

RTE Integrated Locality Group Quality & Safety Dashboard – April & May 2022

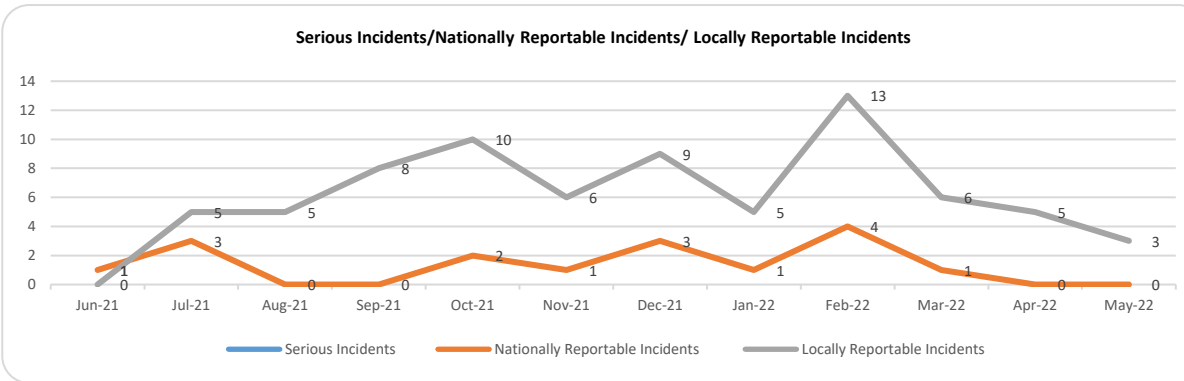
Nationally Reportable Incidents & Locally Reportable Incidents

Number of Nationally Reportable Incidents

0

Number of Patient Safety Incidents

972



Between the 01.04.22 and 31.05.22 a total number of 1087 Incidents were reported within Rhondda & Taf ILG. This represents a decrease of 76 compared to the previous 2 months. Of these, 89% (972) were reported under the type of patient safety. Of the patient safety incidents, 23 were reported as resulting in severe harm (7) or death (16). This equates to 2.4% of the total number of patient safety incidents reported within the Locality.

It should be noted that from the 01.04.22 the Health Board implemented the Incident Functionality within the Datix Cymru system. As part of the introduction of this functionality, it is no longer possible to update the severity of incidents following initial review, therefore the severity highlighted on reporting may not necessarily relate to the actual harm caused.

During the 2 months, 0 Nationally Reportable Incidents were submitted to the Delivery Unit and 8 Locally Reportable Incidents identified. No new never events were reported during April-22 and May-22.

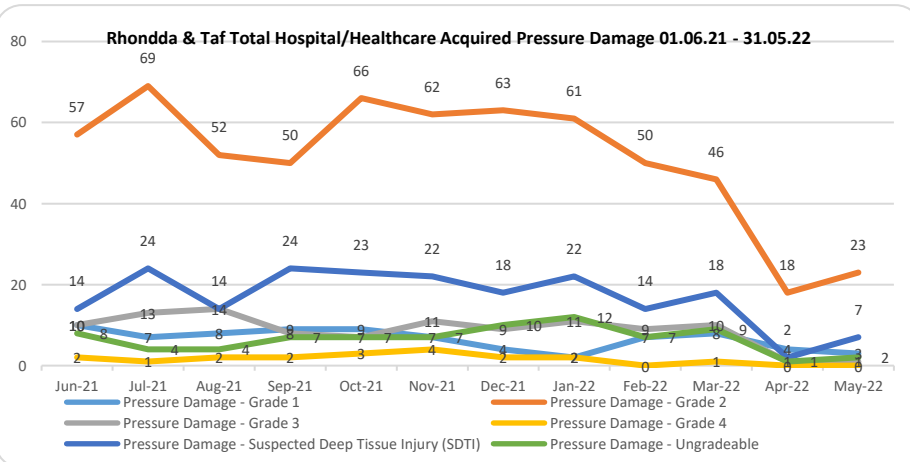
Pressure Damage Incidents

Total Number of Pressure Damage Incidents Reported

305

Total Number of Hospital Acquired

62



During April-22 and May-22, a total of 305 pressure damage incidents were reported, an increase of 10 when compared to the previous 2 months. The highest number of pressure damage incidents for April-22 and May-22 were identified as “Pressure ulcer developed or worsened during care in this clinical care area/caseload” (165). Of the total number reported, 62 were identified as hospital acquired, with Ward 4 Royal Glamorgan Hospital (10) Accident & Emergency Royal Glamorgan Hospital (8) and Ward C3 (5) at Ysbyty Cwm Rhondda reporting the highest numbers. 2 hospital acquired pressure damage incidents were reported as grade 3 with no grade 4’s being reported for April-22 and May-22.

As at 15.06.22, for pressure damage incidents reported during April-22 and May-22, an investigation has been concluded for 95 incidents. Of these, 3 have been identified as avoidable.

Patient Falls

Total Number of Falls Reported

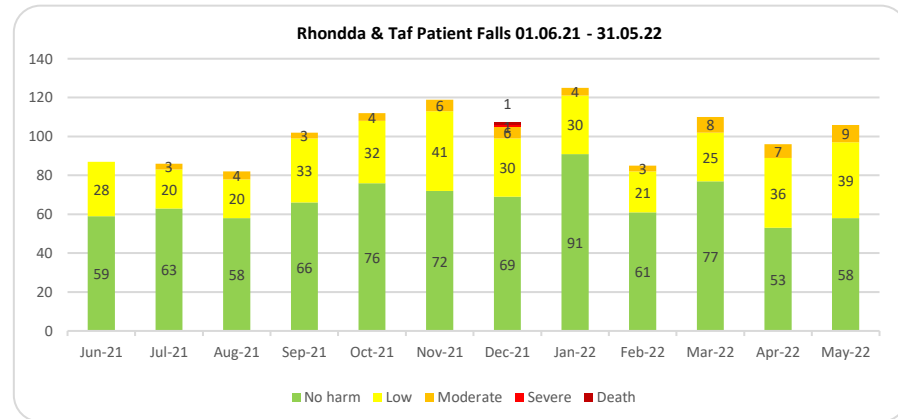
202

Number resulting in Severe harm / death

0

Between the 01.04.22 and 31.05.22 a total of 202 Slip, Trip or falls incidents were reported under "Patient/Service User" for Rhondda & Taf ILG. This remains relatively consistent with the previous 2 months. Of the 202 incidents reported, 92% were reported as resulting no (111) or low (75) harm. The remaining incidents were reported as resulting in moderate harm (16). No patient falls were reported as resulting in severe harm or death.

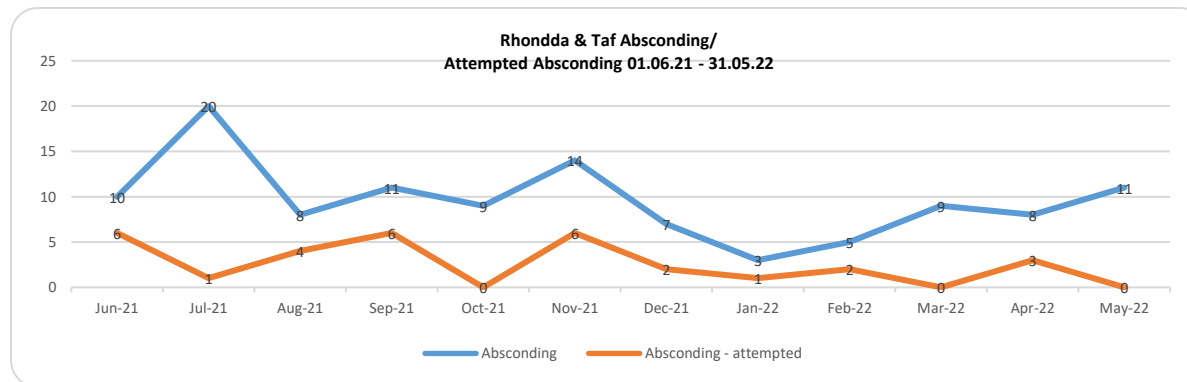
For incidents reported in the Health Board's Legacy System between 01.06.21 and 31.03.22, an investigation has been concluded for 914 incidents as at 16.06.22. Of these 56 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore, this information is not available for April and May 2022 incidents.



Absconding Incidents

Total Number of Absconding Incidents

22



Between the 01.04.22 and 31.05.22 a total number of 22 Absconding Incidents were reported within Rhondda & Taf ILG. This represents an increase of 6 incidents when compared to the previous quarter. Of the 22 incidents, 19 were categorised as Absconding, an 3 as an Attempted Absconding. Of the total number of absconding incidents reported, 17 were reported as no, 2 as low and 3 as Moderate harm.

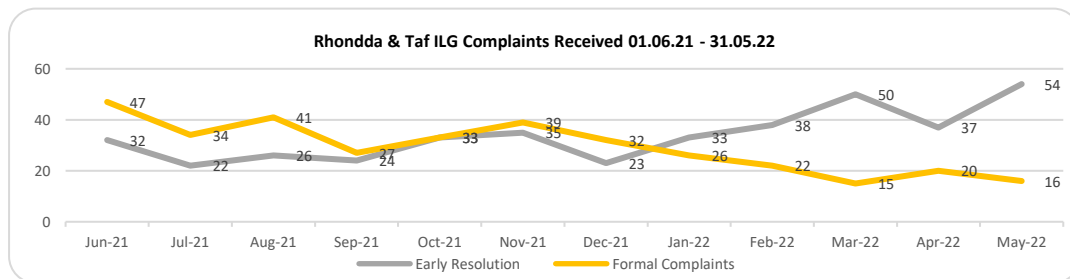
Complaints

Number of Formal Complaints Managed through PTR

36

% Formal Complaints response within 30 Working Days

21%



Between the 01.04.22 and 31.05.22 a total of 127 complaints were received for Rhondda & Taf ILG. Of these complaints, 72% (91) were recorded under Early Resolution, 28% (36) were recorded under Formal Complaints. This represents an increase of 2 complaints compared to the previous 2 months.

A breakdown of the Formal Complaints received by Service Group is summarised in the table below.

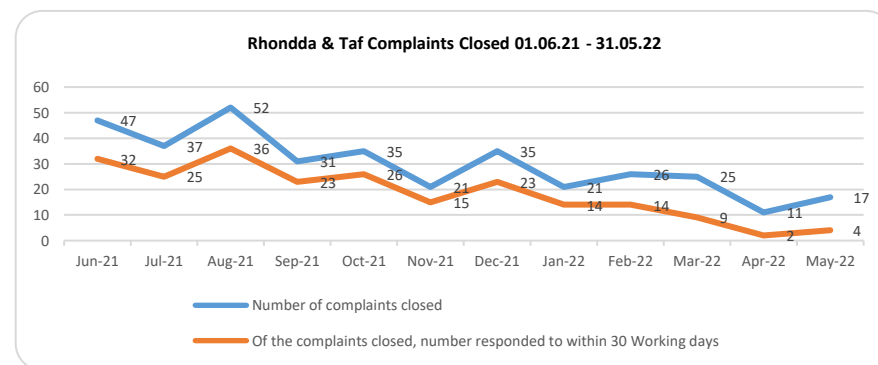
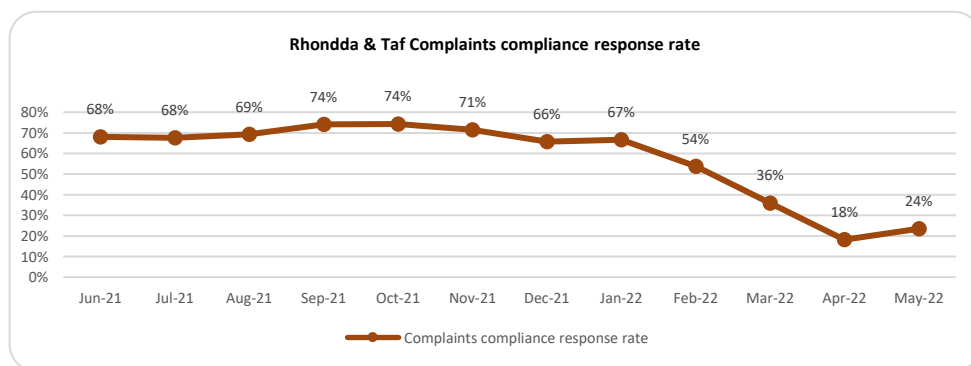
	Apr-22	May-22	Grand Total
Medicine	10	9	19
Surgery, Anaesthetics, Theatres and Critical Care	5	4	9
Clinical Support Services	3	2	5

A breakdown of the top types of formal complaints received during the April-22 and May-22 is summarised below.

	Apr-22	May-22	Grand Total
Clinical Treatment/Assessment	10	7	17
Communication Issues (including Language)	4	1	5
Patient Care	2	0	2
Medication	0	2	2
Test and Investigation Results	1	1	2
Appointments	2	0	2
Discharge Issues	0	2	2

As of 15.06.2022, there are currently 56 open formal complaints recorded on Datix under Rhondda & Taf ILG. 31 formal complaints are currently over the 30 working day compliance with 1 formal complaint being over 6 months overdue.

Between 01.04.2022 and 31.05.2022, 28 formal complaints were closed. Of these complaints 21% (6) were closed within 30 working days. This shows a 24% decrease in complaints compliance when compared to the previous 2 months.

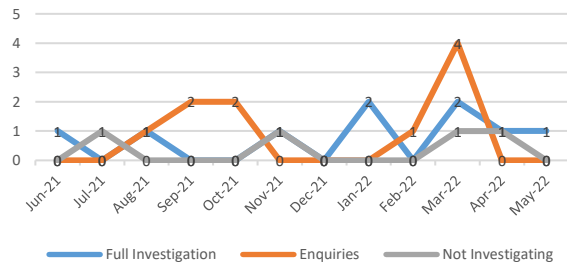


Public Services Ombudsman for Wales

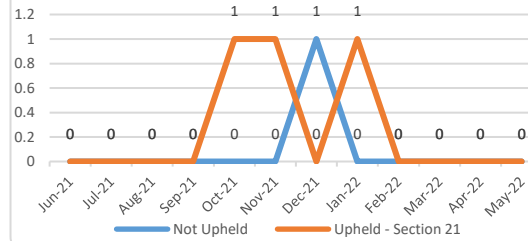
Number of New cases

2

Rhondda & Taf No of Cases Referred to PSOW



Rhondda & Taf Ombudsman Reports Received 01.04.21 - 31.03.22



Between the 01.04.22 and 31.05.22 a total of 2 cases were transferred to the Public Services Ombudsman for Wales. Both of these cases were recorded as Full Investigations. 1 case relates to Medicine and 1 case relates to Mental Health. Between April-22 and May-22 the ombudsman decided not to investigate 1 case. This represents a decrease of 5 cases received when compared to the previous 2 months. During April-22 and May-22, no final reports were received by the locality.

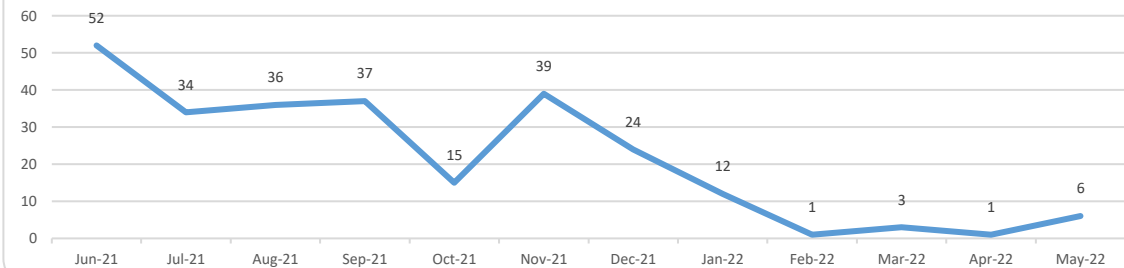
Compliments

Number of New Compliments Received

7

Between the 01.04.22 and 31.05.22 a total of 7 Compliments were recorded on Datix for Rhondda & Taf ILG. This represents an increase of 3 as compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Rhondda & Taf - No of compliments received 01.06.2021 - 31.05.2022



Claims & Redress

Number of New Cases Transferred to Redress

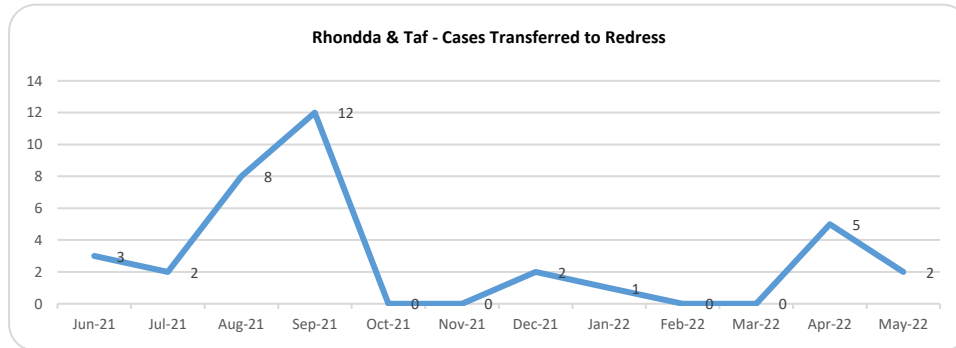
7

Number of New Claims Received

5

Number of Learning from Events Reports Due

30



Claims

Between 01.04.22 and 31.05.22, a total of 5 Clinical Negligence Claims were received for Rhondda & Taf ILG. 4 relate to Medicine, 1 relates to Surgery, Anaesthetics, Critical Care and Theatres. This shows an increase of 4 when compared to the previous 2 months.

During April-22 and May-22, a total of 4 Clinical Negligence Claims were closed. Of the 6. The following outcomes were recorded for the concluded cases:

- Withdrawn (1),
- Risk Management Settlement (1) which related to pressure damage in General Medicine,
- admission of liability (2), which related to treatment/ procedure in Medicine & Patient/Service User Death in Mental Health.

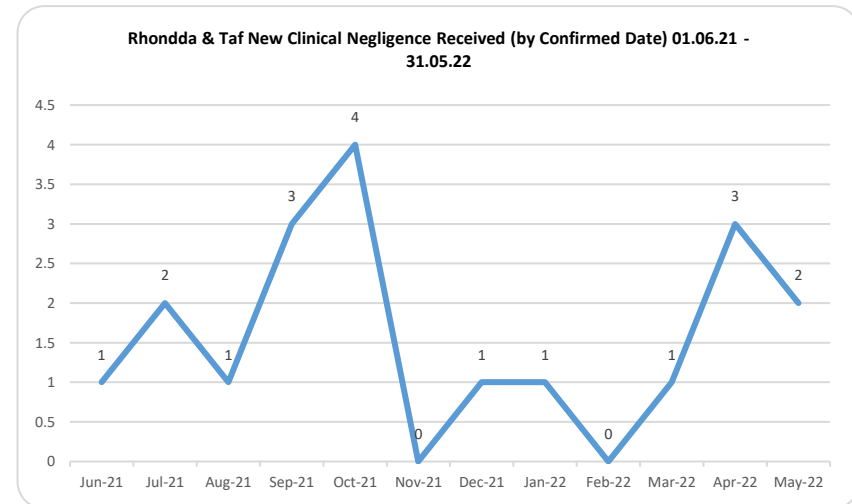
Learning from Events Reports

As at the 16.06.22, the Locality had 8 (2 CN, 1 PI, 5 Redress) outstanding learning from events reports due. Of these, cases, 1 Redress case is overdue (past 60 days). In April-22 and May-22, 29 learning from events reports (18 CN, 5 PI, 6 Redress) were submitted, which are currently awaiting approval from the Welsh Risk Pool. As of 16.06.22, there are currently 51 (28 CN, 12 PI, 11 Redress) learning from events reports that have been submitted but awaiting approval from Welsh Risk Pool.

Redress

Between 01.04.22 and 31.05.22, 7 cases were transferred to redress relating to services within the Rhondda & Taf ILG. These related to Medicine (4), District Nursing (1), Pathology (1) and Urology (1). This is an increase of 7 cases when compared to the previous 2 months.

During April-22 and May-22 for Rhondda & Taf ILG, 1 redress case was closed, with a full admission relating to Emergency Care.



Inquests

Number of New Inquests Received

9

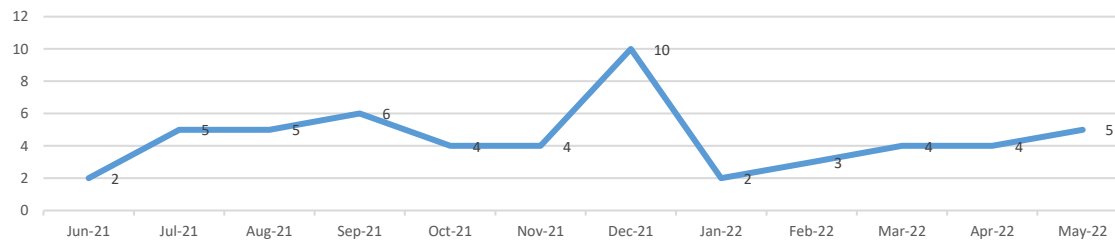
Number of Inquests Concluded

6

Regulation 28 Reports Received

0

Rhondda & Taf Inquests Received 01.06.2021 - 31.05.2022

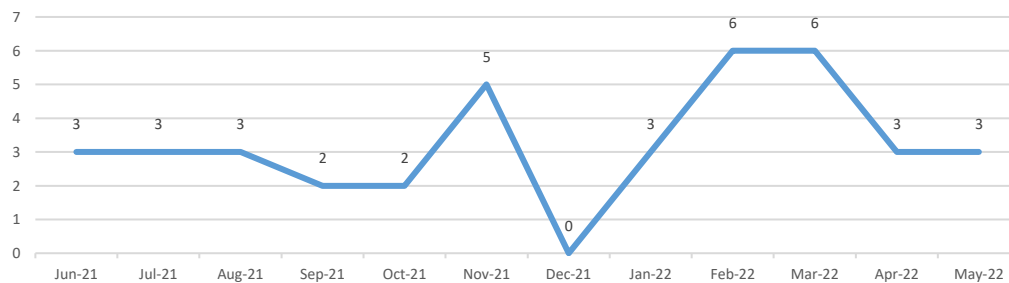


Between the 01.04.22 and 31.05.22 a total of 9 Inquests were received for Rhondda & Taf ILG. These were received for the following areas:

- Medicine (4)
- Surgery, Anaesthetics, Theatres and Critical Care (3)
- Mental Health (2)

During April-22 and May-22, a total of 6 inquests were concluded. The outcome of these inquests is provide in the table below:

Rhondda & Taf Inquests Concluded 01.06.21 - 31.05.22



Outcome of Inquests	Apr 2022	May 2022	Total
Narrative Verdict	1	1	2
Drug related	1	1	2
Industrial Disease	1	0	1
Suicide	0	1	1
Total	3	3	6

No regulation 28 reports were received in April-22 & May-22 for Rhondda & Taf ILG.