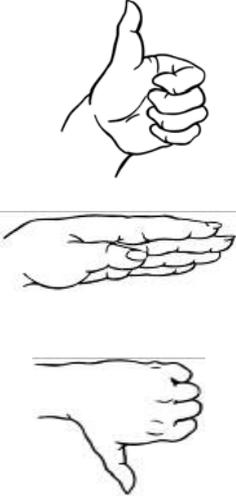


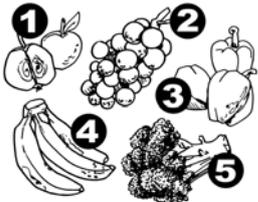
Care Quality Commission's check to see if older people are being treated with respect and given healthy food and drink in NHS hospitals

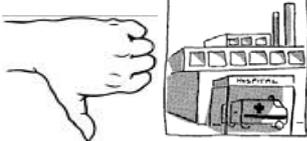
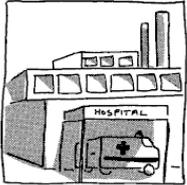
Main Findings

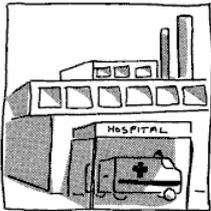
	<h3>About this paper</h3>
	<p>The Government asked the Care Quality Commission, or CQC, to check if people are being treated with respect and given healthy food and drink in NHS hospitals.</p> <p>Care Quality Commission – the organisation that checks services meet the government's standards about care for all health and social care services in England.</p>
	<p>CQC checked 100 NHS hospitals in England in teams that included inspectors, nurses and an 'expert by experience' between March and June 2011.</p> <p>Inspectors – CQC staff who visit services to check them.</p> <p>'expert by experience' – someone who uses services or a family carer. They help us find out what services are really like.</p>

	<p>We chose which hospitals to check by using:</p> <ul style="list-style-type: none"> • information we already had • information from members of a programme advisory group • hospitals named in the Parliamentary and Health Service Ombudsman's report called '<i>Care and compassion?</i>' • we also chose some at random. <p>programme advisory group is a group of organisations who speak on behalf patients, care providers, professionals and campaign groups</p>
	<p>We checked two standards that all hospitals should be meeting:</p> <ul style="list-style-type: none"> • 1 - were patients shown respect • 2 - were patients given enough healthy food and water
	<p>The results of our checks</p>

	<ul style="list-style-type: none"> • 45 hospitals met both standards • 35 hospitals met both standards but need to make things a little better • 20 hospitals did not meet the standards <p>This is more than we thought it would be</p>
	<p>Sometimes, we found poor care in one area of a hospital, but good care in another. When this happened we made our decision looking at the area with the worst care.</p>
	<p>More results:</p> <ul style="list-style-type: none"> • 60 out of 100 hospitals treated patients with respect • 28 out of 100 hospitals treated patients with respect but need to make some improvements • 12 out of 100 hospitals did not treat patients with respect and need to take some actions to change this • There weren't any hospitals that had really serious problems with treating patients with respect

	<p>Some problems we found:</p> <ul style="list-style-type: none"> • patients privacy and dignity were not respected – for example their curtains were not always closed when they should be • patients could not reach call bells and were not seen quickly • staff did not speak well to patients • not enough staff.
	<p>Some more results</p> <ul style="list-style-type: none"> • 51 out of 100 hospitals met government standards for giving food and drink • 32 out of 100 hospitals met government standards for giving food and drink but need to make some improvements • 15 out of 100 hospitals did not meet government standards for food and drink and need to take some action to change this • 2 out of 100 hospitals had really serious problems and had to take some urgent action

 	<p>Some problems we found:</p> <ul style="list-style-type: none"> • some patients were not given the help they needed to eat • some patients were not allowed to finish their meal • some patients were not always asked if they needed special help, for example special food • information about what food and drink patients had were not kept properly • many patients could not clean their hands before eating.
	<p>It took 6 months to do all the checks</p> <p>Some hospitals have been re-checked since and follow-up actions are in place.</p>
	<p>Hospitals with problems</p>
	<p>The hospitals below have serious that need urgent action.</p> <ul style="list-style-type: none"> • Alexandra Hospital, Worcestershire Acute Hospitals NHS Trust • Sandwell General Hospital, Sandwell and

	West Birmingham Hospitals NHS Trust
	<p>The hospitals below have some problems that need action.</p> <ul style="list-style-type: none"> • Barnsley Hospital, Barnsley Hospital NHS Foundation Trust • Bedford Hospital, Bedford Hospital NHS Trust • Colchester General Hospital, Colchester Hospital University NHS Foundation Trust • Conquest Hospital, East Sussex Hospitals NHS Trust • Darent Valley Hospital, Dartford and Gravesham NHS Trust • Eastbourne General Hospital, East Sussex Hospitals NHS Trust • Great Western Hospital, Great Western Hospitals NHS Foundation Trust • Ipswich Hospital, Ipswich Hospital NHS Trust • James Paget Hospital, James Paget University Hospitals NHS Foundation Trust • John Radcliffe Hospital, Oxford Radcliffe Hospitals NHS Trust

	<ul style="list-style-type: none"> • Norfolk and Norwich University Hospital, Norfolk and Norwich University Hospitals NHS Foundation Trust • Ormskirk and District General Hospital, Southport and Ormskirk Hospital NHS Trust • Royal Preston Hospital, Lancashire Teaching Hospitals NHS Foundation Trust • Royal Free Hampstead Hospital, Royal Free Hampstead NHS Trust • South Tyneside District Hospital, South Tyneside NHS Foundation Trust • Stepping Hill Hospital, Stockport NHS Foundation Trust • University Hospitals Bristol site, University Hospitals Bristol NHS Foundation Trust • Whiston Hospital, St Helen's and Knowsley NHS Trust
	<p>What to do if you would like more information</p> <p>All 100 hospital reports are on the internet at www.cqc.org.uk along with details of what actions hospitals need to improve.</p>