



The Clatterbridge  
Cancer Centre  
NHS Foundation Trust

A large, stylized purple graphic on the left side of the page, composed of several concentric, curved bands that resemble a stylized letter 'C' or a series of overlapping arcs.

# Quality at Clatterbridge (Q@C) audit tool

Nursing

A guide for patients and carers



This leaflet is for patients, their relatives/carers and any other visitors to The Clatterbridge Cancer Centre (CCC). It will explain how the 'Q@C' audit tool monitors clinical areas and how areas are scored with a Red, Amber Green (RAG) rating system.

Within CCC we strive to deliver excellent, high-quality and safe care to our patients. We continually assess and monitor our clinical areas to ensure that we are meeting the high standards that we set. Measuring the quality of nursing care delivered by individuals and teams can sometimes be a challenge, however regular monitoring can assist in meeting this challenge.

A full assessment of our inpatient areas is performed using the 'Q@C' audit tool and repeated thereafter at intervals dependent on the overall score. The trust uses the Red, Amber, Green (RAG) scoring system. Any wards with an overall Red score will be audited again within 3 months, Amber scoring wards re-audited within 6 months and for those Green rated wards an annual audit will be performed. However if after subsequent audits a ward score rating changes i.e. from a Green to an Amber, the date for re-auditing the ward will also change to reflect this.

Each time we audit we use five different methods to audit an area including;

- Interviewing inpatients on the wards
- Interviewing ward nursing staff
- Interviewing ward managers





- Auditing nursing documentation (both bedside and electronic notes)
- Observing the ward environment

The 'Q@C' audit tool will not only be used to effectively monitor aspects of care and provide evidence of the care we deliver, it is also designed to provide feedback to the nursing staff that will allow them to improve their understanding of how they deliver care, identify what works well and establish where further developments may be needed.

### **Areas to be focused on this year reflect the Care Quality Commission's 5 key lines of enquiry;**

- 1. Safe**
- 2. Effective**
- 3. Well led**
- 4. Caring**
- 5. Responsive**

If you would like any further information regarding the 'Q@C' audits please do not hesitate to ask either your ward manager or Matron.

The full results are available on our trust website, click on 'High Quality and Safe Care' (blue square box), 'Well led' and then 'Nursing Care Indicators'.

## How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

**If you have a comment, concern, compliment or complaint, please call 0151 556 5203.**

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