

Commentary on Hounslow and Richmond Community Healthcare NHS Trust
Quality Accounts 2013-2014

These Quality Accounts present a transparent report of HRCH. The Trust has made some excellent improvements in the areas set out, and has been open in addressing targets they have not achieved. However, there are a small number of measures, such as percentage of staff attending safeguarding adults training (Priority 1) and percentage of teams submitting high impact interventions (Priority 2), where there is insufficient analysis of why these targets have not been met. In other areas we appreciate the clear presentation of how performance has been measured against set targets.

We noted that the Trust had difficulty in achieving targets for staff training across two priorities. In particular it is disappointing to see that the Trust failed to maintain or improve upon the percentage of staff completing infection prevention and control training. However it is good that the Trust's commitment to continuing to improve training is demonstrated in some areas, for example the implementation of e-learning in Infection Prevention and Control Training. Given the difficulties faced this year, we feel that this should be explicitly included in future priorities.

The Trust has made some significant improvements over the past year: it is encouraging to see a positive increase in the percentage of staff receiving clinical supervision and the commitment to continue to improve upon this over the next year. We are also pleased to acknowledge that the Trust exceeded their target for patient satisfaction with services over the past 12 months, and that they are committed to continuing an adapted version of this priority for the coming year.

We appreciated the Trust's use of patients, carers, staff and stakeholders views to decide on the future priorities, and we are impressed to see that these priorities are focussed on delivering better outcomes for the patients.

The target relating to improving overall dementia care is welcome, and it makes sense to tie this into the Trust's CQUIN targets, by focussing on recognising and implementing early warning signs for those who have undiagnosed dementia. However, it would also be beneficial to consider a patient or carer reported measure for quality of care of those with diagnosed dementia, as this is not otherwise measured. We were pleased to note that, having recognised and investigated the number of serious incidents leading to death, the Trust is expanding on the 2013/14 priorities and has committed to a patient safety priority where learning from these reported incidents will be shared for the benefit of patients.

Overall we were pleased with the Trust's achievements over the past year. We support their aims for the coming 12 months, and their continuing commitment to patient centred priorities.

