



By email

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Date: 6 June 2019

CQC Reference Number: INS2-5750405081

Dear Mr. Winn,

**Re: CQC inspection of Cambridgeshire Community Services**

Following your feedback meeting with Fiona Allinson, Head of Hospital Inspection, Fiona Collier, inspection manager and Alison Smith, inspector, I thought it would be helpful to give you written feedback as highlighted at the well led inspection and given to you and your colleagues Mark Robbins, Dr. David Vickers, Karen Mason, Julia Curtis, Nicola Scrivings and Gill Thomas 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 5 June 2019 and provides you with a basis to start considering what action is needed.

**An overview of our feedback: Trust wide well-led**

The preliminary findings that we fed back to you were:

We thanked yourself and the team for the warm welcome, kind hospitality and smooth running of this well-led inspection.

- The positive culture we had observed throughout the inspection and that the board displayed an intense desire to support and invest in staff to be the best they could be and therefore provide the best patient care. We felt staff appreciated this support and felt valued by the trust.
- The board had close working relationships and staff could approach any one if they had an issue or concern.
- A distinct shift in patient engagement from our previous inspection and that engagement with external providers was having a positive impact on patient care.

- Good leadership development programmes and a culture of learning from when things went wrong as well as sharing best practice.
- We identified some good pieces of work and found that during this inspection staff and board members were much better at articulating what they were proud of and areas that were challenging.

However:

- We also raised to you there was some confusion around patient participation and patient engagement.

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  
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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



Fiona Allinson

**Head of Hospitals Inspection**

**c.c.** Finola Devaney  
April Brown  
Ann Radmore  
Lynne Wiggins  
Sean O Kelly