



**LINCS & NOTTS**  
**AIR AMBULANCE**  
**SAVING LIVES EVERYDAY**

# **LINCS & NOTTS** **AIR AMBULANCE**

## **CQC REPORT**

**Our Assessment Report from the  
Care Quality Commission**

**2025**

Inspected and rated

**Outstanding** ★





Everyone at the Lincs & Notts Air Ambulance is so proud to share these fantastic results, following a comprehensive inspection of our life-saving service by the Care Quality Commission (CQC). Along with being rated 'Outstanding' overall, we have been rated as 'Outstanding' in all five of the key areas inspectors look at which are Safe, Effective, Caring, Responsive and Well-led.



The inspectors formed their judgement following two inspection visits, a comprehensive review of data showing how the charity operates, alongside information given by staff, crew, volunteers, former patients, and key stakeholders from across the region. Our 'Outstanding' outcome is the highest rating the regulator awards and is a fantastic reflection of the dedication of all our team members who strive to be the very best, for the ultimate benefits of the patient.

A huge thank you to our crew, staff, volunteers and supporters who, together, have been integral in this remarkable achievement.

You have our absolute commitment that we will continue to work hard to provide first-class, pre-hospital emergency care to the patients who need us.

**Karen Jobling, CEO**

**Graham Secker, Chair of the Board**

# LNAAS HAS BEEN RATED OUTSTANDING BY THE CQC

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The Care Quality Commission carried out an assessment of the Lincs and Notts Air Ambulance (LNAAS) on 3 July 2024 and came back to gather more evidence on 5 February 2025.

Following the assessments we're delighted to say that the CQC rated our service overall as Outstanding. In their report summary they highlighted the following:

- Safety was a priority for everyone, with a culture of openness and collaboration. People were always safe in the care of staff, and staff recognised when safeguarding was required to protect people. There was a strong learning culture and a positive and proactive culture around safety.
- Leaders inspired a culture of improvement and exploring the very best practice. The LNAAS cared about the wellbeing of staff and supported them to be at their best.
- Staff members were highly trained with the right skills, and people's needs were carefully assessed before they received care and treatment.
- Patients were treated with kindness, empathy and compassion and their dignity was respected.
- Patients and families were all positive and said staff treated them with kindness, respect and warmth. They also said that staff put them at ease and ensured they were comfortable and confident to travel on the helicopter.

The CQC assessed five key areas in compiling its report. You can read a summary of its findings in the five key areas in the rest of this report.





# IS LNAA SAFE? - RATED OUTSTANDING

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## **"Safety was everyone's top priority" - CQC**

- Safety for patients and crew was a top priority. Patient safety and an open, transparent culture were consistently spoken about by all staff.
- Staff demonstrated a commitment to improving safety and there were clear roles, responsibilities and structures to meet safety goals.
- Information and intelligence were actively sought to ensure people were always safe and protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination.
- Patients were confident in raising any concerns about their care. These were taken seriously, and staff gave prompt responses.
- Patients and their families praised the responsiveness of the service and the ability of staff to work with other agencies to ensure a smooth transfer to hospital. In situations where loved ones or family members were present at an incident, staff worked with other services to ensure they were able to travel on to the hospital to be with the patient.
- The LNAA had a comprehensive safeguarding policy which covered escalating concerns, the training of staff, and freedom to speak up guidance.
- Patients and their families told us that they felt reassured that staff were competent and skilled, and they provided prompt, appropriate care.
- There was an effective approach to managing the risk of infection and people were protected as a result. Staff confirmed that infection prevention and control was taken very seriously.





# IS LNAA EFFECTIVE? - RATED OUTSTANDING

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## **“The cohesive teamwork was fantastic” - Patient**

- Leaders inspired a culture of improvement and exploring the very best practice.
- Staff carefully assessed people’s needs before providing care and treatment. Patients and their families said staff asked the right questions to assess their pain, check for allergies and understand how they could make them comfortable.
- Patients told us they were kept well informed throughout their care, and decisions about treatment and transfer to hospital were explained to them.
- Patients and their families acknowledged the prompt and effective treatment they received.
- The trauma network team told us the service was very engaged with the emergency response network. The ambulance service confirmed staff from both organisations showed great teamwork at an operational level.
- Patients and their families were complimentary about the prompt and effective treatment they received from the service.



# IS LNAA CARING? - RATED OUTSTANDING

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**“Patients were truly respected and valued as individuals and they were always treated with respect and kindness during their care” - CQC**

- Patients told us staff treated them and their families with great respect and dignity. Family members at the scene, particularly children, were also cared for when a patient was taken to hospital.
- Patients and their families told us staff asked permission and explained what they were going to do before starting care and treatment.
- Patients told us staff listened to them and kept them informed about what was happening throughout their care.
- There was exceptional consideration of families when the patient had received potentially life-threatening injuries.
- Patients and families told us that staff asked questions to learn about who they were and if they had any specific physical, emotional or cultural needs.
- Staff told us how people’s needs, wishes and comfort were a priority and staff acted urgently to manage pain, discomfort, concern or distress.
- After incidents, patients and their families were invited to LNAA headquarters to meet the staff who had looked after them and ask questions or raise any concerns. One patient noted that this “aftercare was particularly positive”.
- The service introduced them to other patients and their families who had experienced similar situations. They said this was helpful in enabling them to come to terms with the incident.





## IS LNAA RESPONSIVE? - RATED OUTSTANDING

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### **“People and communities were always at the centre of how care was planned and delivered” - CQC**

- Patients and their families received person-centred care, and the nature of the service meant it was highly responsive to patients.
- Patients and their families felt reassured that the care given to them was responsive and timely.
- Families were particularly impressed with how the teams had looked after family members, particularly children, at the time of the incident.
- Members of the trauma network team and the local NHS ambulance service confirmed that the LNAA worked closely with other emergency services and healthcare providers to ensure the best outcomes for patients.
- The local NHS ambulance service told us that the LNAA was well regarded in the local community, which was reflected in the success of the service's charitable arm.
- All patients and their families were invited to share feedback about their experiences in aftercare sessions with the service.
- Leaders and staff were alert to discrimination and inequality. There was no discrimination as to who received the service, and there was equity in access for everyone.
- The focus of staff was on ensuring patients in all circumstances received the best outcomes which avoided any discrimination and took account of inequalities.





## IS LNAA WELL-LED? - RATED OUTSTANDING

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**“Staff told us they felt the service respected them and valued their work, and there was a strong and shared culture of excellence” - CQC**

- Leaders and staff understood and embodied the culture and values of the workforce and the organisation. They had the skills, experience and credibility to lead the service well and were compassionate and inclusive.
- There was an exceptional focus on learning, improvement and innovation.
- Staff felt confident that they could speak up and knew how to do this. Managers encouraged research and innovation.
- Staff understood and contributed to the organisation’s values of teamwork, respect, innovation and compassion.
- Staff characterised the LNAA as supportive, innovative, collaborative, empowering, reflective and excellent.
- Managers operated an ‘open-door’ policy. Staff said there was a “family feel” about the service.
- We found the senior leadership to be positive, compassionate and deeply committed to staff wellbeing.
- Senior leaders had a clear strategy for the LNAA for the next five years, which covered short and long-term developments, sustainability and risk management.







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