

Public Enquiry into the Mid Staffordshire Hospital and NHS Foundation Trust


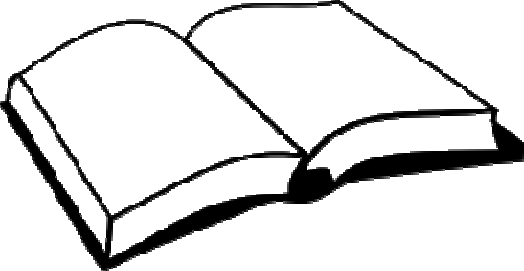
Easy read of the report by Robert Francis QC about the hospital



There are some difficult words in this document. These words are in **bold green** letters. There is a list of the words and what they mean on page 10.

You might like to have someone to support you when read it.

What was the review about?

<p>THE MID STAFFORDSHIRE NHS FOUNDATION TRUST PUBLIC INQUIRY Chaired by Robert Francis QC</p>  <p>Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry</p>	<p>The report was published on 6th February 2013.</p> <p>There were many terrible stories of patients not being fed or cleaned properly at Mid Staffordshire hospital.</p> <p>But it had taken years for problems with patient care to be taken seriously.</p> <p>This report looked into why the problems at Mid Staffordshire hospital were not picked up and acted on earlier.</p>
	<p>The report was very big and had 290 suggestions of how to make things better.</p> <p>This is a summary of what the report says.</p>






The main finding of the report was that everyone has to make sure patients are always put first.

This did not always happen at Mid Staffordshire hospital or at the **organisations** that could have helped.

This means that all staff need to work together to make changes in the way they work.

For example, nurses and managers should communicate with each other more to talk about any problems they can see.

The Big Goals: What the Report Suggests

	<p>Hospital staff and patients should all agree on what is good care for patients.</p> <p>All organisations should then make sure that good care happens for everyone.</p> <p>They should also make a note of when this does not happen so the care can be made better.</p>
	<p>There should be more openness and honesty if things do not look right.</p> <p>This means staff should be able to tell someone if they are worried about patient care.</p> <p>It also means that if mistakes are made, the hospital should be honest and say why things went wrong and make changes to stop it happening again.</p>
	<p>Training and education for nurses should include good patient care and working together for the patient.</p>



Every person and **organisation** should be held responsible for their actions.

Managers should make sure the hospital is a nice place to stay for patients. All patients should be properly cared for when they are in hospital.

The **managers** also need to make sure the hospital is a good place to work. This means doctors and nurses are not scared to speak about any problems.

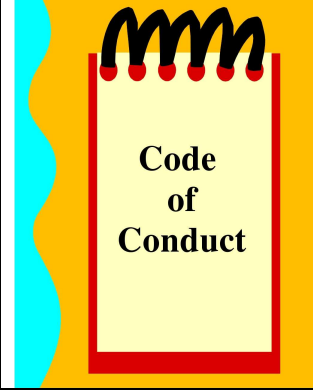




Individuals, teams and **organisations** should be checked regularly to make sure they are doing a good job.

This should make sure that patient care keeps on getting better.

This information should be published and easy to use so anyone can read about it.

Further Ideas in the Francis Report

 <p>Code of Conduct</p>	<p>Senior managers could be checked and if they are not doing their job properly, they should be removed.</p>
	<p>Nurses should have more training doing the job of looking after patients.</p> <p>Nurse training could include testing to show that they are a caring person before they start their job.</p> <p>Each patient should have one main nurse.</p>
	<p>Healthcare assistants help nurses with patients in hospitals.</p> <p>The report said healthcare assistants should be registered (like nurses are) and should agree to work to a set of rules.</p> <p>It needs to be easier for the public to see who is a nurse and who is a healthcare assistant. For example, they could wear different uniforms.</p>



If things go wrong, patients and their families should be able to complain.

The hospital should then provide a full answer and take actions so the problem does not happen again.



At the moment the Government sets up the rules. What should happen is that people who actually do the job, like nurses, are involved in making the rules.

In this way, the rules would be followed properly in hospitals. This would mean better patient care.



It is possible the events at Mid Staffordshire hospital are happening in other hospitals.

The changes need to be carried out in all hospitals across the country so that all patients are cared for safely and with kindness.

When will these changes happen?

	<p>All organisations need to read the report carefully and decide if they can make the changes suggested.</p> <p>They need to decide when they can make the changes.</p> <p>They should report each year to say what has been done to make things better.</p>
	<p>The Department of Health should also publish a report each year to say what has happened to make things better.</p>
	<p>The Health Select Committee (a group in Parliament made up of MPs) check health services in their normal work at the moment.</p> <p>The report says this Committee should check how the services are making changes.</p>

Why was the poor care at Mid Staffordshire Hospital allowed to happen?



The **Board** at Mid Staffordshire hospital were the people in charge and should have stopped the problems happening.

They did not listen to patients or staff and so it felt like nobody cared at all.



Other **organisations** who could have stopped the problems did not do their checks properly.

They were too slow to react to the warning signs that things were not right at the hospital.



The events at Mid Staffordshire hospital did not happen because of one bad person.

The whole system was not working very well and this must be changed to stop patients getting poor care or being harmed.

Difficult Words used:

Board	<p>The Board is a group of people whose job is to run the hospital. It has the final say in decisions to do with the hospital.</p>
Managers	<p>A lot of people work at a hospital. There are doctors and nurses who help patients to get better when they are sick.</p> <p>The managers are the people who help run the hospital, for example they look after the money it spends.</p> <p>Senior managers have very important jobs as they are the leaders of the hospital and are in charge of all the workers and that patients get good care.</p>
Organisations	<p>There are many organisations that help the hospital do its job.</p> <p>All of these organisations had a responsibility to make sure the problems were noticed and to help fix them.</p> <p>However, this did not happen quickly enough at Mid Staffordshire hospital.</p>
The Department of Health	<p>This is a Government department in charge of the policy and law to do with health and social care.</p>