







## Care Quality Commission (CQC) Findings







Somerset stroke services have not specifically been reviewed by the CQC, but areas of the system which stroke patients may be treated within have been reviewed and are summarised below:

Musgrove Park Hospital: CQC Inspection 2019<sup>1</sup>:

Overall trust quality rating		Good 
Are services safe?	Requires improvement	
Are services effective?	Good	
Are services caring?	Outstanding	
Are services responsive?	Good	
Are services well-led?	Good	
Are resources used productively?	Good	

The CQC inspection in 2019 covered medical care (including older people's care) and was rated as good overall. The overall rating stayed the same, and due to improvements made, safe moved up from requires improvement to good. Responsive was rated as good, but not enough patients were being referred for treatment in a timely way and in line with NHS constitutional standards. The other key questions were rated as good and caring remained rated as outstanding.

Musgrove Park Hospital: CQC Inspection 2017<sup>2</sup>:

Overall rating for this trust		Good 
Are services safe?	Requires improvement	
Are services effective?	Good	
Are services caring?	Outstanding	
Are services responsive?	Good	
Are services well-led?	Good	

<sup>1</sup> [Provider section - RBA Taunton and Somerset NHS Foundation Trust \(17/12/2019\) INS2-5746184061 \(cqc.org.uk\)](https://www.cqc.org.uk/provider-section/rba-taunton-and-somerset-nhs-foundation-trust-17-12-2019-ins2-5746184061)

<sup>2</sup> [Provider section - RBA Taunton and Somerset NHS Foundation Trust \(30/08/2017\) INS2-3905811562 \(cqc.org.uk\)](https://www.cqc.org.uk/provider-section/rba-taunton-and-somerset-nhs-foundation-trust-30-08-2017-ins2-3905811562)

The CQC inspection in 2017 covered Urgent and Emergency Care provision at Musgrove Park Hospital. It found that it was improving in all areas and was rated as good overall. They recognised significant improvements in the emergency department and felt that the integrated front door model was being used to improve both the efficiency of the service and respond to patients.

Yeovil District Hospital: CQC Inspection 2019:

Overall rating for this trust	Requires improvement 
Are services safe?	Requires improvement 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Requires improvement 
Are resources used productively?	Inadequate 
<b>Combined quality and resource rating</b>	<b>Requires improvement </b>

The CQC inspection in 2019 rated YDH as requires improvement overall. There was significant variation between the different aspects of the inspection, which impacted the overall outcome. In relation to stroke, urgent and emergency care (A&E) was rated as good overall, with “responsive” rated as outstanding. Patients were treated as individuals and meeting their needs was part of the values which drove staff. The rating of “well-led” at core service level was good overall, but the rating for trust management, specifically around financial governance, was requires improvement.

In relation to medical care, this was rated as good overall (an improvement from the 2016 inspection). The standard “Safe” remained as requires improvement due to concerns about risk assessments and responding to deteriorating patients. But “responsive” and “well-led” improved to good. “Effective” and “caring” remained as good.