



By e-mail

Our reference: RAJ

Clare Panniker
Southend University Hospital NHS Foundation Trust
Southend Hospital
Prittle Chase
Westcliff-on-Sea
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Date: 7 November 2019

CQC Reference Number: INS2-5806114990

Dear Clare Panniker

Re: CQC inspection of Southend University Hospital NHS Foundation Trust

Following your feedback meeting with Martine Pringle (CQC Inspection Manager), Luam Kidane (CQC Inspector), on 7 November 2019. I thought it would be helpful to give you written feedback as highlighted at the inspection and given to you and your colleagues, Chief Nurse Diane Saker, and Managing Director Yvonne Blucher at the feedback meeting.

This letter does not replace the draft report and evidence appendix we will send to you, but simply confirms what we fed-back on 7 November 2019 and provides you with a basis to start considering what action is needed.

We would encourage you to discuss the findings of our inspection at the public session of your next board meeting. If your next board meeting takes place prior to receiving a final or draft inspection report and evidence appendix, this correspondence should be used to inform discussions with the board. When scheduling a discussion of this letter, or the draft report, please inform your CQC Regional Communications Manager, who is copied in to this letter.

An overview of our feedback

The announced inspections took place on the 5,6 & 7 November 2019 and covered five core services. We inspected, Urgent and Emergency care, Medical Care (including older people), Surgery, Maternity, Outpatients services.

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Gallowgate
Newcastle Upon Tyne
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The preliminary findings that we fed back to you were:

- We thanked yourself and the team for the warm welcome we received and the smooth running of the inspection. Your staff in all cores services we inspected were friendly and welcoming throughout the inspection.

Urgent & Emergency Care

- The observed that not all NEWS observations were repeated in the required timeframes.
- Patients were not always triaged within national standards.
- There were no clear pathways for ambulatory care.
- Children's emergence department was not 24/7. When it was not open children waited in the adult area, nurses from the adult area were caring for children and not always doing their observations within 15 minutes of arrival.
- Local managers were respectful and supported one another.

Medical Care (including older people)

- Mandatory training compliance was poor, specifically for safeguarding and basic life support modules.
- Documentation we observed was not fully completed.
- We observed a good dementia hub for people living with dementia.
- Junior doctors now had a doctor's forum in place which had improved their morale.

Surgery

- Staff told us that they did not see the executive team.
- We observed that fluid balance charts were not completed.
- Patients remained in recovery area of theatre for up to 24 hours due to no high dependency unit beds being available.
- The world health organisation safety checklist is consistently used and completed.
- Staff like using the vital pac to take patients' observations.
- Staff are focused on developing a safety culture within the service.

Maternity

- Staff training compliance needs improvement.
- We observed a good bereavement service.
- The community midwives are providing good support to homeless pregnant women.
- Mothers received good support when their babies had to be transferred out to another hospital

Outpatients

- We observed that the environment in Ophthalmology was very cramped.
- The toilet was not working which meant there was an offensive sewage smell in the area.
- The world health organisation safety checklist is consistently used and completed.

- There was evidence of positive MDT working.

A draft inspection report will be sent to you once we have completed our due processes and you will have the opportunity to check the factual accuracy of the report. I am also copying this letter to at NHS Improvement

Could I take this opportunity to thank you once again for the arrangements that you made to help organise the inspection, and for the cooperation that we experienced from you and your staff.

If you have any questions about this letter, please contact me through our National Customer Service Centre using the details below:

Telephone: 03000 616161

Write to: CQC
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

If you do get in touch, please make sure you quote or have the reference number (above) to hand. It may cause delay if you are not able to give it to us.

Yours sincerely



Inspection Manager

c.c. Copied to:

Fiona Allinson – CQC Head of Hospitals Inspection
NHS England and NHS Improvement East of England
Antoinette Smith CQC Inspection Manager
Chris Craven CQC Inspector/Relationship owner of the trust