

Datix ID	Strategic Risk owner	Strategic Goal	Risk Domain	Risk Title	Risk Description	Controls in place	Action Plan	Assuring Committees	Rating (current)	Heat Map Link (Consequence X Likelihood)	Rating (Target)	Trend	Opened	Last Reviewed	Next Review Date
4080	Executive Medical Director	Improving Care	Patient / Staff /Public Safety	Failure to recruit sufficient medical and dental staff	<b>If:</b> the CTMUHB fails to recruit sufficient medical and dental staff.  <b>Then:</b> the CTMUHB's ability to provide high quality care may be reduced.  <b>Resulting in:</b> a reliance on agency staff, disrupting the continuity of care for patients and potentially affecting team communication. This may affect patient safety and patient experience. It also can impact on staff wellbeing and staff experience.	<ul style="list-style-type: none"> <li>Associate Medical Director for workforce appointed July 2020</li> <li>Recruitment strategy for CTMUHB being drafted</li> <li>Explore substantive appointments of staff undertaking locum work in CTMUHB</li> <li>Feedback poor performance and concerns to agencies</li> <li>Development of 'medical bank'</li> <li>Developing and supporting other roles including physicians' associates, ANPs</li> </ul>	<p>The response to Covid-19 has impacted the original timeframes for these actions due to the requirement to focus on clinical operational service delivery during the pandemic. Revised dates have been included below:</p> <p>1. AMD and workforce to develop recruitment strategy - 31.3.2021 Update October 2021: The Health Board is in the process of introducing patchwork across Merthyr &amp; Cynon ILG on 6th October and Rhondda Taf Ely on 20th October. This will give an indication of the gaps and the spend, allowing the ILG's to establish a medical recruitment strategy.</p> <p>2. AMD and DMD to develop retention and engagement strategy - 31.3.2021 - Revised Date February 2022.</p> <p>3. Reduce agency spend throughout CTMUHB - Update January 2022 - Patchwork rolled out across CTM. Data gathering currently. When sufficient data will have the discussions with HR and clinicians on a fair and appropriate rate card. <b>Update July 2022: Patchwork has been introduced and the data is being used to identify gaps which will support the basis of a business case for additional recruitment aligned to the medical productivity work.</b></p> <p>4) Task and Finish group to look into conversion of ADHs into permanent posts.</p> <p>5) Task and Finish group Retire and return (emphasis on recruit new consultants (and therefore join on call) than R&amp;R approach, use R&amp;R on 1 year contracts and re-advertise posts on yearly cycle.</p>	Quality & Safety Committee  People & Culture Committee	20	C5 x L4	15 (C5xL3)	↔	01.08.2013	14.07.2022	31.08.2022
1133	Chief Operating Officer  Rhondda Taf Ely Integrated Locality Group	Improving Care	Patient / Staff /Public Safety	Long term sustainability and staffing of the Emergency Department (ED) at the Royal Glamorgan Hospital. (RGH).	<b>If:</b> the Clinical Service Group (CSG) is unable to deliver a sustainable staffing model for the Emergency Department at the RGH;  <b>Then:</b> the Health Board will be unable to deliver safe, high quality services for the local population;  <b>Resulting in:</b> compromised safety of the patients and staff and possible harm.	<p>ED sustainable workforce plan developed and being implemented (May 2021).</p> <p>Option 1 funded so risks around sustainability remain particularly in respect of the consultant workforce. Financial position remains a challenge as locum and agency staff still used. No agreed plan to align staffing to benchmarking standards and the staffing levels on other sites within CTM. Boundary change and challenges across CTM continue to have a significant impact on the RGH site</p>	<p>ED sustainable workforce plan developed and being implemented (May 2021).</p> <p>Reviewed no change as at 7th September 2021.</p> <p>Reviewed 21.09.2021 - remains working progress.</p> <p><b>No change to mitigation and risk score.</b></p>	Quality & Safety Committee.  People & Culture Committee - Workforce aspect	16	C4 x L4	12 (C4xL3)	↔	20.02.2014	31.03.2022	07.03.2023
4106	Executive Director of Nursing and Midwifery	Improving Care	Patient / Staff /Public Safety	Increasing dependency on agency staff cover which impacts on continuity of care, patient safety	<b>If:</b> The Health Board increasingly depends on agency staff cover  <b>Then:</b> the Health Board's ability to provide stability and consistency in relation to high quality care could be impacted.  <b>Resulting in:</b> disruption to the continuity, stability of care and team communication. Potential to impact on patient safety and staff wellbeing.  There are also financial implications of continued use of agency cover.	<p>Recurring advertisements of posts in and nursing continue with targeted proactive recruitment employed in areas of high agency/locum use.</p> <p>Provision of induction packs for agency staff</p> <p>Agency nursing staff are paid via an All Wales contract agreement, any off framework agency requests must be authorised by an Executive Director prior to booking (system of audit trail in place).</p> <p>Fixed Term Contracts being offered to all existing HCSW and RN currently on the Nurse Bank.</p> <p>Redesign services wherever possible to embrace a healthier Wales and therefore impact upon the workforce required to deliver services.</p> <p>Overtime incentives offered to workforce in response to Covid-19 pandemic.</p> <p>As of July 2021 - the overseas recruitment campaign has ceased pending further scoping exercises by Workforce and Organisational Development.</p> <p>Bi-Annual Nursing Staffing Levels Wales Act - Acuity Audit to be undertaken in June 2021 to report to Board in October 2021. Completed: This has been completed and received by the Board.</p> <p>Nursing &amp; Midwifery Strategic Workforce Group re-established and has met. The Nursing Productivity Outputs will feed into this group along with monitoring roster KPIs and overall nurse recruitment including overseas. (Control Measure).</p>	<p>Deputy Exec DON is currently reviewing the nurse rostering policy in conjunction with the workforce team in order to put in place (in conjunction with workforce team) clear roster monitoring KPI's and Bank usage/recruitment KPI's . Established a new nursing workforce taskforce. Consultation with Local Partnership Forum undertaken and amendments to the policy have been made as appropriate, the policy will be seeking approval at the Quality &amp; Safety Committee in May 2021- Timescale 31.5.2021. Update November 2021: The Revised policy which was based on SBUHB's current policy (in terms of content / KPI's etc. was taken to Local Partnership forum where it was identified further amendments were requested, these were made in terms of making the clear distinction between the current break times in some areas of POW and that of the rest of CTMUHB. The policy is currently with an ILG Nurse Director who has kindly offered to make the policy more "user friendly" Timescale: 31st December 2021</p> <p>All Wales "Safer Care Module" on e-roster system due to be received in due course. WG led so await WG timescales. No Change as at 4.5.2021. Update November 2021 - No update from WG as of November 2021</p> <p><b>Update July 2022</b> - Nurse Roster Policy in final draft form led by the Nurse Director RTE. Due for completion and ratification end of May 2022. As this date has passed this is being followed up for a further update by the Deputy DoM. This policy includes KPIs to allow monitoring of effective roster management. In addition, enhanced supervision (121 Nurse/Nurse Specialising) document and process being reviewed by end of August 2022.. - Safer Care Module - Roll out commenced June 2022 into POW. Roll out being led by WoD/Allocate Rostering Team supported by newly appointed Senior Nurse for NSLWA (WG funded post for 18 months) . - Nursing Productivity Group established w.e.f end of March 2022. With the remit to address Nurse Agency Demand and Spend.</p>	Quality & Safety Committee  People & Culture Committee	16	C4 x L4	12 (C4xL3)	↔	01/06/2015	11.07.2022	31.08.2022
4157	Executive Director of Nursing and Midwifery	Improving Care	Patient / Staff /Public Safety	There is a risk to the delivery of high quality patient care due to the difficulty in recruiting and retaining sufficient numbers of registered nurses and midwives	<b>If:</b> the Health Board fails to recruit and retain a sufficient number of registered nurses and midwives due to a national shortage  <b>Then:</b> the Health Board's ability to provide high quality care may be impacted as there would be an overreliance on bank and agency staff.  <b>Resulting in:</b> Disruption to the continuity and stability of care and team communication Potential to impact on patient safety and staff wellbeing.  There are also financial implications of continued use of agency cover.	<ul style="list-style-type: none"> <li>Proactive engagement with HEIW continues.</li> <li>Scheduled, continuous recruitment activity overseen by WOD. Overseas RN project continues.</li> <li>Targeted approach to areas of specific concern reported via finance, workforce and performance committee</li> <li>Close work with university partners to maximise routes into nursing</li> <li>Block booking of bank and agency staff to pre-empt and address shortfalls</li> <li>dependency and acuity audits completed at least once in 24 hrs on all ward areas covered by Section 25B of the Nurse Staffing Act.</li> <li>Deputy Exec DON is currently reviewing the nurse rostering policy in order to put in place (in conjunction with workforce team) clear roster monitoring KPI's and Bank usage/recruitment KPI's</li> <li>Reporting compliance with the Nurse Staffing Levels (Wales) Act regularly to Board</li> <li>Regular review by Birth Rate Plus compliant, overseen by maternity Improvement Board</li> <li>Implementation of the Quality &amp; Patient Safety Governance Framework including triangulating and reporting related to themes and trends.</li> <li>successful overseas RN recruitment.</li> <li>- There is an operational Nursing Act Group that reconvened from April 2021.</li> <li>Impact assessment signed off from a Mental Health Nursing perspective in relation to an extension to the Nurse Staffing Act 2016.</li> </ul>	<p>Established recruitment campaign - which is monitored at the Nursing Workforce Strategic Group - group due to meet/recommence in April 2021.The Nursing and Midwifery Strategic Workforce Group did not meet in April 2021 as planned due to the need to revise membership in line with ILG structure, however, bi-monthly nursing workforce operational task force meetings have been held chaired by the Deputy Director of Nursing since February 2021. the Strategic workforce group is scheduled to meet on the 11th May 2021. This action has been overtaken by the Nursing Productivity Programme.</p> <p>Revised nurse rostering policy currently being taken through the relevant approval process - Timescale 31.3.2021.Consultation with Local Partnership Forum undertaken and amendments to the policy have been made as appropriate; the policy will be seeking approval at the Quality &amp; Safety Committee in May 2021- Timescale 31.5.2021.Complete and currently with Wf&amp;OD to finalise through to Approval.</p> <p>Await review of Birth Rate Plus Compliant Tool by WG - Timescale - WG led so await WG timescales - No further update at this time. Remains the same as at February 2022.</p> <p>Impact assessment relating to Health Visiting provision with regards to compliance of the draft principles of the Nurse Staffing Act 2016 to be completed by the end of March 2022.</p> <p>Ward Assurance Pilot Tool tested within PCH and to be rolled out across the other two Acute Hospitals by the end of April 2022.</p> <p>Update May 2022 - this risk is currently under review with a view to merging it with risk 4106 as mitigating action is considered to be closely aligned. Please refer to updates added in 4106. The alignment of these risks will be completed by the end of June 2022, by the Deputy Executive Director of Nursing. <b>As at July 2022, this action is still in progress. Further update to be received at the end of August 2022.</b></p>	Quality & Safety Committee  People & Culture Committee	16	C4 x L4	12 (C4xL3)	↔	01/01/2016	11.07.2022	31.08.2022
4679	Executive Director for People (Executive Lead for Occupational Health)	Improving Care	Patient / Staff /Public Safety	Absence of a TB vaccination programme for staff	<b>If:</b> the Health Board is not providing TB vaccination to staff  <b>Then:</b> Staff and patients are at risk of contracting TB  <b>Resulting in:</b> Failure to comply with the Department of Health and Social Care guidance and lack of confidence in the service	<p>The 'fitness letter' issued by Occupational Health to the appointing line manager following an employee health clearance highlights vaccination status. Screening for latent TB for new entrants and offering T spot testing to assess positive or negative.</p>	<p>Action plan collated-To clarify current screening process in relation to local and National guidance via specialist respiratory nurses prior to administering BCG. OH Senior screening nurse to compile written instructions and staff information leaflet. Training requested via the respiratory team. Meeting to discuss training needs set for 9th June 2021</p> <p>Update January 2022 - Training of OHN to deliver BCG vaccinations remains outstanding due to difficulty resourcing training within CTMUHB. Alternative training has now been resourced via CAV UHB Respiratory Team and dates for training to be agreed. Continuing to risk assess TB status as part of Pre-employment clearance process.</p> <p>Update March 2022 - Ongoing difficulties accessing BCG training in CTM and CAV UHB. OH currently exploring alternative training options in order to introduce BCG vaccinations. TB assessment as part of pre employment Health Questionnaire screening process ongoing.</p> <p><b>Update May 2022 - Training to be provided to the CTM OH nurses from the CAV OH nurses via a 'train the trainer' approach. Dates being arranged for May 2022. All necessary paperwork in place.</b></p> <p><b>Update June 2022 - Training Ongoing. Risk reviewed and remains same.</b></p>	Quality & Safety Committee  People & Culture Committee	16	C4xL4	8 C4xL2	↔	09.06.2021	19.05.2022	31.07.2022

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4722	Chief Operating Officer  Rhondda Taf Ely - Locality Group	Improving Care	Patient / Staff /Public Safety  Impact on the safety – Physical and/or Psychological harm	Senior Medical Workforce Shortfall	<b>If</b> the gaps in the senior medical workforce in RTE are not addressed (2wte vacancy OP, 1wte LTS, 1wte Non clinical duties plus paternity leave and isolation)  <b>Then</b> routine work such as clinics will be cancelled, clinical decision making will be delayed and emergency escalation compromised along with the ability of the service to discharge the powers of the Mental Health Act. It is also possible that the training of junior doctors will be negatively affected.  <b>Resulting in</b> poor quality and unsafe patient care, increasing concerns, risk of litigation, compromise of the UHB's reputation and removal of UHB from Psychiatry training programme.	Regular meetings with interim CSGD and Consultants to plan cover arrangements and support on weekly basis.  Recruitment - Vacancies out to advert for locum and substantive contracts. Exploring options for overseas recruitment. All staff being offered additional hours.  Locum consultant covering all Rhondda Mental Health Act work.  In-patient team has been bolstered by an additional Registrar and 2 x SHOs  ANP's covering appropriate PCMHSS AND CMHT clinics.	Update 06/06/22 - Vacant post in Rhondda Adult MH and been notified that Locum for Taff Ely who also covers in patient wards 1 day a week will be leaving the end of this week. This leaves 2 vacancies in sectors for adult and an inpatient day short fall.  No further actions identified at this point in time	People & Culture Committee  Quality & Safety Committee	16	C4xL4	6 (C2xL3)	New Risk Escalated July 2022	28/06/2021	27.06.2022	01/09/2022
3638	Executive Medical Director  Pharmacy & Medicines Management	Inspiring People	Patient / Staff /Public Safety  Impact on the safety – Physical and/or Psychological harm	Pharmacy & Medicines Management - Training & Development Infrastructure	<b>If:</b> the planned HEIW led changes to the education and training of pharmacists and pharmacy technicians with increased numbers of trainees across both primary and acute care are fully implemented  <b>Then:</b> the there will be insufficient capacity within the medicines management team to provide the required training, supervision and management of the planned trainees.  <b>Resulting in:</b> a lack of appropriately qualified pharmacy professionals to meet future service demands in all sectors and particularly in hard to recruit to ILGs such as Merthyr where we have established a "grow our own" model. This can impact the primary care sustainability MDT model. Also a reduction in reputation of a HB that has a very high level of % qualifying and a reduction in future applicants.  Current capacity is overstretched and a robust education, training and development infrastructure is needed to meet these demands for specialist & advanced practitioners in primary and secondary care.	SBAR submitted to CBM in March 18 to increase training capacity in order to meet the demand. Included in IMTP and prioritised as number one priority. A bid was included as part of the primary care pacesetter for education and development in primary care academic hubs and was successful. This element of the ed/tr will be implemented in 2018 for 3 years with evaluation. The secondary care elements were not supported in the IMTP prioritisation process and so this still leaves significant risks. SBAR needed to describe the impact of the new technicians training qualification. Funding approved for primary care lead pharmacist - commenced in post April 2019. Included a new case in 2019/20 IMTP as high priority. SBAR for Nov CBM on new technician training requirements. Progress and evaluate primary care pacesetter plan to increase training infrastructure to inform business case to continue funding and scale up.	Update June 2021: HEIW have agreed training support grants for trainers to support pre-registration foundation posts which mitigates the risk for this group of staff. However this funding is only temporary and not guaranteed beyond 2022-23, which presents a potential risk around recruitment of suitable staff. The post-registration foundation programme has been deferred until 2022 which buys some time for health boards to explore solution to the significant financial shortfall that will arise form the lack of on going funding for these posts.  Update July 2021 - No further update to that recorded in June 2021. Review 30.09.2021.  Update November 2021 - as reported to the Quality & Safety Committee: Discussion with HEIW have resulted in a delay to the financial changes until 2024, which will allow the service related impact to be better transitioned into the planning cycle.  Update February 2022 - Risk remains as funding for the posts will be significantly reduced from 2023 onwards as HEIW will reduce from 50% to 20% funding. The shortfall in funding between establishment and post costs remains the risk. The funding resource is being captured in the IMTP submission for 22-23 in preparedness for the impact in 2023-4. Funding gap is approximately £90k pa. This equates to 2 posts. Decision of funding is required by March 2022 to allow for recruitment process in 2023.	People & Culture Committee	15	C3 x L5	6 (C3xL2)	↔	02.01.2018	11.02.2022	30.04.2022
4888	Executive Director for People	Creating Health	Statutory duty / Inspections	Insufficient resource in the Welsh Language Team	<b>If:</b> the resources of the Welsh Language Team remains as it is, the Health Board will not be able to fully meet its legislative duties set out in Compliance notice (no7) issued by the Welsh Commissioner in November 2018.  <b>Then:</b> the team will not be able to effectively monitor compliance, there will be a reduction in staff and community engagement and cultural activities and the demand for translation will continue to exceed capacity.  <b>Resulting in:</b> Significant use of expensive external translation agencies, non-compliance in many areas of the health board (including hosted bodies) and a high risk of investigations, financial penalties and reputational damage.	*Translation team prioritise patient related work. *Careful management of compliance monitoring and translation for Primary Care (work with Dental completed) *Ongoing programme of translation of the Health Board website and Social Media. (Member of team attends Communication team meetings) *Use of external translation agencies for large pieces of work e.g. Annual Reports.	Low level of resources in the Welsh Language Team impacts the Health Board's ability to meet the Welsh Language Standards. Develop a business case setting out the additional resources required within the Welsh Language Team to enable the Health Board to implement the actions set out in the Welsh Language Commissioners compliance notice. The business case needs to be reviewed/approved by the People and Culture Committee and appropriate Executive Forum. The business case needs to be incorporated into the IMTP for 2022/2023.  Update May 2022 - Risk Reviewed May 2022 - Due to the requirement for the WOD function to achieve a balanced budget in 2022/2023, all current plans and business cases to replace and or increase staff resource are currently on hold. It is anticipated this position may change by the beginning of the summer, when the Health Board Vacancy Scrutiny Panel may be in a position to approve current staff vacancies within the Welsh Language Team. The submission of the completed business case, outlining options to resource the Team, to meet compliance against the Welsh Language Standards, will be deferred until the next budget setting period, towards the end of 2022. The Team is currently exploring alternative ways of providing Welsh Language translation services by outsourcing and the use of AI technology.  Update June 2022 - This mitigating action continues. Review date: 05.09.2022.	People & Culture Committee	15	C3 x L5	12 (C3xL4)	↔	28.10.2021	17.06.2022	3+AS2:P651.08.2022

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NIL											

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4500 Linked to 4483.	Executive Director of Therapies & Health Sciences  Therapies hosted by Merthyr & Cynon Integrated Locality Group	Improving Care	Patient / Staff /Public Safety  Impact on the safety – Physical and/or Psychological harm	There is a risk to the delivery of high patient care due to the difficult in recruiting sufficient numbers of registered therapists and health scientists.	<b>If:</b> the Health Board fails to recruit and retain a sufficient number of therapists and health scientists due to increasing numbers of vacancies and shortages of professional staff.  <b>Then:</b> the Health Board's ability to provide certain services may be compromised.  <b>Resulting in:</b> increased waiting times for diagnosis and treatment, missed opportunities to diagnose at an earlier stage, potential for poorer outcomes for patients.	Links via the Director Therapies to HEIW for planning.  Proactive recruitment for difficult to fill posts.  Use of Agency/Locum staff where available. Director of Therapies & Health Sciences have supported participation in streamlining to appoint AHP summer 2021 graduates to band 5 vacancies. This is the first time AHPs have recruited in this way and it is too soon to ascertain whether this will impact positively on staff retention.	Continue with active recruitment wherever possible.  Ensure workforce plans included and supported in the Integrated Medium Term Plan (IMTP).  Utilise 'novel' staffing approaches where indicated.  Update: AHP workforce education commissioning completed. Band 5 2021 cohort recruited via streamlining is compete and 2022 cohort is in progress. Gaps remain in higher banded vacancies, as increase in annual workforce commissioning will take time to filter through. Gaps in vacancies are exacerbated by lengthy on-boarding process	Quality & Safety Committee  People & Culture Committee			This risk has been closed as this overarching AHP and healthcare science workforce risk has since been replaced by identification of specific risks that have been identified within clinical speciality areas.