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## Part 1: Introduction



My name is **James Sumner** and I am in **charge** of Mid Cheshire Hospitals NHS Foundation Trust (**the Trust**).

E-mail: james.sumner@mcht.nhs.uk

The **Trust** is the **organisation** that **runs**:

- **Leighton Hospital** in **Crewe**
- **Victoria Infirmary** in **Northwich**
- **Elmhurst Intermediate Care Centre** in **Winsford**
- **Central Cheshire Integrated Care Partnership (CCICP)** in the **community**



The **Trust** tries hard to **give patients good quality care**. We are always trying to **improve** our **standards of care**.



The **Trust** has had a **difficult year dealing** with **coronavirus**.



This is our latest **Quality Account**. It **shows how we did** between **April 2019 to March 2020**.



**Trust Board members** and **Governors** look at **patient care** and **safety** by **visiting wards** and **departments**.



We have **used Government rules** to **check** that **all the information** in our **report** is **right**.



We are really **proud** of the **work** the **Trust** has been **doing** to **get better** over the **last 12 months**.

## Good Examples



**We introduced a new way to check quality in the Trust.**



**Staff can look at their work shifts on a computer or phone.**



**Winsford Nursing Team went a 1000 days without a patient getting a bad pressure ulcer.**

# Good Examples



**Feedback Friday** is a way of **sharing patient's positive feedback** on **Twitter**.



The **Trust** has a **freedom to speak up** person for **staff** to **raise concerns**.



The **Community Bladder and Bowel Service** have **more nurses** to **look after patients**.

## Part 2: Feedback from patients and visitors

How we **find out** what is **important to you**:



In **2019-2020**, we spent time **working** on our **Quality Plan**.

**92%** ✓

of patients say that they are likely to recommend the Trust for treatment (Friends and Family Test)

**Patients** are **asked** if they would **want** their **friends** or **family** to be **treated** at our **hospital**.



**Lots of people** also **told us** what they **think about us** on the **NHS Choices** website.



We have been officially rated as

**GOOD**

Rating Scale:  
Outstanding - **Good** - Requires Improvement - Inadequate

The **Trust** has a **rating** of **good**.

This means our **Trust** is **one of the best in the country**.



The **staff work well together** to **protect patients** and **provide quality care**.



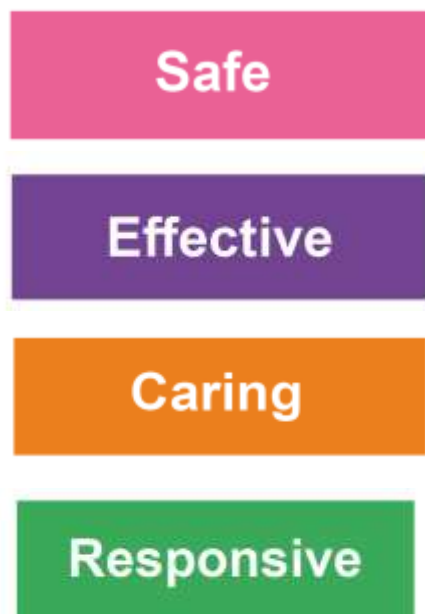
We have got **more compliments** this year **than last year**.



## Part 3: Our Quality Plan



Our **Quality Plan** helps us to **improve health care** for our **patients in hospital**.



The **Quality Plan** looks at 4 **main areas**.

This is the **second year** of the 2019 – 2020 **plan**.

These are the **important goals** in our **plan**:

Our **goals for Safe** are:

- **Reducing serious harm**
- **Reducing hospital acquired infections**
- **Reducing pressure ulcers**
- **Reducing inpatient falls**

Our **goals for Effective** are:

- **Recognising and responding to deteriorating patients**
- **Recognising and treating sepsis**
- **Mortality**

Our **goal for Caring** is:

- **End of life care**

Our **goal for Responsive** is:

- **Reducing inpatient moves**

## Part 4: Our New Quality Plan Report

### Safe - Reducing Serious Harm



In **2019 to 2020** there were **two Never Events**.



**Action plans** are in place to **stop Never Events** happening again.



All **staff** are **told** about **anything** that has **gone wrong** and how they can **learn** from this.

## Safe - Reducing Hospital Acquired Infections



Every **patient** is **checked** for **infection** when they come into **hospital**.



We have a **team** of **Infection Prevention and Control** nurses.



We **look** at why **patients** get **infections** and how we can **stop** this.

## Safe - Reducing Pressure Ulcers



Every patient is **checked** for **pressure ulcers** when they come into **hospital**.



We **looked** at all the **mattresses** in the **hospital** to make sure **patients** have the **right one**.



We have a **new nurse** to **look** at **pressure ulcers**.



Our **district nurses** continue to **visit patients** at **home** to see if their **ulcers** are getting **better**.

## Safe - Reducing Inpatient Falls



Every **patient** is **checked** for **risk of falling** when they come into **hospital**.



**Staff** are **trained** to **help** to **stop** **patients** **falling**.



The **Trust** has **looked** at a number of **ways** to **stop** **patients** from **falling** in **hospital**.



The **Community Team** now use a **leaflet** about how to **prevent** **falls**.

## Effective - Recognising and Responding to Deteriorating Patients



We have a **new special care plan** to see if a **pregnant woman** is **getting poorly**.



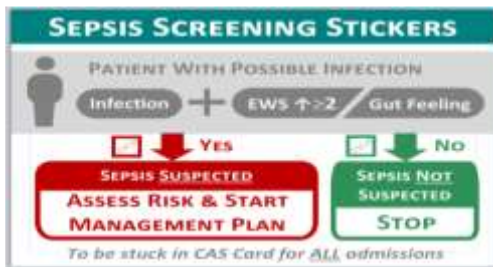
We have got **more staff** to **look after** the very **poorly patients**.



**Staff** are **trained** to see when **patients** are **getting poorly**.



## Effective - Recognising and Treating Sepsis



We **screen all patients** that come into **hospital** who may have **sepsis**.



The **Community Team** use a **special care plan** to look after children with **sepsis**.



**Staff** are **trained** to **see** and **treat** **patients** with **sepsis** as soon as possible.

## Effective - Mortality



We want to **reduce** the **number** of **patients** who **die** in our hospital when this is **not expected**.



We have a team of **Senior Clinical Staff** who **review** the **case notes** of **all patients** who **die** in our hospital.



We have **regular meetings** to **look** at **serious incidents**.

## Caring - End of Life



**Staff are trained to care for patients who are dying.**



We have **special care plans** for **patients** who are **dying**. This is called the **Amber Care Bundle**.



We have **special nurses** who **care** for **patients** in **hospital** and at **home**.

## Responsive - Reducing Inpatient Moves



We try to **care** for **patients** on the **right ward**.



We try to **reduce** the **number** of **ward moves**.

## Part 5: People who have checked our Quality Account



It is important to us that **lots of people and organisations have the chance to look at our Quality Account** and tell us what they think so we can plan for the future.



The **NHS Cheshire Clinical Commissioning Group** are in **charge** of **buying and looking at local health services** in our area.



They **are pleased**:

- How we **check quality** in the **Trust**
- We are **supporting patients** with **learning disabilities**
- We have **reduced** our **infections**

They **would like** us to **continue** our **work** on **falls**.



The **Council of Governors** are people who **check** on the **Trust**.



The **Governors** are **pleased** with:

- How **hard** the **staff** are **working**
- Our **good CQC** rating



**Healthwatch Cheshire East** are pleased with the:

- You said We did
- Easy read leaflets
- **Special Care Plan** for **sepsis**



**Health and Adult Social Care Overview and Scrutiny** are pleased:



- With the **content** of the **Quality Accounts**
- How the **Trust** has **dealt** with **coronavirus**
- The **Trust** is **getting more nurses**

## Part 6: Summary

During **2019/2020** we have been using our **Quality Plan** to **improve** the:



- **Safety** for our patients
- **Effectiveness** in our ways of working
- **Caring** for our patients
- **Responding to unwell patients**



We have **achieved most** of our **goals** for **2019/2020**.



We are **doing very well** in:

- **Continuing to support patients with learning disabilities**
- **More compliments**



We **need to do better** on:

- **Number of serious incidents recorded**





***“Mid Cheshire Hospitals NHS  
Foundation Trust prides itself  
on the quality and safety of care  
it delivers to patients and  
carers”***

## Part 7: Feedback Form

**We want to know what you think of our report**

Please put a **tick**  next to what you think

How **useful** did you find **our report**?

☐

Very useful

☐

Not useful at all

☐

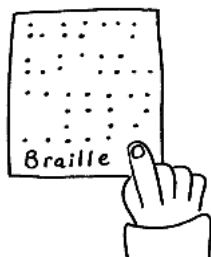
Do not know

Please return questionnaire to:



Clinical Quality and Outcomes Matron  
Mid Cheshire Hospitals NHS Foundation Trust  
Leighton Hospital  
Middlewich Road  
Crewe  
Cheshire  
CW1 4QJ

This booklet is available in other languages or formats



To ask for a copy telephone 01270 273104



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