



Air Ambulance
Kent Surrey Sussex



CQC Report

February 2020



Inspected and rated

Outstanding ☆



CareQuality
Commission



Air Ambulance Kent Surrey Sussex (KSS) are incredibly proud to share with you the outcome of our recent CQC inspection. Not only have we been rated as outstanding overall but we have been rated as outstanding on all five key lines of enquiry – safe, effective, caring, responsive and well-led.

This is an absolutely incredible achievement that very few healthcare providers across the UK ever reach. We are genuinely overwhelmed by the scale of this accomplishment and so very, very proud of each and every member of Team KSS. Our staff, volunteers, trustees and supporters, including our donors, have all played their part in this remarkable achievement.

We could not have achieved this without the KSS family, working together as one team to deliver the very best possible outcomes for our patients across the communities that we serve. It is a true testament to how dedicated we are as a team, how passionate we are about what we do, and how strongly we feel about wanting to make a difference.

We are very pleased to have received this recognition from the CQC for the outstanding work that we do.

Best Wishes

David Welch

David Welch CEO

Helen Bowcock

Helen Bowcock PhD OBE DL Chair of Trustees

“All seven patients we spoke to were overwhelmingly positive about the care that they had received. When talking about their feeling about the way the crew looked after them one patient told us “they are true superheroes.”” - CQC



The Care Quality Commission examined five set questions in relation to KSS. Its findings include:

Are emergency and urgent care services **safe**?

Rated Outstanding

“People were protected by a strong comprehensive safety system, and a focus on openness, transparency and learning.” - CQC

- ◆ There were clearly defined and embedded systems, processes and standard operating procedures to keep people safe and safeguarded from abuse.
- ◆ The design, maintenance and use of facilities, premises, vehicles and equipment was innovative and kept people safe.
- ◆ A proactive approach to anticipating and managing risks to people who used services was recognised as being the responsibility of all staff.
- ◆ The service had enough staff with the right qualifications, skills, training and experience to keep patients safe from avoidable harm and to provide the right care and treatment.
- ◆ There was a genuinely open culture in which all safety concerns raised by staff and people who use the service were highly valued as integral to learning and improvement.
- ◆ There was ongoing, consistent progress towards safety goals reflected in a zero-harm culture.



New crew members take part in a training moulage, supervised by senior crew observers



Completing an Inter-hospital Transfer
at King's College Hospital

Are emergency and urgent care services **effective?**

Rated Outstanding

"Staff, teams and services were committed to working collaboratively and had found innovative and efficient ways to deliver more joined-up care to people who use services." - CQC

- ◆ There was a truly holistic approach to assessing, planning and delivering care and treatment to people who used the service. There was a safe use of innovative and pioneering approaches to care. New evidence-based techniques and technologies were used to support the delivery of high-quality care.
- ◆ All staff were actively engaged in activities to monitor and improve quality and outcomes. Opportunities to participate in benchmarking, peer review, accreditation and research were pro-actively pursued. High performance was recognised by credible external bodies.
- ◆ The continuing development of staff skills, competence and knowledge was recognised as being integral to ensuring high quality care.
- ◆ Staff supported patients to make informed decisions about their care and treatment.

Are emergency and urgent care services **caring**?

Rated Outstanding

“Patients said staff treated them well and with kindness. One patient told us although they do not recall much of their care due to the nature of their injuries they did remember one of the crew holding their hand in the aircraft which they said reassured them.” - CQC

- ◆ People were truly respected and valued as individuals. There was a strong, visible person-centred culture.
- ◆ People thought that staff went the extra mile and the care they received exceeded their expectations. Staff were highly motivated and inspired to offer care that was kind and promoted people’s dignity.
- ◆ People’s emotional and social needs were highly valued by staff and were embedded in their care and treatment.
- ◆ People who use services were active partners in their care. Staff were fully committed to working in partnership with people. Staff always empowered people who use the service to have a voice and to realise their potential. Staff highly valued the patient’s relatives and those close to them.



Welcoming a former child patient, Isaac, and his family to the KSS base

Are emergency and urgent care services **well-led**?

Rated Outstanding

“The service had strong leadership that supported their staff and created a culture supporting a thoroughly patient focused team.” - CQC

- ◆ Leaders had an inspiring shared purpose, strove to deliver and motivate staff to succeed. Leaders had the skills and abilities to run the service. They understood and managed the priorities and issues the service faced. They were visible and approachable in the service for patients and staff. They supported staff to develop their skills and take on more senior roles.
- ◆ There was a strong culture that was centred on the needs of patients. Managers across the service promoted a positive culture that supported and valued staff, creating a sense of common purpose based on shared values to deliver high quality person-centred care.
- ◆ All staff were committed to continually learning and improving services. The leadership drove continuous improvement and staff were accountable for delivering change. Safe innovation was celebrated. There was a clear proactive approach to seeking out and embedding new and more sustainable models of care. Leaders encouraged innovation and participation in research.





Collaborative working with SECAmb

Are emergency and urgent care services **responsive?**

Rated Outstanding



“The involvement of other organisations and the local community was integral to how services were planned and ensured that services met the needs of local people and the communities served.” - CQC

- ◆ It works with others in the wider system and local, national and international organisations to plan care.
- ◆ People's individual needs and preferences were central to the planning and delivery of tailored services.
- ◆ People could access the service when they needed it and received the right care in a timely way. The service had developed innovative ways to improve the access people had to the service.
- ◆ The service treated concerns and complaints seriously, investigated them and shared lessons learned with all staff, including those in partner organisations.

“A sense of common purpose based on shared values to deliver high quality person centred care.” - CQC

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