

By email

Matthew Winn  
Chief Executive  
Cambridgeshire Community Services NHS Trust  
Headquarters,  
Unit 3  
Meadow Lane  
St Ives  
PE27 4LG

Date: 3 May 2019

CQC Reference Number: INS2-5750405081

Dear Mr. Winn,

Re: CQC inspection of Cambridgeshire Community Services NHS Trust

Following the feedback telephone call with Alison Smith on 3 May 2019 I thought it would be helpful to give you written feedback as highlighted at the inspection and given to you and your colleagues, Julia Curtis, Liz Webb, Karen Mason, Nicola Scrivings and Anita Pisani, at the feedback meeting.

This letter does not replace the draft report and evidence appendix we will send to you, but simply confirms what we fed-back on 3 May 2019 and provides you with a basis to start considering what action is needed.

We would encourage you to discuss the findings of our inspection at the public session of your next board meeting. If your next board meeting takes place prior to receiving a final or draft inspection report and evidence appendix, this correspondence should be used to inform discussions with the board. When scheduling a discussion of this letter, or the draft report, please inform your CQC Regional Communications Manager, who is copied in to this letter.

An overview of our feedback. The preliminary feedback to you was:

- Staff we spoke with across all three services we inspected were polite, welcoming, enthusiastic and engaged positively with inspection teams.
- Patient records we reviewed were detailed and holistic.
- We observed caring interactions between staff and patients across all services.
- All services could demonstrate responding to patient feedback.
- Staff, overall, spoke positively about local leaders and the executive team.

We also raised our concerns with you regarding:

- The palliative care consultant did not visit patients in receipt of end of life in their own homes but rather held a clinic. This meant only those patients who were fit to travel could receive face to face palliative care consultant input. You challenged that you were meeting the commissioning contract and Service Level Agreement and we agreed you would send us the relevant information to address our concern.
- At the Union Street clinic, we identified a medicines cabinet which was not secured.
- In the Edwin Lobo center, staff were not consistently bare below the elbows during clinical interactions with patients.
- In Cambridgeshire and Luton healthy baby clinics, inspectors observed that babies were weighed naked, in the presence of other parents and family members, without privacy screens. Inspectors raised concerns regarding the use of mobile phones by parents or family members within the clinic at Cambridgeshire during the healthy baby clinic. Staff immediately displayed posters telling parents and family members not to use their mobile phones during clinic times.
- At the Orwell iCASH clinic, we identified cleaning products stored in an unlocked sluice in a patient accessible area.
- We identified one out of date oxygen cylinder at iCASH Bury St Edmunds, an out of date spillage kit at iCASH Cambridge and an oxygen depletion monitor not working at iCASH Wisbech. Staff took immediate action to rectify this.

A draft inspection report will be sent to you once we have completed our due processes and you will have the opportunity to check the factual accuracy of the report. I am also copying this letter to NHS Improvement.

Could I take this opportunity to thank you once again for the arrangements that you made to help organise the inspection, and for the cooperation that we experienced from you and your staff.

If you have any questions about this letter, please contact me through our National Customer Service Centre using the details below:

Telephone: 03000 616161  
Write to: CQC  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

If you do get in touch, please make sure you quote or have the reference number (above) to hand. It may cause delay if you are not able to give it to us.

Yours sincerely

Alison Smith  
Inspector

c.c. April Brown and Finola Devaney NHS Improvement representative

