

Unannounced Inspection

Acute Hospital Safe Delivery of Care Inspection

Raigmore Hospital

NHS Highland

Key Messages for the public

28-30 October 2024

Plain language versions of inspection reports are written for patients and the public in order to easily understand how their hospital is performing.

Why did we go?

We carry out these inspections to ensure the care of patients in the hospital environment is safe, effective and in line with current standards and best practice. We engage with staff and hospital managers so that we can be assured they are following NHS board policies, procedures and national standards. We publish inspection reports based on our findings during inspections in key areas to ensure patients are receiving care that meets their needs.

Where did we go?

We visited Raigmore Hospital and produced a full report which can be found [here](#). Raigmore Hospital is part of NHS Highland. It is the District General Hospital serving the population of the Highlands. It provides a range of specialities such as orthopaedics, general surgery, acute medicine, oncology and paediatrics.

We inspected this hospital on Monday 28 – Wednesday 30 October 2024

We visited a number of areas during this inspection including the emergency department. Our team of nine inspectors spoke with both patients and staff. We observed how the nurses and staff interact with patients at important points in the day. For example, mealtimes and when medication are administered.

We reviewed wider hospital policies and procedures in place to gain assurance for future patients and visitors, family members and friends, that despite the everyday challenges, the hospital team are enabled and guided to provide the best care possible. We also looked at the teamwork and support that is given to the staff.

What did we find?

We spoke with patients and their families during the inspection. They were complimentary about the care they received and the staff who were looking after them. Most of the wards we visited were calm and well organised. These are seen as good practices by the hospital.

We saw that newly qualified nursing staff in Raigmore Hospital were well supported and a high percentage of nursing staff had been trained in children and adult life support.

We saw that staff in Raigmore Hospital had developed a range of activities for patients to attend when they were waiting to be discharged. These included cycle trips in the local area with volunteers and visits from Therapets.

Our inspectors joined hospital safety huddles online. They saw that these safety huddles had a focus on patient care.

After speaking with a patient, our inspectors were made aware of challenges in providing accessible and suitable toilet facilities for patients, including those with mobility issues. We have given the hospital a requirement to make sure the patients have privacy and dignity at all times.

We have given the hospital a requirement to follow hand hygiene and PPE (personal protective equipment – including face masks) policy. This may help reduce the chance of contamination and infection.

During our inspection, we saw that the policy for management of sharps was not being followed correctly in a number of areas inspected. Sharps are part of hospital equipment that includes needles for injections. We saw sharps boxes that were not labelled correctly and ones that were too full. It is important for patient and staff safety that sharps are disposed of correctly.

Our inspectors raised concerns about fire evacuation procedures. These concerns included risk assessments and fire training for staff. We highlighted an area which had not been fully assessed for risks from fire. NHS Highland updated these immediately after being informed of this. As not all of the staff have completed the mandatory fire training, we have given the hospital a requirement to make sure it is completed.

During the inspection, we saw that the linen in the wards (for example bed sheets) was not being stored correctly. This was for both clean and used or soiled linen. There is a risk of contamination and cross infection when the procedure for linen is not correctly followed. In cases where there is a risk of contamination, these need to be reported using current guidance. We have given the board a requirement to make sure this process is followed.

One area that we saw as an area of good practice is the extremely helpful support that is available and given to staff from the spiritual care team. This is an important part of supporting staff wellbeing.

What do we think?

There are many challenges currently facing the staff at the hospital however staff are working hard to provide safe and kind care.

Donna Maclean who is the Chief Inspector and Associate Director at Healthcare Improvement Scotland said: “We saw teams working hard to deliver safe and effective care. An improvement action plan has been developed by NHS Highland to meet the requirements at both hospitals.”

What changes do we expect?

We have 13 requirements for this hospital and the hospital must make sure these are all met. These requirements include that all staff are trained to ensure safe evacuation in the event of a fire, patients have access to a call bell to ask for assistance and that procedures to help reduce the chance of infection are correctly followed.

We have added below all of the areas of good practice, recommendations and requirements. For more information on each of these areas, please see the full [report](#).

Areas of good practice

The emergency department have developed processes to ensure patients receive the right care in the right place using signposting and redirection guidance.
NHS Highland have developed innovative ways to share education regarding falls with patients.
The senior leadership team in the emergency department have good oversight of risks and challenges arising from patients being delayed in the department.

Staff training compliance in both immediate and paediatric immediate life support was high.
Staff described supportive leadership from senior charge nurses and clinical nurse managers.
Staff in the emergency department and intensive care unit have developed peer support networks.
The spiritual care team provides additional support to staff awaiting input from counselling services.
Mealtimes were well organised and patients were supported with hand hygiene prior to meals.
NHS Highland offer good support to newly qualified nurses and band 4 assistant practitioners.
Staff are supported to develop quality improvement projects.
We observed staff to be kind and caring.
Staff in Raigmore Hospital have developed a range of activities for patients to participate in whose discharge is delayed.

Requirements

NHS Highland must ensure all staff are trained to ensure safe fire evacuation.
NHS Highland must ensure all patients have access to a call bell.
NHS Highland must ensure all staff comply with hand hygiene and the correct use of Personal Protective Equipment.
NHS Highland must ensure that all staff comply with the safe storage of linen.
NHS Highland must ensure that all staff comply with safe sharps management.
NHS Highland must ensure that the hospital environment is maintained to facilitate effective cleaning.
NHS Highland must ensure cleaning products are stored safely and securely.
NHS Highland must ensure that a risk assessment is completed when prioritising patients for single room accommodation and that there are systems and processes for staff to monitor and escalate concerns regarding lack of available single room accommodation.
NHS Highland must ensure all healthcare infection incidents, including previously unreported incidents, are reported in line with guidance within the national infection prevention and control manual.
NHS Highland must ensure appropriate staffing in place that is reflective of the number and care needs of patients. This should include recording of clinical professional judgement of real-time staffing requirements, including evidence of how decisions are reached and communicated.
NHS Highland must ensure that there are processes in place to support the consistent application of the common staffing method. This includes having a robust mechanism for feedback to be provided to staff about the use of the common staffing method, and staffing decisions made as a result.
NHS Highland must ensure all staff are able to access training required for their role.
NHS Highland must ensure patient dignity is maintained at all times. This includes, but is not limited to, access to suitable toilet and shower facilities for patients requiring mobility aids.

What happens next?

As part of the overall inspection, we will follow-up with the hospital on these requirements. The hospital has written an action plan which explains how they will make these improvements and includes completion deadlines. The action plan will be updated by the NHS board 18 weeks after publication and shared on our website. Our inspectors may revisit this hospital at a future date.

We would like to thank the staff at Raigmore Hospital and colleagues across NHS Highland for their help and support.

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