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Response to Care Quality Commission Report

Director of Nursing Helen Blanchard said: "The Care Quality Commission visited a number of our wards in June and observed very good nursing care and warm interactions between staff and patients. However, there are clearly areas where we need to improve and we are addressing each of these issues.

"We have already taken action to ensure that key nursing documentation is properly completed when patients have been assessed to determine the care they require and when that care has been provided. Matrons and sisters are making sure that documentation, such as nutrition and hydration records, discharge plans and comfort rounds, has been completed correctly.

"We take the privacy and dignity of our patients very seriously and, although it is disappointing that inspectors found occasions where privacy and dignity was not upheld, I firmly believe these were isolated incidents.

"Inspectors also criticised aspects of our older people's care. Improving care for this group of patients is one of our main priorities, and our new Combe Ward has been designed and completely refurbished with the dementia patient in mind.

"I have now been Director of Nursing here at the RUH for a few weeks and have seen first-hand the commitment staff show. I know how much of a disappointment this report will be to everyone who works here.

"From what I have seen, staff put patients first and work extremely hard to give them the best experience possible.

"The CQC will be coming back to inspect us in December, and we welcome this as an opportunity to show off our very good levels of care over a longer period of time.

"I know that staff want to give the best possible care and that is what the inspectors will see."

Ends

