us that over two days they had seen it as a 'calm and efficient ward; staff are on top of things, often they are with you before you've rung the bell.'

"Another patient on the same ward said 'it's calm, nurses are always around, constantly asking people if they are OK.' A patient with a chronic medical condition told us the ward staff had contacted a specialist nurse in the hospital. This had resulted in adjustments being made to medicines the person was taking, to ensure they did not conflict with the medicines they had to take routinely for their condition."

Although the inspectors found that we were fully compliant with all the areas they assessed, they did highlight some areas for our attention.

These included helping nurses better understand and assess mental capacity, particularly in relation to obtaining consent; building more upon the solid foundation of caring for patients with dementia across the whole hospital; ensuring that nurses receive regular opportunities for training and reflection; and strengthening the hospital processes in the documentation of the provision of fluids and drinks.

Director of Nursing Francesca Thompson says: “We are delighted with the assessment by the Care Quality Commission that we are fully compliant and meeting all the essential standards of quality and safety across different wards and units.

“I’m very proud of this achievement, which recognises the hard work of our staff in putting patients first, and ensuring that improving quality care and protecting the safety of our patients is our priority.

“We have plans in place to address each of the areas highlighted as needing our attention.”

These are the standards which the Care Quality Commission assessed, and said we were meeting:

- Before people are given any examination, care, treatment or support, they should be asked if they agree to it
- People should get safe and appropriate care that meets their needs and supports their rights
- People should be protected from abuse and staff should respect their human rights
- Staff should be properly trained and supervised, and have the chance to develop and improve their skills
- People’s personal records, including medical records, should be accurate and kept safe and confidential.

Ends

Notes to Editors

To read the full Care Quality Commission report, go to www.cqc.org.uk/directory/rd130