

The Royal London Hospital CQC report summary 2019

Requires Improvement

The Royal London Hospital saw improvements across the services inspected. The CQC highlighted 17 areas of 'outstanding' practice identified from their inspections. The CQC rated the hospital 'good' in the effective and caring domains, and 'requires improvement' in the safe, responsive and well-led domains.

The hospital's emergency care, surgery, children's services and dental hospital received an overall rating of 'good'. Outpatients and medical (including older people's care) received an overall rating of 'requires improvement'.

Critical care, maternity and end of life care were not included in this report. We expect the results from the recent 2018 maternity and end of life care inspections to be released in the coming months.

Improvements since our last inspection:

- Our overall rating has progressed from 'requires improvement' in eight out of nine categories to being rated as 'good' in five categories and 'requires improvement' in four categories.
- More than 70% of domains inspected were rated as 'good' or better.
- We are rated 'outstanding' for the domain of caring in the critical care category.

- Four out of six services inspected were rated as 'good'.
- The proportion of all domains rated 'good' has almost doubled.
- Emergency care, surgery and children's services join critical care as being rated 'good'.
- The dental hospital is not only rated as 'good' overall, but rated 'outstanding' in three domains.
- We no longer have any 'inadequate' services.

There's lots to be proud of, including...

- Patients and their relatives who spoke to the CQC described staff as kind and friendly. Patients told them that they felt staff included them in their care and that consultants explained things clearly.
- The innovative approach of our teams, including robotic surgery, trauma and specialist burns.
- The Ambrose King unit clinic for survivors of childhood abuse.
- The innovative treatment at the dental hospital, especially in relation to work on Behcet's disease.
- Multidisciplinary teams working in the dental hospital.
- The CQC observed nursing, medical, healthcare assistant and allied health staff provide compassionate and considerate care.
- The CQC highlighted the effective governance procedures and leadership structure in place to support the delivery of services.
- Improvements to our work culture, including staff describing their environment as a culture where staff feel recognised and are encouraged to report incidents and learn from them.
- Children's services were highlighted by the CQC as having an improved, values-based culture and taking account of the individual needs of children and young people.
- Outpatients has managed to maintain their position despite significant changes. Staff confirmed that the leadership support within the non-clinical teams and clinical teams had improved and the structure was clear. The service transferred to a well established governance framework shortly before the inspection in October 2018.

There's lots more to do, including...

- Improve clinical oversight of the paediatric waiting room and ensure checks are completed and documented consistently.
- Ensure staff on all medical wards are consistent in their recording of national early warning score (NEWS) scores.
- Improve consistency in the recording of patient information.
- Ensure wards and departments are assessed for ligature risks.
- Improve responsiveness for patients receiving medical care, including older people's care.
- Increase mandatory training levels for medical staff, especially for basic life support training and level 3 children safeguarding training.
- Reduce referral to treatment times.
- Improve emergency department access to services and patient flow.
- Ensure medicines are always stored securely and managed appropriately.
- Improve signage to children's wards, the neonatal unit and clinics.
- Ensure staff use a consistent process in managing nutrition and hydration.

“ I am extremely proud of the Royal London Hospital team for the amazing improvements, as shown by 70% of all domains being rated 'good' or 'outstanding', and no 'inadequate' ratings. A huge congratulations to all our staff. I would also like to give a special mention to the Dental Hospital for their 'outstanding' ratings in three domains. ”
Jackie Sullivan, Managing Director, Royal London Hospital

