



Wednesday 15 July

PRESS RELEASE

In February 2020, the Care Quality Commission (CQC) carried out a comprehensive inspection at the Royal Hospital for Neuro-disability (RHN) in Putney. The RHN has been rated as 'Good' in three of the five areas inspected by the CQC: 'Caring', 'Responsive' and 'Effective'. The CQC rated the 'Safe' and 'Well-led' categories as requiring improvement. With two out of five lines of enquiry being rated as falling short of a good rating, the CQC has revised the RHN's rating from 'Good' to 'Requires improvement'.

The RHN has no specific 'Must Do's' arising from the inspection but the report sets out three 'Should Do' items, although Dr Nigel Acheson, CQC's Deputy Chief Inspector of Hospitals, says that a regulation had not been breached. The 'Should Do' actions are two relating to Chatsworth ward (which were completed earlier this year) and a requirement to continue work to ensure all staff are up to date with their mandatory training (the RHN having reached 93% compliance as against its target of 95%).

Paul Allen, CEO at the Royal Hospital for Neuro-disability, said:

"We are obviously disappointed about the rating. The CQC acknowledge many positive findings and were clear about the positive feedback received from our patients, who told inspectors they are treated with kindness, dignity and respect.

"We are proud of the outstanding practice and our open culture which the CQC has identified. Staff feel proud to work at the RHN and spoke highly to the CQC of the work environment. We will continue to deliver a high standard of rehabilitation and care to our patients and residents, and support for their families.

"We are immensely grateful to all of our staff who continue to work so hard, particularly during the COVID-19 crisis, and as always, the welfare of our patients and residents continues to be our primary concern."

The inspectors specifically highlighted in the report areas of outstanding care, including responsive practice from staff to meet patients' individual needs and provide holistic care. They were impressed that staff created innovative ways to meet patients' sensory and social needs, and supported patients to register to vote.

The CQC report also highlighted some areas of particularly good practice:

- The RHN controlled infection risk well, with staff assessing risks to patients, acting on them and keeping detailed records.
- Staff provided good care and treatment to patients, with ward staff working well together for the benefit of patients and supporting them to make decisions about their care.
- Staff treated patients with compassion and kindness, respected their privacy and dignity, took account of their individual needs, and helped them understand their condition. They provided emotional support to patients, families and carers.

- Executive team members were visible and approachable in the service for both patients and staff, with an open culture.
- The CQC saw many examples of responsive practice from staff to meet patients' individual needs, and provide holistic care.
- Local leaders were experienced, skilled and understood the priorities and issues their wards faced.
- Staff felt respected, supported, and valued, and were focused on the needs of patients receiving care.

Regarding the action required on mandatory training, the RHN has a target for 95% of staff to be up to date by the end of the year, a target which it missed by a very small margin. We have invested in a new training and development system which will make it easier to ensure that staff are up to date, and we are confident of meeting our target going forward.

Des Benjamin, Chairman at the Royal Hospital for Neuro-disability, said:

"I am very proud of our staff, who are all dedicated and passionate about providing the best possible care for our patients and residents. It is, therefore, heartening to hear such positive feedback from families to CQC inspectors about the professional, compassionate and dignified care provided to their loved ones.

"It is a pleasure to note that over the last four years we have successfully delivered over £10m worth of ward refurbishments, technology enhancements and medical improvement projects, all of which have benefitted our patients enormously. There has also been significant focus on staff wellbeing and developing a cohesive, professional and approachable culture. Indeed, our staff overwhelmingly say how proud they are to work at the RHN. In our Friends and Family Test, a survey conducted on leaving the RHN, families overwhelmingly say they would recommend the RHN to others.

"I am confident that we have the leadership to continue to move forwards, as with every organisation we can always find ways to improve. We are committed to working collaboratively with all our stakeholders including the CQC. Our patients and residents remain at the heart of all we do".

The CQC's full report can be read on our website.

ENDS

Notes to editors

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The Royal Hospital for Neuro-disability (RHN)

The RHN is a well-respected charity hospital and research centre, providing care for adults with brain injuries. Founded in 1854, our Putney-based community provides specialist care, therapies and innovative technologies to meet the complex needs of people with profound disabilities. We pride ourselves on caring for our patients as individuals, offering hope, as well as practical and emotional support to them and their families.

The RHN online – www.rhn.org.uk | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#)