



**AGENDA ITEM**

3.2

**CTM BOARD**

**JOINT REVIEW UNDERTAKEN BY HEALTH INSPECTORATE WALES (HIW) AND WALES AUDIT OFFICE (WAO) – MANAGEMENT RESPONSE**

<b>Date of meeting</b>	30/01/2020
<b>FOI Status</b>	Open/Public
<b>If closed please indicate reason</b>	Choose an item.
<b>Prepared by</b>	Chris Darling, Head of Executive Business
<b>Presented by</b>	
<b>Approving Executive Sponsor</b>	Executive Director of Public Health
<b>Report purpose</b>	FOR APPROVAL

**Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)**

<b>Committee/Group/Individuals</b>	<b>Date</b>	<b>Outcome</b>
Executive Team Meeting	02/12/2019	SUPPORTED
Executive Team Meeting	06/01/2020	SUPPORTED
Quality and Safety Committee	14/01/2020	SUPPORTED
Management Board	16/01/2020	SUPPORTED

**ACRONYMS**

HIW	Health Inspectorate Wales
WAO	Wales Audit Office



SM	Special Measures
TI	Targeted Intervention

## 1. SITUATION/BACKGROUND

- 1.1 HIW and WAO have undertaken a joint review of quality governance arrangements at Cwm Taf Morgannwg University Health Board. The review looks at how Cwm Taf Morgannwg University Health Board's overall governance arrangements support delivery of high quality, safe and effective services.

## 2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

- 2.1 The joint review, as set out in the terms of reference looked to address the following overall question: Do Cwm Taf Morgannwg University Health Board's governance arrangements support delivery of high quality, safe and effective services? The following key lines of enquiry were considered:
- Is the quality and safety of services understood at an operational level, with concerns adequately acted upon?
  - Is the quality and safety of services understood at the corporate level, with concerns adequately acted upon?
  - Does the organisation promote an open, listening and learning culture to support the delivery of high quality, safe and effective services?
- 2.2 WAO/HIW published their joint review report on the 19 November 2019.

## 3 KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

- 3.1 The publication of the report highlighted a number of significant findings for CTMuHB, including the need to:
- Place a greater focus on the quality of our services
  - Develop and deliver stronger systems for quality governance
  - Strengthen leadership
  - Strengthen how we identify and manage risk

- Develop a culture that supports the delivery of high quality, compassionate and continually improving care.

3.2 The management response to the report can be seen as Appendix A, and sits in the context of CTMuHB being subject to enhanced performance arrangements with Welsh Government – in Special Measures (SM) for Maternity Services, and under Targeted Intervention (TI) for quality governance, culture and leadership, trust and confidence. Secondly, we have had reports that have highlighted limitations in our systems and processes for quality governance. To address these, we have been working closely with our Regulators, the Delivery Unit, staff, patients, partners and the Welsh Government, taking the learning and recommendations from other relevant reports to formulate a coherent forward plan. We have made some progress on some of these issues and therefore welcome the fact that this report recognises those early shoots of recovery which, although very much in their infancy, offer sense of a right direction of travel.

#### 4 **IMPACT ASSESSMENT**

<b>Quality/Safety/Patient Experience implications</b>	Yes (Please see detail below)
	Focus on quality governance, systems for quality governance, strengthened leadership, management of risk, culture and improvement
<b>Related Health and Care standard(s)</b>	Governance, Leadership and Accountability
	If more than one Healthcare Standard applies please list below: Safe Care Effective Care Dignified Care
<b>Equality impact assessment completed</b>	Choose an item.
<b>Legal implications / impact</b>	There are no specific legal implications related to the activity outlined in this report.



<b>Resource (Capital/Revenue £/Workforce) implications / Impact</b>	There is no direct impact on resources as a result of the activity outlined in this report.
<b>Link to Main Strategic Objective</b>	To Improve Quality, Safety & Patient Experience
<b>Link to Main WBFG Act Objective</b>	Provide high quality care as locally as possible wherever it is safe and sustainable

## 5 RECOMMENDATION

5.1 Members are asked to **DISCUSS** and **APPROVE** the management response actions to the joint review, which will also inform the Targeted Intervention work plan, particularly for the Quality Governance category.