

Media Release

CQC reports progress at SaTH since last inspection

18 November 2021

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The Care and Quality Commission (CQC) has reported progress across key areas and services at The Shrewsbury and Telford Hospital NHS Trust (SaTH), while the Trust remains rated as ‘inadequate’ overall.

Following an inspection in July and August, two of the five domains previously rated as ‘inadequate’ are now rated as ‘requires improvement’. At a more detailed level, in terms of the core services inspected within the Trust, 16 of the ratings improved since the last inspection.

There were several areas identified in the inspection where action and improvement are still needed including the provision of end-of-life care, practice in respect of infection prevention and control, record keeping and storage, and vacancies in key areas.

The report also recognised that the Trust had made progress across a number of key areas, with the CQC noting:

- “Outstanding practice” was reported, with Midwifery staff showing immense levels of resilience as they were able to continue to provide high levels of care to women and babies and maintained a positive and caring attitude during extremely challenging circumstances
- Staff provided emotional support to patients, families and carers to minimise their distress
- Actions were being taken to recruit nursing, medical staff, and effective leaders;
- All staff were committed to continually learning and improving services;
- Staff were focused on the needs of patients receiving care and there was an open culture where patients, their families and staff could raise concerns;
- Women in maternity were treated with compassion and kindness, had their privacy and dignity respected, and account was taken of their individual needs.



Louise Barnett, Chief Executive at SaTH said, “We welcome the CQC inspection report. The report identifies meaningful progress in the Trust, but also shows that more work is required to improve the services we deliver for our communities, and we have plans in place to achieve this.

“In incredibly difficult circumstances, progress has been made in key areas and much has been done to improve the way we work and deliver care. Our team has shown enormous dedication and commitment and I want to thank them for their exceptionally hard work to bring about these positive changes.”

“However, the report also reinforces the amount there is still to do on the Trust’s improvement journey. We are determined to build on this progress and use this, and the report, as a stepping stone to provide excellent care across all our services for patients and families in our communities.”

The CQC inspected four areas and services – urgent and emergency care, medical care, and end of life care at both the Royal Shrewsbury Hospital and the Princess Royal Hospital, and maternity services at the Princess Royal – as well as undertaking a ‘well-led’ inspection for the Trust overall.

ENDS

Notes for Editors:

- The Shrewsbury and Telford Hospital NHS Trust runs the Royal Shrewsbury Hospital and the Princess Royal Hospital, Telford, and is the main provider of acute hospital care for almost 500,000 people from Shropshire, Telford & Wrekin and mid Wales. Patients come to us from Telford, Shrewsbury, Ludlow, Oswestry, Bridgnorth, Whitchurch, Newtown and Welshpool in Powys.
- The Trust continues to work with its partners in health and social care in Shropshire, Telford & Wrekin and mid Wales to develop patient-focused services that meet the needs of our communities.
- If you have any feedback about local healthcare, independent support and signposting is available from Healthwatch Shropshire, Healthwatch Telford and Wrekin and Powys Community Health Council (CHC):
 - Healthwatch Shropshire: 01743 237884 or email the team via enquiries@healthwatchshropshire.co.uk
 - Healthwatch Telford and Wrekin: 01952 739540 or email info@healthwatchtelfordandwrekin.co.uk
 - Powys CHC: 01686 627632 or email enquiries.powyschc@waleschc.org.uk

For more information contact Ben Russell, Interim Head of Communications, at The Shrewsbury and Telford Hospital NHS Trust on 07713 391 042, or Lisa Bailey, Senior Communications Specialist at The Shrewsbury and Telford Hospital NHS Trust, on 07784 015889. They can be contacted by email on sath.commsteam@nhs.net