

## RTE Integrated Locality Group Quality & Safety Dashboard – August & September 2022

### Nationally Reportable Incidents & Locally Reportable Incidents

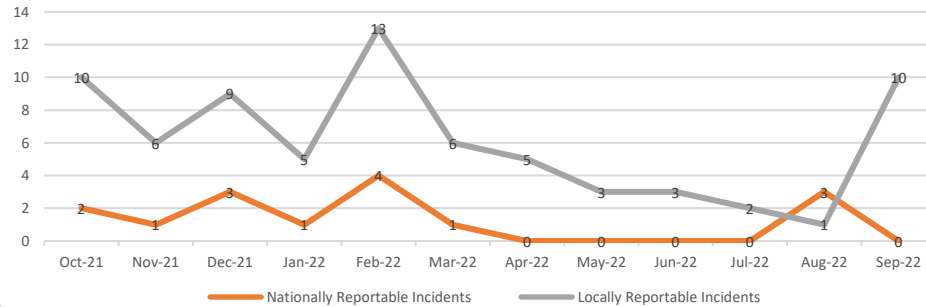
Number of Nationally Reportable Incidents

3

Number of Patient Safety Incidents

971

**Nationally Reportable Incidents/ Locally Reportable Incidents 01.10.21 - 30.09.22**



Between the 01.08.22 and 30.09.22 a total number of 1080 Incidents were reported within Rhondda & Taf ILG. This represents a decrease of 124 incidents when compared to the previous 2 months. Of these, 90% (971) were reported under the type of patient safety. Of the patient safety incidents, 23 were reported as resulting in severe harm (9) or death (14). This equates to 2.4% of the total number of patient safety incidents reported within the Locality.

During the 2 months, 3 Nationally Reportable Incidents were submitted to the Delivery Unit and 11 Locally Reportable Incidents were identified. No never events were reported during August and September 2022.

### Pressure Damage Incidents

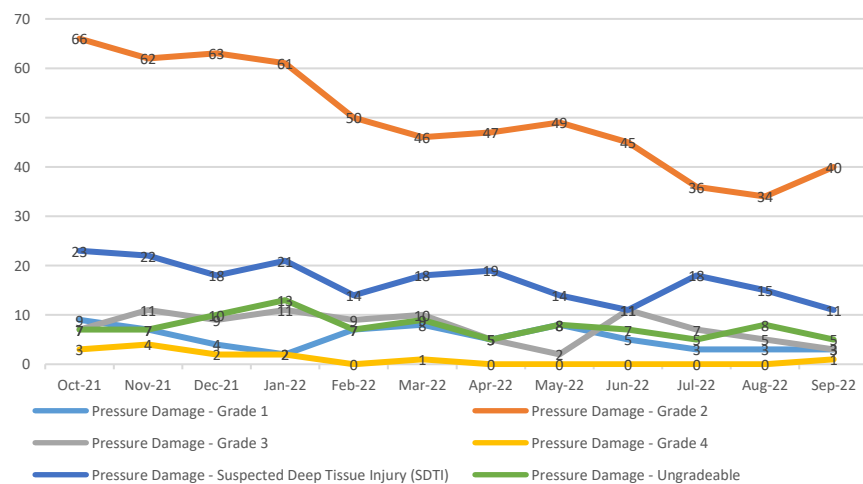
Total Number of Pressure Damage Incidents Reported

253

Total Number of Hospital Acquired

58

**Rhondda & Taf Total Hospital/Healthcare Acquired Pressure Damage 01.10.21 - 30.09.22**



During August and September 2022, a total of 253 pressure damage incidents were reported, which shows a decrease of 45 incidents when compared to the previous 2 months. The highest number of pressure damage incidents were reported as developed or worsened during care in this clinical care area/caseload (128). The remaining pressure damage incidents were reported as being present before admission to this clinical care area/caseload (125). Of the 128, developed during the current case load, 70 were identified as community acquired and 58 as hospital acquired. Of the hospital acquired, Accident & Emergency (14), Ward 4 (7) and Ward 6 (6) at the Royal Glamorgan Hospital reported the highest numbers. There were 2 hospital acquired pressure damage incidents reported as grade 3, with no grade 4 reported during the 2 month period.

As at 20.10.22, for pressure damage incidents reported during August and September 2022, an investigation has been concluded for 85 incidents. Of these, 8 have been identified as avoidable.

## Patient Falls

Total Number of Falls Reported

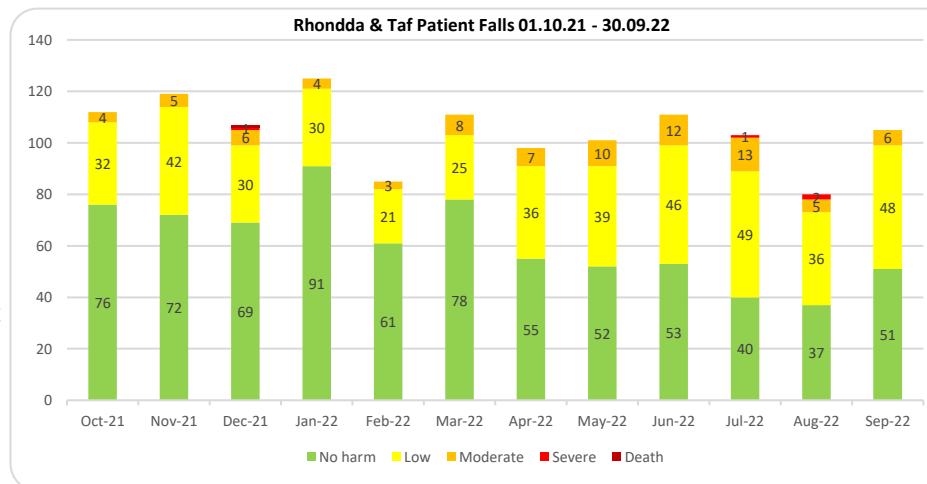
185

Number resulting in Severe harm / death

1

Between the 01.08.22 and 30.09.22 a total of 185 patient/service user slip, trip or fall incidents were reported for Rhondda & Taf ILG. This represents a decrease of 29 incidents when compared with the previous 2 months. Of the 185 incidents, 93% were reported as resulting in no (88) or low (84) harm. The remaining incidents were reported as resulting in moderate (11) and severe (2) harm. No patient / service user falls were reported as resulting in death.

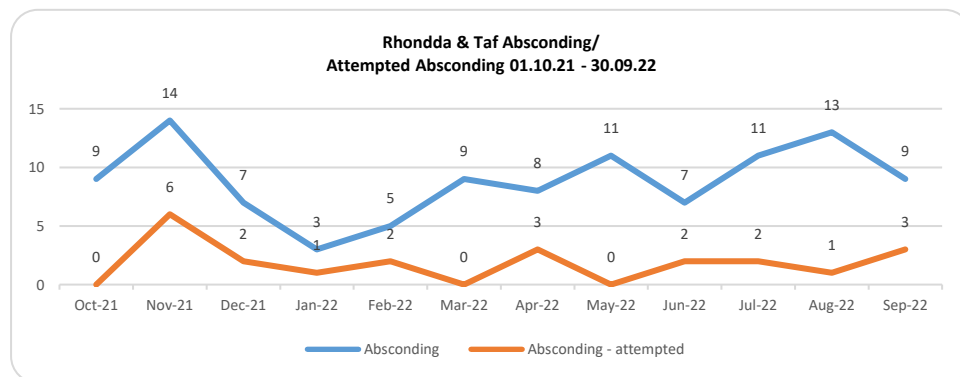
For incidents reported in the Health Board's Legacy System between 01.10.21 and 31.03.22, an investigation has been concluded for 659 incidents as at 20.10.22. Of these 40 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore, this information is not available from April 2022 onwards.



## Absconding Incidents

Total Number of Absconding Incidents

26



Between the 01.08.22 and 30.09.22 a total number of 26 Absconding Incidents were reported within Rhondda & Taf ILG. This represents no change when compared to the previous 2 months. Of the 26 incidents, 22 were categorised as Absconding (actual), and 4 as an Attempted Absconding. Of the total number of absconding incidents reported, 10 were reported as no, 8 as low and 8 as moderate harm. Of the 8 reported as moderate harm, 5 occurred in Mental Health Services and 3 occurred in Accident & Emergency at the Royal Glamorgan Hospital.

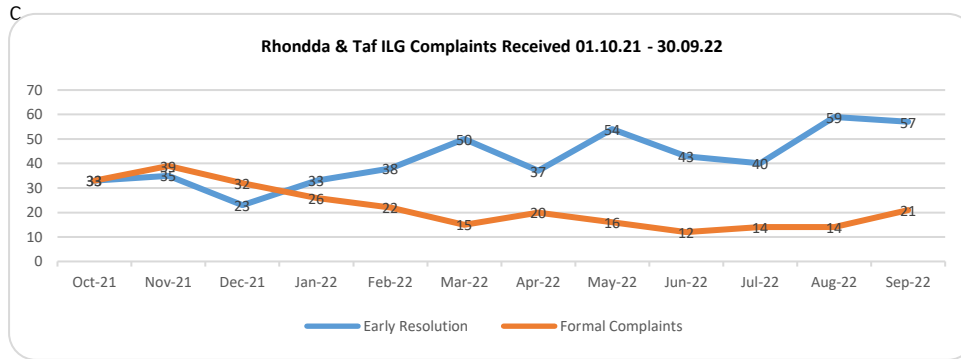
## Complaints

Number of Formal Complaints Managed through PTR

35

% Formal Complaints response within 30 Working Days

42%



Between the 01.08.22 and 30.09.22 a total of 151 complaints were received for Rhondda & Taf ILG. Of these complaints, 77% (116) were recorded under Early Resolution and 23% (35) were recorded under Formal Complaints. This represents an increase of 42 complaints when compared to the previous 2 months.

A breakdown of the formal complaints received by service group is summarised in the table below.

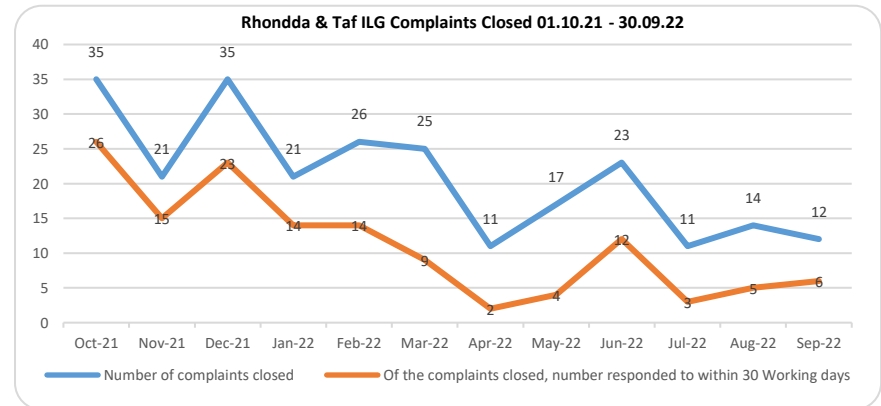
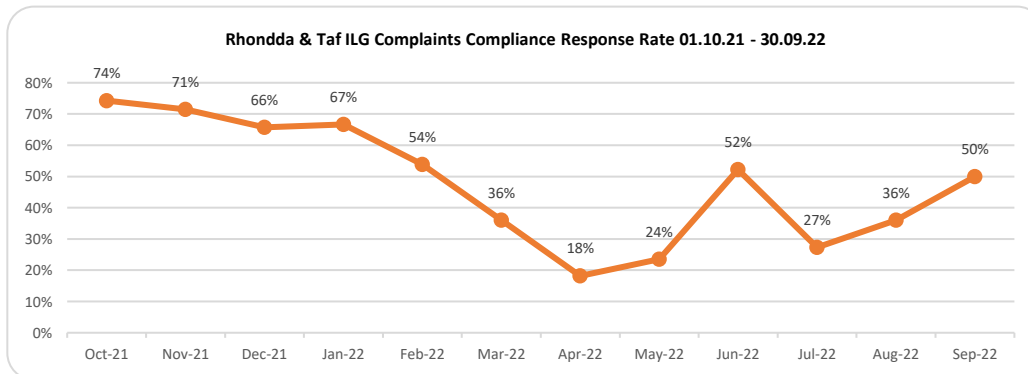
	Aug-22	Sep-22	Grand Total
Medicine	6	14	20
Surgery, Anaesthetics, Theatres and Critical Care	5	3	8
Mental Health	2	3	5

A breakdown of the top types of formal complaints received during the August and September 2022 is summarised below.

	Aug-22	Sep-22	Grand Total
Clinical Treatment/Assessment	9	12	21
Patient Care	1	2	3
Attitude & Behaviour	1	1	2
Medication	0	2	2
Appointments	1	1	2
Discharge Issues	2	0	2

As of 20.10.2022, there are currently 54 open formal complaints recorded on Datix under Rhondda & Taf ILG. 26 formal complaints are currently over the 30 working day compliance with 4 formal complaint being 6 months overdue.

Between 01.08.2022 and 30.09.2022, 26 formal complaints were closed. Of these complaints 42% (11) were closed within 30 working days. This shows a 2% decrease in complaints compliance when compared to the previous 2 months.

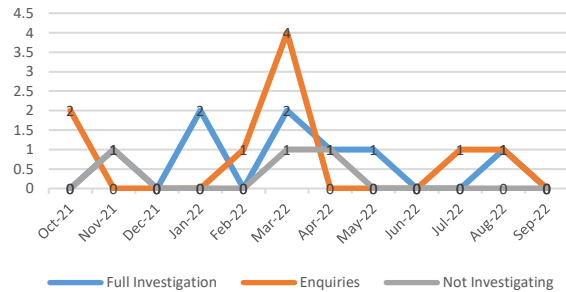


## Public Services Ombudsman for Wales

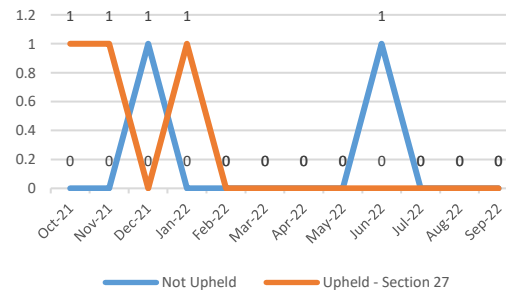
### Number of New cases

2

Rhondda & Taf No of Cases Referred to PSOW 01.10.21 - 30.09.22



Rhondda & Taf PSOW Final Reports Received 01.10.21 - 30.09.22



Between the 01.08.22 and 30.09.22, 2 cases were referred to the Public Services Ombudsman for Wales. 1 case was received as a full investigation relating to community services and 1 was received as an enquiry relating to Surgery, Anaesthetics, Critical Care & Theatres. The trend in relation to Ombudsman cases remains consistent with previous months.

During August and September 2022, no final reports were received for Rhondda & Taf ILG.

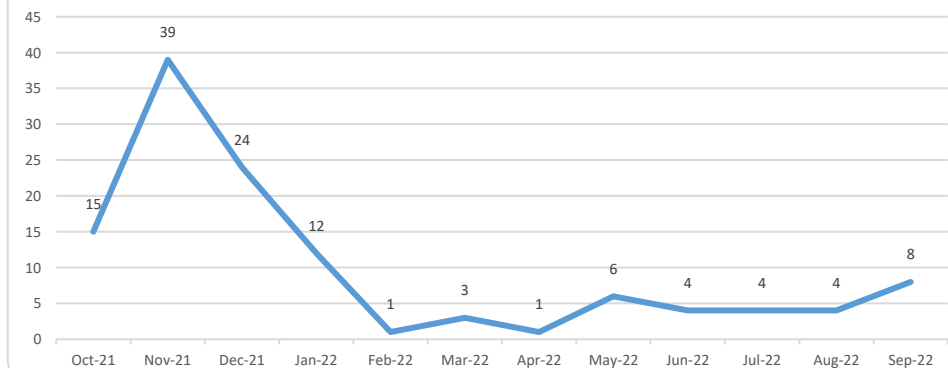
## Compliments

### Number of New Compliments Received

12

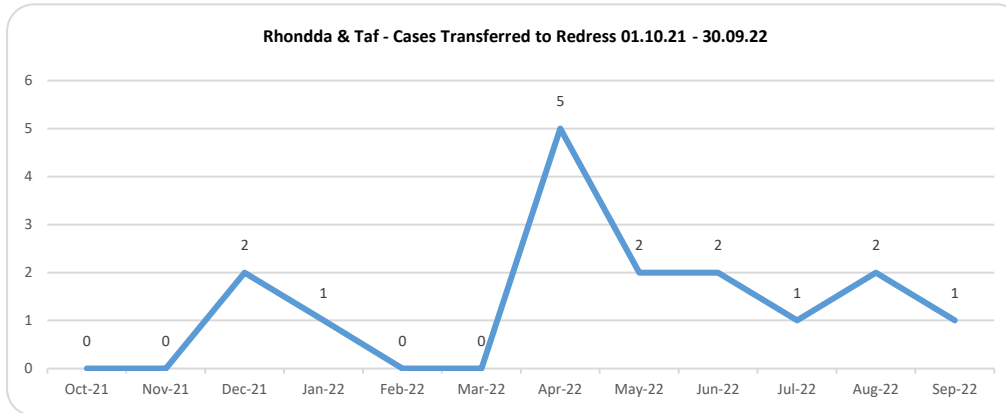
Between the 01.08.22 and 30.09.22 a total of 12 Compliments were recorded on Datix for Rhondda & Taf ILG. The trend in relation to compliments recorded within the Datix Cymru system is highlighted in the chart.

Rhondda & Taf - No of compliments received 01.10.21 - 30.09.22



## Claims & Redress

Number of New Cases Transferred to Redress	Number of New Claims Received	Number of Learning from Events Reports Due
<b>3</b>	<b>7</b>	<b>14</b>



### Redress

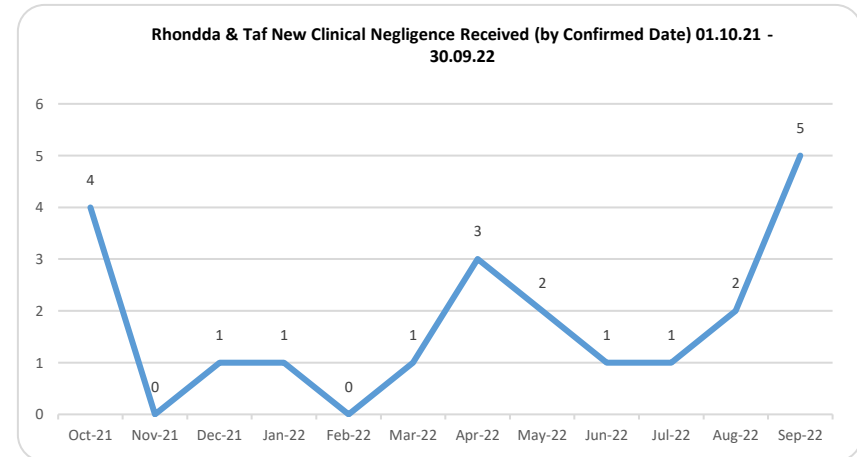
Between 01.08.22 and 30.09.22, 3 cases were transferred to redress relating to services within the Rhondda & Taf ILG. All 3 cases related to Medicine. The trend remains consistent when compared to the previous 2 months.

During August 2022 and September 2022 for Rhondda & Taf ILG, 5 redress cases were closed with 4 with an outcome of liability admitted in full relating to Surgery, Anaesthetics, Critical Care & Theatres (2), Medicine (1), and Pathology (1) and 1 where liability was denied relating to Radiology. Total payments to date in relation to the 6 closed redress cases amount to £50,714.20.

### Claims

Between 01.08.22 and 30.09.22, a total of 7 clinical negligence claims were received for Rhondda & Taf ILG, relating to Medicine (3), Surgery, Anaesthetics, Critical Care and Theatres (2), Mental Health (1) and Radiology (1). This shows an increase of 5 cases when compared to the previous 2 months.

During August and September 2022, a total of 4 clinical negligence claims were closed. Of the 4 closed, 3 cases concluded with an admission of liability and 1 where liability was denied. Total payments to date for the 4 closed claims amount to £355,756.03.



### Learning from Events Reports

As at the 20.10.22, the Locality had 14 (2 CN, 2 PI 10 Redress) outstanding learning from events reports due. Of these cases, 1 Redress case is overdue (past 60 days). Between 01.08.22 and 30.09.22, 3 learning from events reports (1 CN, 1 PI, 1 Redress) were submitted which are currently awaiting approval from the Welsh Risk Pool. As of 20.10.22, there are currently 47 (25 CN, 8 PI, 14 Redress) learning from events reports that have been submitted but awaiting approval from Welsh Risk Pool.

## Inquests

Number of New Inquests Received

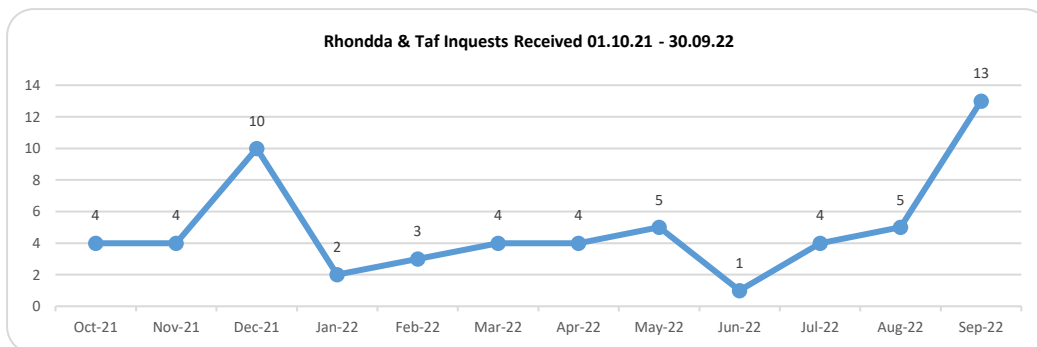
**18**

Number of Inquests Concluded

**2**

Regulation 28 Reports Received

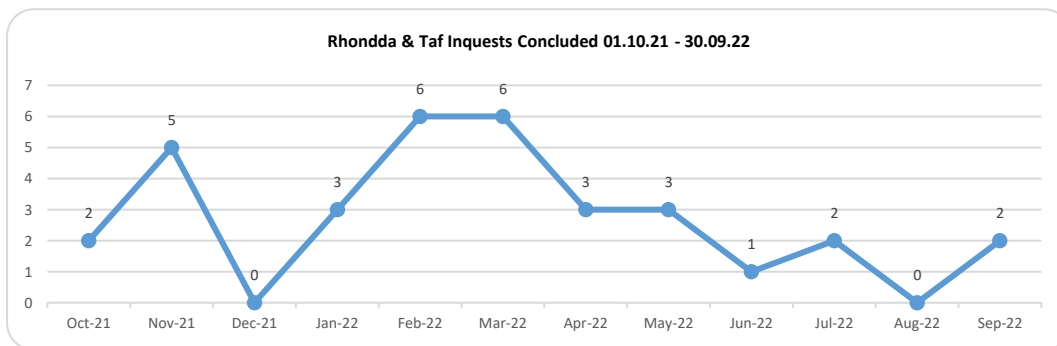
**0**



Between the 01.08.22 and 30.09.22 a total of 18 Inquests were received for Rhondda & Taf ILG. This represents an increase of 13 inquests when compared to the previous 2 months. These were received for the following areas:

- Medicine (8)
- Mental Health (8)
- Community (1)
- Surgery, Anaesthetics, Critical Care & Theatres (1)

During August and September 2022, a total of 2 inquests were concluded. The outcome of these inquests are provided in the table below:



Outcome of Inquests	Aug-22	Sep-22	Total
Suicide	0	1	1
Accident	0	1	1
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>

No regulation 28 reports were received between August and September 2022 for Rhondda & Taf ILG.