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A and E staff delivering save care

Posted on Wednesday 6th March 2013

Patients visiting A & E at Carlisle's Cumberland Infirmary experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights, the Care Quality Commission has said.

The Care Quality Commission (CQC) is the independent and external regulator of hospital services and paid an unannounced visit to the A & E Department at the Cumberland Infirmary on 12 June 2012 following which they made a number of recommendations for action.

All these actions have been completed and the CQC has published its latest report on progress following an unannounced inspection visit on 28 January 2013.

The CQC said A & E was fully compliant and had met the following essential standards:

- Cleanliness and infection control
- Safety, availability and suitability of equipment
- Supporting workers
- Assessing and monitoring the quality of service provision

Inspectors asked to meet with patients who were using the service that day and also spoke to staff to see if things had improved.

The CQC inspectors said the patients they spoke with were satisfied with the service they had received and one person said: "They explained everything that is happening and we have nothing to complain about."

The CQC said they had also spoken with staff who told them that "things have improved in some areas" and also commented that senior managers "seemed to listen" but would welcome further engagement with senior members of staff.

Overall, the CQC said: "We found that there had been improvements made since our previous inspection. People were cared for in a clean, hygienic environment and protected from unsafe or unsuitable equipment. Staff were supported to deliver care and treatment safely and to an appropriate standard. The Trust had an effective system to regularly assess and monitor the quality of service that people received."

The full report can be viewed on the CQC website: www.cqc.org.uk

Lesley Carruthers, Deputy Director of Nursing, said: "We pride ourselves on delivering high quality care and support to our patients and we are delighted that this has been endorsed by our independent regulator, the Care Quality Commission.

"We are particularly pleased that the CQC has recognised that patients using our A & E experience care, treatment and support that meets their needs and our staff ought to be commended for this.

"Since the first inspection took place, we have addressed some of the minor issues highlighted by the CQC. We will continue to engage with all our staff as we strive to make continual improvement."



The A & E Department at the Cumberland Infirmary



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