

PRESS RELEASE

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Basildon Hospital receives ‘good’ rating and is moved out of special measures

- **Hospital rated ‘good’ or ‘outstanding’ by health regulator in seven out of eight areas**
- **Inspectors praise ‘excellent’ leadership**
- **Trust chief executive thanks ‘tireless’ staff and looks forward to a ‘new chapter’**
- **Chief Inspector of Hospitals recommends Monitor takes Trust out of special measures**

Basildon Hospital was today taken out of special measures after it received a ‘good’ rating from the Care Quality Commission (CQC).

Prof Sir Mike Richards, Chief Inspector of Hospitals, made the recommendation to health sector regulator Monitor following a CQC inspection carried out at the hospital in March this year.

Services were described as effective, caring, responsive and well-led with seven out of eight areas rated as ‘good’ or ‘outstanding’. The hospital is the first in the country to be rated as ‘outstanding’ for its maternity care.

Basildon was one of 14 hospitals to be put into special measures by Monitor last July because of concerns about the standard of care. Today’s announcement means it is the first of the group to have the sanction removed.

The ratings are based on what inspectors found during their visit, along with key statistics such as mortality and infection rates, staff and patient surveys, and opinions provided by patients, the public and other organisations.

In their summary, the CQC inspectors said: “We found very good care in most of the services we inspected. We saw some very good examples of care and treatment in maternity and children’s services. Patients who needed end of life care were supported by compassionate and caring staff. The service in A&E was improving and patients were mostly seen within the four-hour target.”

They praised the ‘excellent leadership in the trust [which] has changed the culture and behaviour of staff working in the organisation’.

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Clare Panniker, Trust Chief Executive, said: “Today marks the end of an era and the start of a new exciting chapter for our Trust when we can once more be confident - as the regulators now are - in the quality of our care. I am delighted that local people now have a hospital they can be proud of.

“Our staff have worked tirelessly over the past year to raise standards and put care and compassion at the heart of everything we do. I am pleased that the CQC have noted the improvements we have made, but also recognise we still have more work to do to achieve our aim to be an outstanding hospital.”

Professor Sir Mike Richards, Chief Inspector of Hospitals at the CQC, said: “I am very pleased to be able to recommend that Basildon and Thurrock University Hospitals NHS Foundation Trust should exit special measures. I formally made my recommendation to Monitor, which regulates foundation trusts, and welcome their announcement today regarding this.

“Our inspection in March found significant improvements in a number of areas and we particularly found maternity services at the trust were outstanding.

“Some improvements are however still needed, so the trust cannot be complacent. But, as the trust has moved forward and made improvements across its services, CQC has confidence in the trust’s leadership to continue to work to make further changes for the good of its patients.”

The CQC looked at eight main service areas: A&E, medical care, surgery, critical care, maternity, children and young people, end of life and outpatients. Just one service area – surgery – was judged to require improvement.

The CQC inspection also asked five questions about services: are they safe, caring, effective, well-led and responsive to people’s needs? The Trust received four ‘good’ ratings for being caring, responsive, effective and well-led. Although the inspectors found that services at the Trust were safe, they said some improvements were required.

Examples of good care and practice at the Trust highlighted by inspectors include:

- Outstanding care and treatment in maternity services – described as ‘exceptional’ with a strong focus on patient safety and consistent high quality care
- Supportive and compassionate children’s services – families felt ‘safe in the hands of the staff’ and the service ‘understood the needs of the communities it serves’
- Compassion, dignity and respect for patients approaching end of life care – patients said they were ‘treated with respect and dignity and felt involved in their care and treatment’

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- Responsive, clean and safe outpatients service – patients said they were treated with ‘compassion, dignity and respect’
- Safe, effective, caring and compassionate critical care – patients and relatives said staff ‘were caring and responsive to patients’ needs’
- High standards of cleanliness and infection control – the hospital was clean with staff cleaning their hands between patients and acceptable rates of infection

Inspectors identified one area where the Trust ‘must’ improve and that was in the way medication is stored and recorded.

Clare Panniker added: “We recognise there is still to do and work is already underway to address the areas identified by the CQC as in need of improvement. We need to intensify our efforts to achieve the excellence that we all aspire to for our patients and the local community we serve.”

Adam Cayley, Regional Director for Monitor, who was also the Improvement Director for the trust during the special measures process, said:

“Patients are benefiting from the great improvement at the trust. The decision we’ve taken today is a reflection of the hard work that staff at the trust, with Monitor’s support, have put in to making the hospital a better place for local people.

“But this isn’t the end of the story. We want to make sure that the trust keeps on improving and that these improvements last.”

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