



LIVES.

SAVING LIVES
IN LINCOLNSHIRE

HIGHLIGHT REPORT

CQC Report September 2025

[LIVES.ORG.UK](https://lives.org.uk)



LIVES HAS BEEN RATED GOOD BY THE CARE QUALITY COMMISSION

LIVES was inspected by the Care Quality Commission (CQC) in March 2025, with a follow-up inspection in July 2025 to gather additional evidence. This was a focused inspection, assessing only three key areas rather than the full five domains normally included in a standard CQC review.

This summary provides a condensed executive overview of the CQC's main findings. Following the inspection, LIVES was awarded a Good rating, recognising the organisation's exceptional commitment to both caring and lifesaving work. The rating reflects the high standards demonstrated by LIVES' staff and volunteers across all areas of its operations.

The report highlights the impact of LIVES' work in the community, particularly the quality of care delivered in emergency situations, the strength of its clinical governance, and the organisation's focus on continuous improvement. The CQC's findings reaffirm LIVES' position as a vital provider of emergency medical support and training throughout Lincolnshire and beyond.



Good





WORDS FROM LIVES LEADERSHIP TEAM

NIKKI COOKE, CEO

"This rating is poignant not only for the staff at LIVES, but also for the volunteers across the charity who give up their time to be there for the people of Lincolnshire. It is a recognition of their dedication, and the vital role LIVES continues to play in the community. Every day our volunteers and medical teams are making a difference, and this rating reflects their commitment and professionalism."



HIL GIBB, CHAIR OF TRUSTEES

"The CQC's rating is a powerful acknowledgement of the unwavering commitment shown by everyone connected to LIVES. As trustees, we see first-hand the dedication of our volunteers, staff, and medical teams, who give their time and expertise to support communities across Lincolnshire, under the guidance of the same strong leadership team that has been in place over the last 16 months. It is a privilege to help steward an organisation that makes such a tangible difference every single day. This outcome reflects both their professionalism and the trust placed in LIVES by the people we serve."

DANIEL SEDGEWICK, MEDICAL DIRECTOR

"I'm hugely proud of our CQC Good rating, which represents an incredible amount of work by all of my colleagues at LIVES. CQC found some significant areas for remediation at their last inspection, and to have addressed all these to CQC's satisfaction in a relatively short time frame is an enormous achievement. I'm particularly proud to have been able to share the amazing feedback that our staff and volunteers have received from patients, relatives and other healthcare organisations with the inspectors.

We are so glad the inspectors recognised the transformation in some of the key areas of care delivery and look forward to the next stage of our development in building on the achievements recognised in this report. We know that LIVES has the potential to be an outstanding provider of healthcare and we're committed to working towards achieving this ready for the next time we welcome CQC to visit"



CURTIS DORBON, HEAD OF EDUCATION & COMMISSIONED DELIVERY

"LIVES receiving the rating of "Good" is a significant reflection of the quality, dedication, and professionalism across the entire LIVES organisation. It recognises the commitment of our clinical teams and volunteers, whose work is underpinned by robust training that ensures they are equipped to deliver safe, effective, and responsive care to the people of Lincolnshire. Quality is at the heart of everything we do – from how we train and support our teams to the services we provide in the community. This outcome provides reassurance to commissioners and stakeholders and is a recognition of the professionalism and commitment of everyone who contributes to LIVES every day."



A man with a grey beard and balding head, wearing a dark blue polo shirt and a yellow lanyard, is sitting and talking to two young boys. One boy is wearing a red jacket and the other is wearing a black cap and a grey jacket. They are outdoors, with a fire truck and other vehicles in the background. The scene is brightly lit, suggesting daytime.

SAFE

Good

THE SERVICE HAD A PROACTIVE AND POSITIVE CULTURE OF SAFETY, BASED ON OPENNESS AND HONESTY. STAFF LISTENED TO CONCERNS ABOUT SAFETY AND INVESTIGATED AND REPORTED SAFETY EVENTS. LESSONS WERE ALWAYS LEARNT TO CONTINUALLY IDENTIFY AND EMBED GOOD PRACTICE.

The service worked with people and healthcare partners to establish and maintain safe systems of care. Staff made sure there was continuity of care, particularly when people moved between different services.

The service made sure there were enough qualified, skilled and experienced staff, and provided effective support, supervision and development. Staff worked together well to give safe care that met people's individual needs.

The service worked with people and healthcare partners to understand what being safe meant to them and the best way to achieve that. They concentrated on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. The service shared concerns quickly and appropriately.

The service worked with people to understand and manage risks by thinking holistically. Staff provided care to meet people's needs that was safe, supportive and enabled people to do the things that mattered to them.

The service detected and controlled potential risks in the care environment. They made sure equipment, facilities and technology supported the delivery of safe care.

All staff members had undertaken the appropriate level of safeguarding training for their role. Staff told us they knew what a safeguarding concern looked like and how to report it. There was a clear process for responding to safeguarding concerns.

The service made sure that medicines and treatments were safe and met people's needs, capacities and preferences. They involved people in planning, including when changes happened.

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EFFECTIVE

Good

THE SERVICE MAXIMISED THE EFFECTIVENESS OF PEOPLE'S CARE AND TREATMENT BY ASSESSING AND REVIEWING THEIR HEALTH, CARE, WELLBEING AND COMMUNICATION NEEDS WITH THEM.

The service planned and delivered people's care and treatment with them, including what was important and mattered to them. They did this in line with legislation and current evidence based good practice and standards.

The service supported people to manage their health and wellbeing to maximise their independence, choice and control. The service supported people to live healthier lives and where possible, reduce their future needs for care and support.

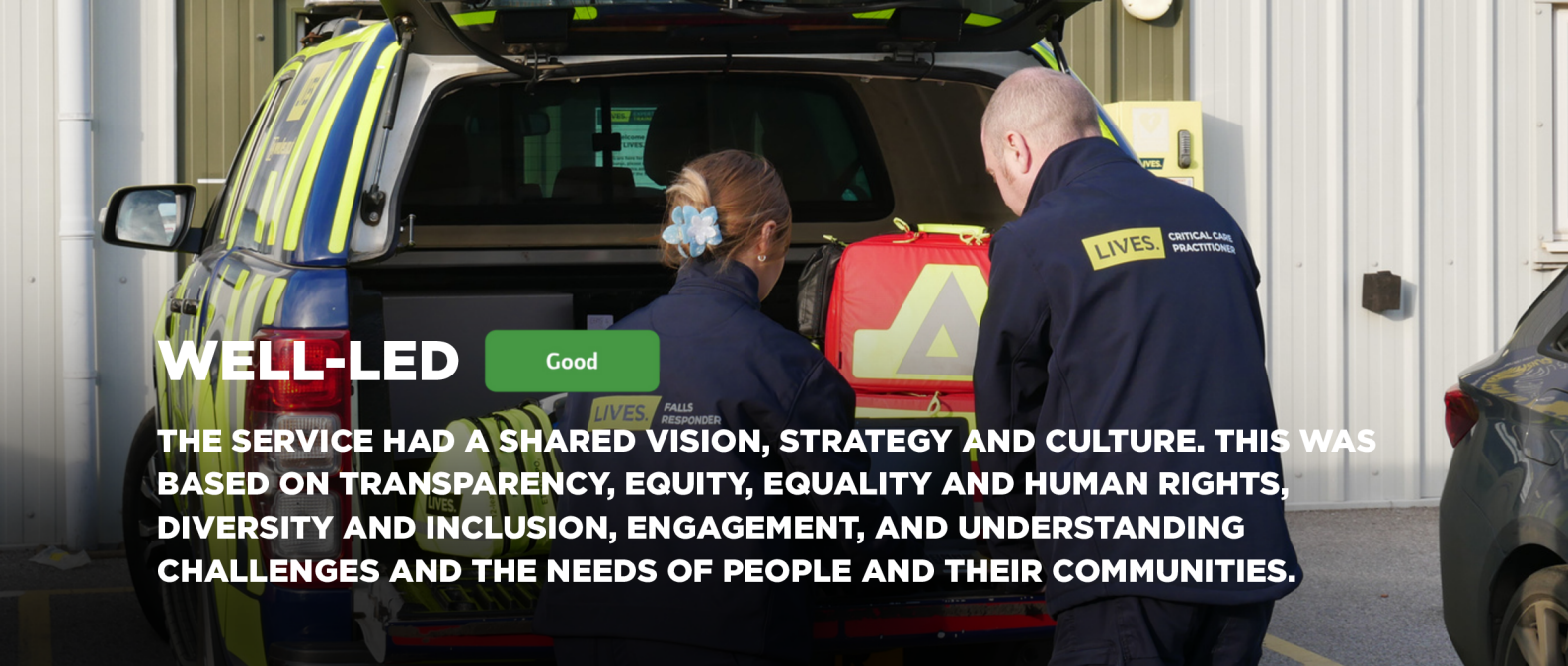
The service worked well across teams and services to support people. They made sure people only needed to tell their story once by sharing their assessment of needs when people moved between different services.

Staff used recognised tools to improve the detection and response to clinical deterioration in patients as a key element of patient safety and improving patient outcomes. They routinely audited patient record forms to ensure appropriate completion of these tools.

We reviewed 20 electronic patient records during the assessment. Staff completed a comprehensive health assessment of each patient. This assessment focused on physical, social and emotional aspects of their health and wellbeing. Assessments included past medical history, a physical examination, current medicines and treatments, mental capacity, social history and carer's needs.

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WELL-LED

Good

THE SERVICE HAD A SHARED VISION, STRATEGY AND CULTURE. THIS WAS BASED ON TRANSPARENCY, EQUITY, EQUALITY AND HUMAN RIGHTS, DIVERSITY AND INCLUSION, ENGAGEMENT, AND UNDERSTANDING CHALLENGES AND THE NEEDS OF PEOPLE AND THEIR COMMUNITIES.

The service had inclusive leaders at all levels who understood the context in which they delivered care, treatment and support. They embodied the culture and values of their workforce and organisation. Leaders had the skills, knowledge, experience and credibility to lead effectively. They did so with integrity, openness and honesty.

The service fostered a positive culture where people felt they could speak up and their voice would be heard.

The service valued diversity in their workforce. They worked towards an inclusive and fair culture by improving equality and equity for people who work for them.

Staff received training in equality, diversity and human rights. Training completion in this area was at 100% for staff across the service. The service had a promoting equality and valuing diversity policy which had been developed with input from staff who identified as having a protected characteristic.

The service had clear responsibilities, roles, systems of accountability and good governance. Staff used these to manage and deliver good quality, sustainable care, treatment and support. Staff acted on the best information about risk, performance and outcomes, and shared this securely with others when appropriate.

The service understood their duty to collaborate and work in partnership, so services work seamlessly for people. They shared information and learning with partners and collaborate for improvement.

The service focused on continuous learning, innovation and improvement across the organisation and local system. They encouraged creative ways of delivering equality of experience, outcome and quality of life for people.

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EXISTING RATINGS

Good

CARING

Good

AS THIS WAS A FOCUSED INSPECTION, THIS AREA WAS NOT RE-RATED AND INSTEAD RETAINS ITS PREVIOUS RATING OF GOOD. THE EXTRACTS BELOW ARE TAKEN FROM THE EARLIER REPORT.

Staff treated patients with compassion and kindness, respected their privacy and dignity, and took account of their individual needs.

Staff provided emotional support to patients, families, and carers to minimise their distress. They understood patients' personal, cultural, and religious needs.

RESPONSIVE

Good

AS THIS WAS A FOCUSED INSPECTION, THIS AREA WAS NOT RE-RATED AND INSTEAD RETAINS ITS PREVIOUS RATING OF GOOD. THE EXTRACTS BELOW ARE TAKEN FROM THE EARLIER REPORT.

The service planned and provided care in a way that met the needs of local people and the communities served. It also worked with others in the wider system and local organisations to plan care.

The service was inclusive and took account of patients' individual needs and preferences. The service made reasonable adjustments to help patients access services.



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