

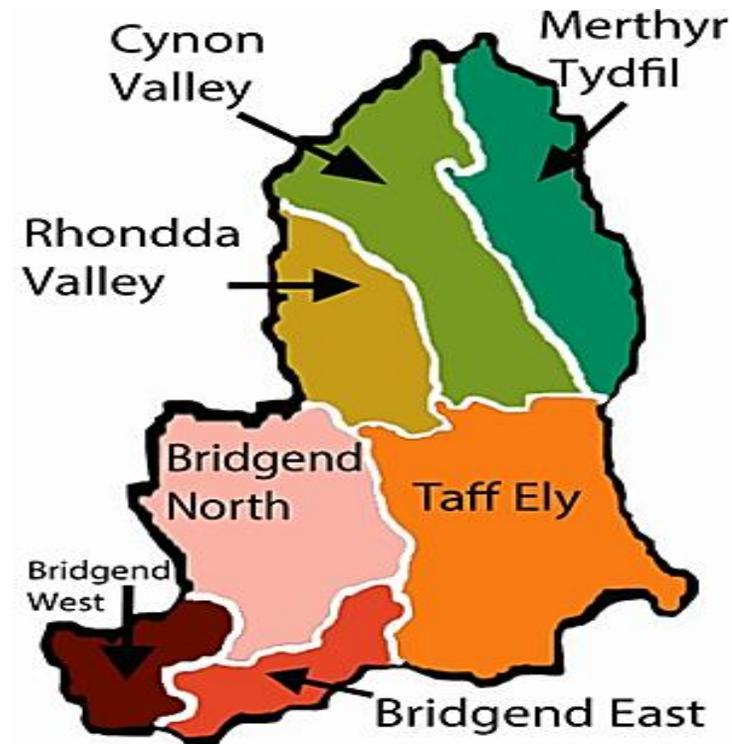
# Chief Executive's Report



**September 2020**

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# Learning

## External Reports received in period:

The majority of regulators have not been operating business as usual since the start of the COVID-19 pandemic. HIW have adopted a three tiered model of assurance and inspection, reducing the need for on-sight inspection activity. A number of Tier 1 Quality Checks (conducted remotely) have taken place over the two months, including:

- Tier 1 Quality Check of the step-down facility at Abergarw Manor Community Hospital
- Tier 1 Quality Check of Ty Llidiard Mental Health services
- Tier 1 Quality Check of Ysbyty Cwm Rhondda Hospital

The learning from these Quality Checks are welcomed.

- **Risk Appetite Board Development** – you will be aware of the Board Development session recently held to help us better understand our principle risks, and to articulate and understand our risk appetite.
- **CEO Staff Briefing** – since the first CTM CEO staff briefing via Teams we have run further sessions over the past few months answering staff questions. We continue to learn and adapt how we communicate and engagement with our staff in the context of COVID-19 and the constraints on mass gatherings.
- **HIW/AW** – A very useful informal discussion took place between HIW/AW at the end of July to discuss progress CTM have made in addressing the HIW/WAO joint review into Quality Governance (published in November 2019) recommendations. This was a useful discussion with the follow up to the joint review expected to commence by HIW/AW in autumn 2020.

# Headlines

**Staff Wellbeing** – Protecting staff wellbeing is a top priority. A staff wellbeing portal is in place for staff to access - a dedicated portal providing access to the latest wellbeing support available across CTM, from helplines and mindfulness courses to wellbeing apps for managing a range of difficult emotions and feelings.

There are also several wellbeing blogs available on the portal covering a range of COVID related topics including managing anxiety, coping with change, and coping with COVID fatigue.



# Headlines

**Launching Values and Behaviours** – A huge amount of work is taking place to launch our new values and behaviours. Our values and behaviours were co-created by over 6500 colleagues within our organisation between October 2019 and March 2020 and in the context of COVID we ran a short staff survey in late June that affirmed that the draft values and behaviours still reflect our desired ways of working – despite everything we have been through these past months. Some of the key findings from the survey included:

- Most people feel connected to the values, we just need to start living by them
- We need to bring managers closer to teams
- We need to ensure we all communicate effectively
- Compassion and equality is always very important

The final set of values and behaviours will be launched very soon, following the approval of the values and behaviours statements at the Board meeting held on the 30 July, and discussion with Trade Union colleagues.

# Headlines

**COVID-19 and Local CTM Communities** – The past two months has seen lockdown restrictions eased across Wales. However, since early September the number of COVID cases in our local communities have started to rise again, the virus has not gone away. On the 17<sup>th</sup> September enhanced restrictions were announced for Rhondda Cynon Taf following a sharp increase in COVID-19 cases. A range of new measures came into force on the 17<sup>th</sup> September, to protect people's health and control the spread of the virus.

Merthyr Tydfil and Bridgend Local Authority areas will also enter the same enhanced restrictions as RCT from Tuesday 22<sup>nd</sup> September, the restrictions will therefore apply to everyone living in the CTM area.

This action is vitally important to halt the spread of the virus, and protect our staff and communities.



**New restrictions in**



**Rhondda Cynon Taf**

GIG CYMRU NHS WALES Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg University Health Board

RHONDDA CYNON TAF

**Local restrictions in Rhondda Cynon Taf**



Everyone over 11 will be required to wear face coverings in indoor public areas - as is the case across Wales

**Local restrictions in Rhondda Cynon Taf**



People will only be able to meet outdoors for the time being. People will not be able to meet members of their extended household indoors or form an extended household

# Headlines

**COVID-19 and Local CTM Communities** – On the 9<sup>th</sup> September we announced the setting up of a temporary testing unit for RCT, to support the response to rising COVID cases in the Lower Rhondda area. The testing centre was located at: The Pavilions, Cambrian Park, Clydach Vale, Tonypanydy.

We will continue to work closely with partners to assess the situation and take appropriate action, following Welsh Government guidance.

## Temporary Coronavirus Testing Centre

Drive through ONLY



Available to residents in Rhondda Cynon Taf only.

Mobile testing will be held at: The Pavilions, Cambrian Park, Clydach Vale, Tonypanydy, CF40 2XX

Opening: Friday 11 September - Thursday 17 September

9:30 am - 4:30pm

Please book your test here -

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

**Get tested immediately if you have symptoms of Coronavirus.**

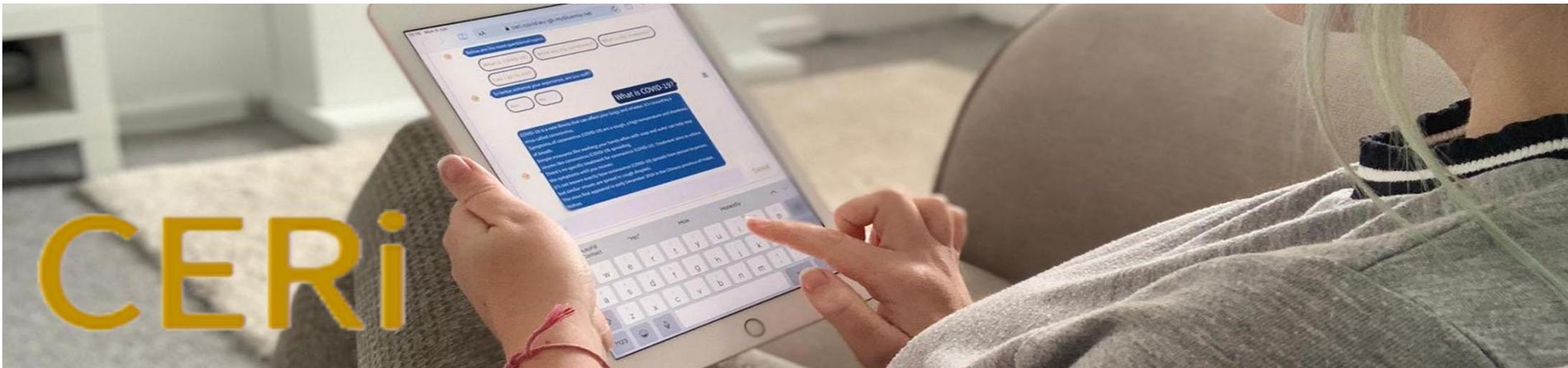


- New continuous cough
- High temperature
- Loss of or change to your normal sense of smell or taste

- You need to book an appointment in advance
- You may be required to queue safely outside
- The test is done quickly in 5 minutes
- Remain self-isolating until you have received the result of your test
- Do NOT use public transport
- Do NOT visit any shops or other places on the way to or from your test
- Do not travel to the test in a car with anyone outside your extended household

# Headlines

**Ask CERi** – CERi is a virtual agent (virtual artificial intelligence system) that can be used to answer Coronavirus queries 24/7 from any digital device. CERi was successfully launched for our staff and communities in August. Cwm Taf Morgannwg has worked with IBM and Meridian IT (IBM Platinum Business Partner) to develop CERi. In just a few weeks since her launch, more than 1,000 people have used CERi, who has been designed to answer any questions about COVID19.



# Headlines

- **Welsh Government Escalation and Intervention Arrangements** – Cwm Taf Morgannwg’s escalation status remains unchanged at special measures for maternity services and targeted intervention (TI) for quality and governance.
- The first formal escalation meeting with Welsh Government took place for the first time in five months on the 7<sup>th</sup> August. This was a good opportunity to reflect on the progress made since the start of the COVID-19 pandemic through the Maternity Improvement Programme, which has continued to progress through the pandemic, and the examples of organisational growth and maturity linked to Quality and Governance, responding to the first peak of COVID-19.
- Work continues to progress the Targeted Intervention Programme arrangements with progress against the TI Maturity Matrices starting to be assessed at ILG level, ensuring areas of good practice and progress can be identified and learning spread across the organisation.
- The fourth IMSOP report is due to be published at the end of September 2020.
- The Maternity clinical review work continues to progress.

# Diary Highlights

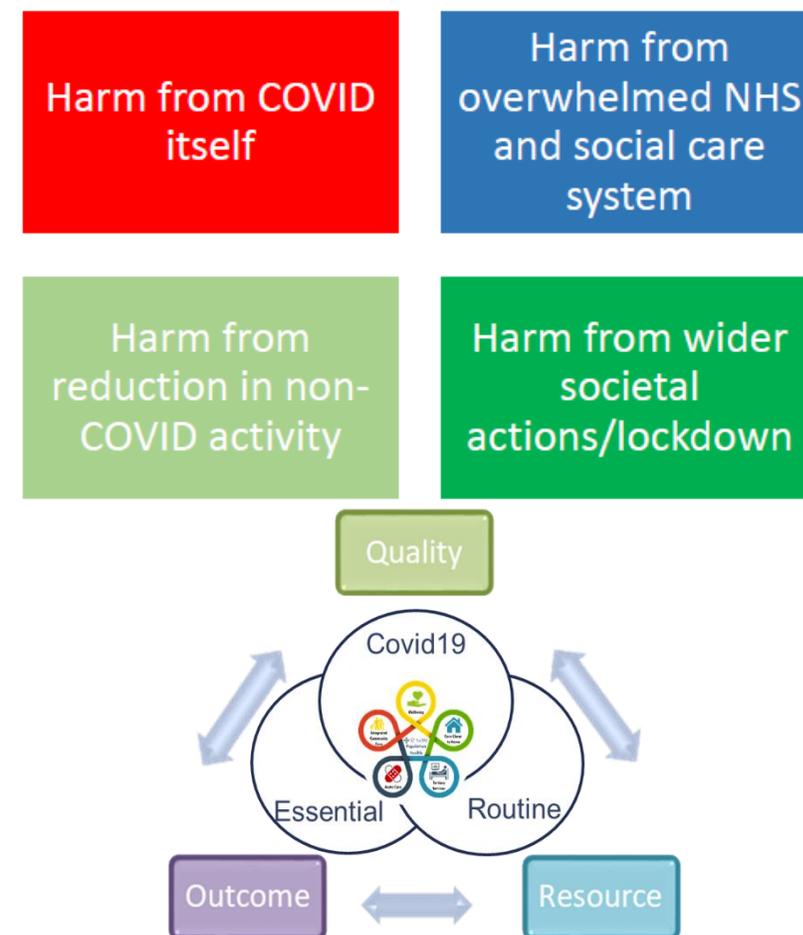
- Conference Calls with NHS Wales CEO
- Bi-Weekly briefings with Local Authority Chief Executives and Leaders
- Weekly briefings with Independent Members
- BI-Weekly briefings with MSs/MPs
- Bi- Weekly briefings with UNIONS
- Chair and CEO meeting with the CHC
- Meeting with HIW
- Meeting with AW
- RCT Extraordinary Council Meeting
- WG Special Measures / Targeted Intervention Escalation Meeting
- WHSSC meeting
- EASC meeting
- Weekly CTMUHB Re-setting meetings
- Staff filming session
- CTM staff Briefing via teams
- Welcome address to trainees
- Site visit to PCH to view ground floor works.
- IMSOP formal Meeting
- Bi weekly TI and SM meetings
- RATS Committee
- Board Development session
- Executive Directors away day
- Site visits to each ILG to meet and listen to CTM staff

# Looking Outwards

- **The Opening of the Grange University Hospital** – Aneurin Bevan University Health Board have brought forward the opening of the Grange University Hospital in Cwmbran, which will now officially open in mid-November 2020.
- We welcome the opening of the Grange and continue to work closely with partners to understand the impact on patient flows on neighbouring organisation's including CTMUHB.
- **South Wales Trauma Network Go Live 14/9** – It was originally hoped that the South Wales Trauma Network (SWTN) would go live in Spring 2020, but the decision was taken to delay due to the impact of the coronavirus. The SWTN which will cover South Wales, West Wales and South Powys will go live on 14 September 2020.
- CTM staff have worked hard and collaboratively with partners across South Wales to contribute to the delivery of the SWTN ensuring high quality trauma care for life threatening or life changing injuries to the residents of South Wales.

# Looking Ahead

- **Re-setting Quarter 3 and Beyond** – The remainder of 2020/21 is likely to be characterised by peaks and troughs in COVID-19 demand, balanced with delivery of essential and routine health and care services. Framed by the Resetting CTM Operating Framework 2020/21, short, agile planning cycles, will seek to amplify recent positive working whilst minimising harm to our population and staff; and rebalancing the system.
- Significant work has taken place to prepare the Re-setting CTM Operating Framework Quarter 3 and 4.
- Plans have been developed to ensure winter preparedness with unscheduled care arrangements in place, as well as ensuring planned care (including cancer services) can be delivered balancing the need to respond to COVID-19 demand and a potential resurgence.
- The use of Nuffield Hospitals (the Vale and Cardiff Bay units) for CTMUHB patients for planned care purposes will continue, in line with WG guidance on the use of private hospitals during the COVID/Resetting period.



# Looking Ahead

- **Meeting CTM Staff, Patients and Services**  
I will be getting out and about during the next few months to meet with as many CTM services, staff and patients as possible, in a safe way, adhering to COVID-19 guidance.
- I will be keen to hear from our staff about what it feels like to work in CTM at the moment, and what further improvements we could make to support our staff.
- I will be equally keen to talk to our patients about their experiences.
- I have developed a plan for my first 100 days in the role, which I look forward to discussing further with Board members and the wider organisation.

