



# **CQC assessment report for Royal Albert Edward Infirmary**

## **Overview**

**Overall Rating: Good**

### **Summary**

The service is performing well and meeting our expectations.

## Summary

Safe	Requires Improvement	<a href="#">Read this section</a>
Effective	Good	<a href="#">Read this section</a>
Caring	Good	<a href="#">Read this section</a>
Responsive	Good	<a href="#">Read this section</a>
Well-led	Good	<a href="#">Read this section</a>

## Commentary

Royal Albert Edward Infirmary is a district general hospital located near Wigan town centre. It forms part of the Wroughtington, Wigan and Leigh NHS Foundation Trust. It provides a full range of services including urgent and emergency care, critical care, a comprehensive range of elective and non-elective general medicine (including elderly care) and surgery (non-elective), paediatric care, neonatal care, maternity care and a range of outpatient and diagnostic imaging services. We commenced a focused assessment of the urgent and emergency services at the Royal Albert Edward Infirmary on 12 February 2024 and carried out an onsite inspection on 5 March 2024. The inspection was unannounced. During the inspection, we spoke with staff, leaders, people who use the service and stakeholders. We looked at care records, policies and other documents relating to the service. The service had a positive safety-focussed culture. Safety incidents and complaints were managed well, and lessons learned. Care was planned and organised with people and stakeholders to maintain safety and continuity of care. The service controlled infection risks well. Staff planned and delivered care according to best practice and national guidance. Staff treated people with compassion and kindness. Leaders had the skills and experience to carry out their roles but did not always have resources and space to manage the priorities and issues the service faced. However, during the inspection we identified 6 regulatory breaches where we have told the service it needs to make improvements. We found parts of the service did not have suitable and well-maintained furnishings. Whilst the service had enough nursing and support staff, key risks relating to consultant numbers and availability had not been effectively identified and mitigated. Mandatory training compliance in some subjects was significantly below trust targets. Staff appraisal compliance was below trust targets. The service did not effectively manage risks for patients with sepsis. People did not always receive timely care and treatment. Waiting times and arrangements to admit, treat

and discharge patients were worse than national standards across most indicators. Although we found areas of concern at this assessment, until we have assessed more quality statements the rating for this service remains the same.

↑ [Back to top](#)

## Safe

### Rating: Requires Improvement

#### Summary

This service is not always safe

#### Commentary

We only assessed accident and emergency services at the Royal Albert Edward Infirmary as part of this assessment. The service had a positive safety-focussed culture. Safety incidents and complaints were managed well, and lessons learned. Care and support was planned and organised with people and stakeholders to maintain safety and continuity of care. The service had enough nursing and support staff to keep patients safe. However, during the inspection we identified 5 regulatory breaches relating to the key question for safe, where we have told the service it needs to make improvements. We found the service did not effectively manage risks for patients with sepsis. Parts of the service did not have suitable and well maintained furnishings. Key risks relating to consultant numbers and availability had not been effectively identified and mitigated. Mandatory training compliance in specific subjects was significantly below trust targets. Staff appraisal compliance was below trust targets.

## Effective

### Rating: Good

## Summary

This service is effective

### Commentary

We only assessed accident and emergency care services at the Royal Albert Edward Infirmary as part of this assessment. Staff planned and delivered care according to best practice and national guidance. Staff protected the rights of patients subject to the Mental Health Act and followed the Code of Practice. The service participated in a range of local and national clinical audits. Staff made sure patients had enough to eat and drink including those with specialist nutrition and hydration needs. Fluid balance charts were not always completed consistently and accurately, but the service had taken actions to improve this.

## Caring

### Rating: Good

## Summary

This service is caring

### Commentary

We only assessed accident and emergency care services at the Royal Albert Edward Infirmary as part of this assessment. Staff treated people who use the service, their relatives and carers with compassion and kindness. Staff understood and respected people's individual needs. Staff supported people to maintain their privacy and dignity, including when receiving corridor based care. We received a mixed response from staff working in partner organisations about their relationships with the service.

# Responsive

## Rating: Good

### Summary

This service is responsive

### Commentary

We only assessed accident and emergency care services at the Royal Albert Edward Infirmary as part of this assessment. Staff were aware of how they could make reasonable adjustments for patients. Leaders and staff were alert to discrimination and inequality that could disadvantage certain groups of people. People with extended wait times were routinely monitored by staff to ensure their personal and health care needs were being met. Staff did not have formal documented person centred care plans, but peoples' needs and preferences were recorded in their care records. However, during the inspection we identified one regulatory breach relating to the key question for responsive, where we have told the service it needs to make improvements. People did not always receive timely care and treatment. Waiting times and arrangements to admit, treat and discharge patients were worse than national standards across most indicators.

# Well-led

## Rating: Good

### Summary

This service is well-led

## Commentary

We only assessed accident and emergency care services at the Royal Albert Edward Infirmary as part of this assessment. Leaders had the appropriate skills and experience to carry out their roles but did not always have resources and space to manage the priorities and issues the service faced. There were clear reporting structures and staff understood their roles and responsibilities. Staff told us leaders were approachable, visible, and provided them with good support. Leaders were able to demonstrate the improvement actions they had undertaken or planned to address key risks. However, the actions taken to address key issues or reduce their impact had not yet resulted in effective and timely improvements in the management of risks, issues and performance across the services.