

## **Response to Lincoln CQC report**

We are pleased the CQC acknowledges that the majority of patients receive good standards of care at Lincoln County Hospital. The quality of this care is recognised repeatedly in the Commission's report, which includes highly positive comments from patients.

The report also highlights many examples of good practice – including strong infection control, respect for patient dignity, good quality food, good communication with patients and hourly contact with nurses.

However, we are extremely disappointed that issues were found on one ward out of the five visited. This is unacceptable and the Trust fully acknowledges that there are opportunities to improve. We already acted swiftly to address concerns raised on this ward since the CQC visit in November. This includes:

- Recruiting replacement staff to ensure we meet patient need.
- Greater involvement of matrons at ward level.
- Re-training staff in the reporting and handling of incidents and sharing lessons learned.
- Better monitoring systems to pick up issues of concern earlier.

The CQC revisited in January and the inspectors gave very positive verbal feedback about the progress being made.

Lincoln County Hospital successfully treats thousands of patients every week. We are committed to providing consistently high standards of care for every patient.