

# HIW Annual Findings 2020-2021 Cwm Taf Morgannwg



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Arolygiaeth Gofal Iechyd Cymru  
Healthcare Inspectorate Wales

# Agenda

- Introduction
- Our adapted approach
- All Wales Summary
- Cwm Taf Morgannwg – Key themes / findings
- Cwm Taf Morgannwg - Our Work



# Introduction - Healthcare Inspectorate Wales

**Healthcare Inspectorate Wales (HIW)** is the independent inspectorate and regulator of healthcare in Wales

## **Our purpose**

To check that people in Wales receive good quality healthcare.

## **Our values**

We place patients at the heart of what we do.

We are:

- Independent
- Objective
- Caring
- Collaborative
- Authoritative

## **Goal**

To encourage improvement in healthcare by doing the right work at the right time in the right place; ensuring what we do is communicated well and makes a difference.

## **Through our work we aim to:**

**Provide assurance:** Provide an independent view on the quality of care.

**Promote improvement:** Encourage improvement through reporting and sharing of good practice.

**Influence policy and standards:** Use what we find to influence policy, standards and practice.

# Healthcare Inspectorate Wales – Our adapted approach

## **MAINTAINED OVERSIGHT**

### **How we did this:**

- working with partners and,
- ongoing review of information and intelligence. This included Welsh Government COVID-19 reports and scenario modelling and Public Health Wales COVID-19 surveillance information.

## **INTRODUCED NEW WAYS OF WORKING TO CHECK ON CARE**

### **How we did this:**

- Continued to discharge our statutory function
- Introduction of flexible, adaptable approach
- Reducing burden to a system under significant pressure
- Considering safety of our own staff
- Rapid development of approaches to look at short and long term changes in healthcare provision.

# Healthcare Inspectorate Wales – Our adapted approach

Our new approach, **HIW Quality Checks**, have been conducted entirely offsite.

Design of Quality Check's **aligns to key areas set out in the NHS Wales Planning Framework.**

Methodology focused on three areas;

- 1) Infection prevention and control;
- 2) Governance (specifically around staffing) and;
- 3) Environment of care.

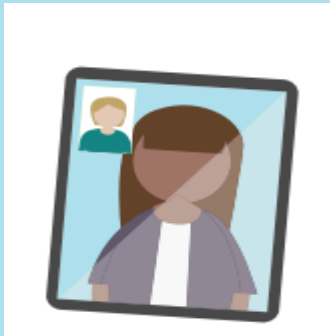
Each sector-specific methodology considers these three areas plus other areas pertinent to that sector.

The work specifically explores arrangements put in place to protect staff and patients from COVID-19, enabling us to provide **fast and supportive improvement advice** on the safe operation of services during the pandemic.

## In 2020 – 2021 HIW completed:

- 18 onsite inspections;
- 90 quality checks;
- 5 remote NHS follow up's and
- 5 remote IR(ME)R inspections across various wards, establishments, health boards and healthcare providers across Wales in the NHS and in the independent sector
- Handled over 1000 calls through our First point of contact (FPOC) service
- Dealt with 439 concerns – 36 of which were classified as needing urgent action

## All Wales Summary



# All Wales Summary 2020 - 2021

## NHS Onsite work

1 NHS Mental Health  
setting  
1 field hospital  
8 mass vaccination  
centres  
3 dental practices

## Remote focussed inspections

3 IR(ME)R

## Follow up work

5 NHS follow ups

## Quality Checks

1 field hospital  
8 GP's  
26 NHS hospitals  
19 NHS mental health hospitals



# All Wales Themes 2020 - 2021

**Overall good standard of care** delivered across Wales during a period of unprecedented challenge.

**Rapid response** from services by **adapting environments and introducing new ways of delivery** to enable essential services to continue. (e.g. redesign of fracture clinic services, increasing use of remote and telephone consultation options).

Services had implemented **innovative approaches to support patients' physical and mental well-being** during the pandemic (e.g. a shop within a Mental health hospital setting)

Wide range of changes made to **infection prevention and control** arrangements to support the delivery of safe care. Hospital outbreaks seen during the second wave illustrate the need to continue to ensure arrangements are effective, and follow latest guidance.

Staff of all levels demonstrated **tireless commitment and flexibility**, however working during this time will have impacted considerably on wellbeing and continued resilience. There will be a task to support staff and ensure their wellbeing and training is a priority during recovery.





# Cwm Taf Morgannwg – Our work

In 2020-2021 we completed:

- 1 dental quality check
- 3 NHS hospital quality checks
- 3 NHS mental health hospital quality checks
- 1 onsite dental inspection
- 1 mass vaccination centre onsite inspection (2 MVC's visited)



## Key themes/findings

During this year alongside Audit Wales, we undertook a joint follow-up review of our 2019 governance review. Overall messages:

- Health board is making good progress to address the 2019 recommendations
- Accountability and responsibility for quality and safety is now clearer
- Arrangements for the identification and management of risk have been strengthened, and positive steps have been taken by the Health Board to improve organisational culture and learning.

Our own programme of inspection and quality check activity has been broadly positive, with evidence that the health board has adapted and responded accordingly to the challenges of the pandemic.

One area of improvement consistently identified has been around compliance with mandatory training. This remains a key mechanism in ensuring that staff are equipped to deliver safe and effective care.

Our own engagement with the health board on any issues of concern requiring escalation has been positive, with timely and substantive responses being provided to us when requested.

# Assurance and Inspection Work

There were three hospital quality checks during 2020-2021 – Abergarw Manor, Ysbyty Cwm Rhondda and Prince Charles Hospital, in addition we inspected the Mass Vaccination Centres in Bridgend and Mountain Ash .

## Good practice or positive findings:

- Processes in place to ensure staff have up to date guidance regarding Covid-19 arrangements
- Increased cleaning schedules with evidence of infection control audits and good support from the IPC team
- Patients using the Mass Vaccination Centres very positive about their experience

## Themes or most significant areas where improvements were required:

- Compliance with mandatory training low
- Need to strengthen actions as a consequence of audits
- Immediate assurance letter was issued following the Mass Vaccination Centre inspections relating to checking resuscitation equipment and fire risk assessments



# Assurance and Inspection Work

**There were three quality checks relating to mental health services during 2020-2021 – Glanrhyd Hospital (Angleton Clinic), Ty Llidiard and Cefn yr Afon.**

## Good practice or positive findings:

- Services have adapted in order to meet the challenges of the pandemic
- Staff working flexibly to ensure needs of services met
- Use of video calls/electronic equipment to maintain contact between family and friends

## Themes or most significant areas where improvements were required:

- Need to strengthen aspects of ligature risk assessments, both in terms of identification and management, but also in terms of timely actions
- Elements of mandatory training compliance needing attention
- Workforce being redeployed leading to increased potential for unfamiliarity of bank or agency staff with patients



# Assurance and Inspection Work

**There was one unannounced onsite inspection of a dental practice during 2020-21, and one Quality Check**

## Good practice or positive findings:

- Engaged positively with the health board following this inspection
- Immediate steps were taken by the provider to address the issues identified
- Satisfied by the steps taken following a re-visit

## Themes or most significant areas where improvements were required:

- Consequence of concerns identified at this inspection, enforcement action was undertaken
- Decontamination room was not fit for purpose
- Immediate improvements were needed in relation to the infection prevention and control arrangements



# Thank you. Any questions?



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