

## RTE Integrated Locality Group Quality & Safety Dashboard

### Nationally Reportable Incidents & Locally Reportable Incidents - Quarter 3

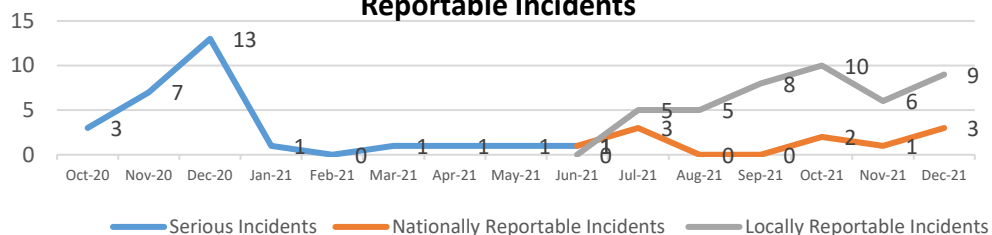
Number of Nationally Reportable Incidents

6

Number of Patient Safety Incidents

2,047

#### Serious Incidents/Nationally Reportable Incidents/ Locally Reportable Incidents



Between the 01.10.21 and 31.12.21 a total number of 2047 Incidents were reported within Rhondda & Taf ILG. This represents a decrease of 109 compared to the previous quarter. Of these, 87% (1775) were reported under the type of patient safety during quarter 3. Of the patient safety incidents, 49 were reported as resulting in severe harm (6) or death (43). This equates to 2.8% of the total number of Patient Safety Incidents reported within the Locality. During the quarter, 6 Nationally Reportable Incidents were submitted to the Delivery Unit and 25 Locally Reportable Incidents Identified. No new events were reported during the quarter.

### Pressure Damage Incidents – Quarter 3

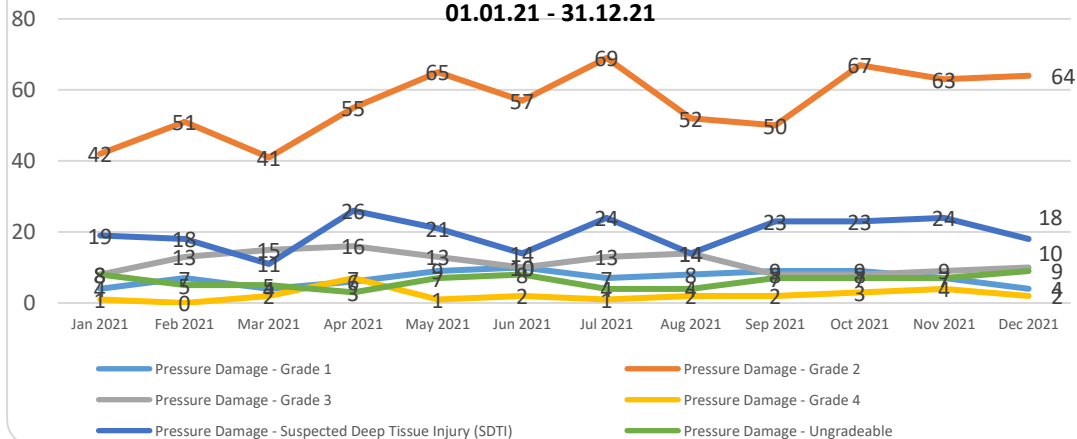
Total Number of Pressure Damage Incidents Reported

525

Total Number of Healthcare Acquired

110

#### Rhondda & Taf Total Hospital/Healthcare Acquired Pressure Damage 01.01.21 - 31.12.21



During Quarter 3, a total of 525 pressure damage incidents were reported, an increase of 25 compared to quarter 2. The highest number of pressure damage incidents for quarter 3 were identified as developed outside of hospital setting with district nursing input (228). Of the total number reported, 110 were identified as hospital acquired, with Ward 4 – Royal Glamorgan Hospital (13), Intensive Care Unit (13) and Ysbyty Cwm Rhondda – Ward C3 (12) reporting the highest numbers. 7 hospital acquired pressure damage incidents were reported as grade 3 (6) and grade 4 (1). As at 22.02.22, for pressure damage incidents reported during quarter 3, an investigation has been concluded for 200 incidents. Of these, 9 have been identified as avoidable.

### Inpatient Falls – Quarter 3

Total Number of Falls Reported

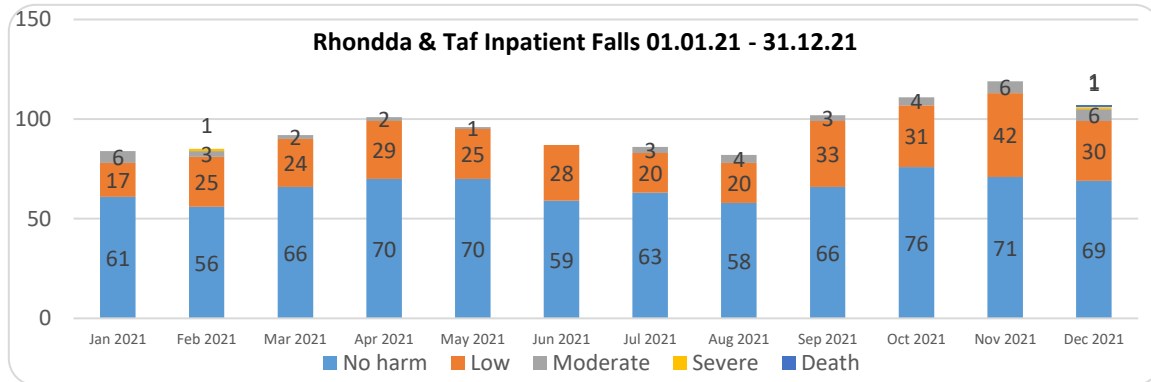
216

Number resulting in Severe harm / death

2

Between the 01.10.21 and 31.12.21 a total of 337 inpatient falls were reported for Rhondda & Taf ILG. Of these falls, 216 were reported as no harm, 103 were reported as low harm, 16 were reported as moderate harm, 1 was reported as severe harm and 1 reported as Death. This represents an increase of 67 when compared to Quarter 2.

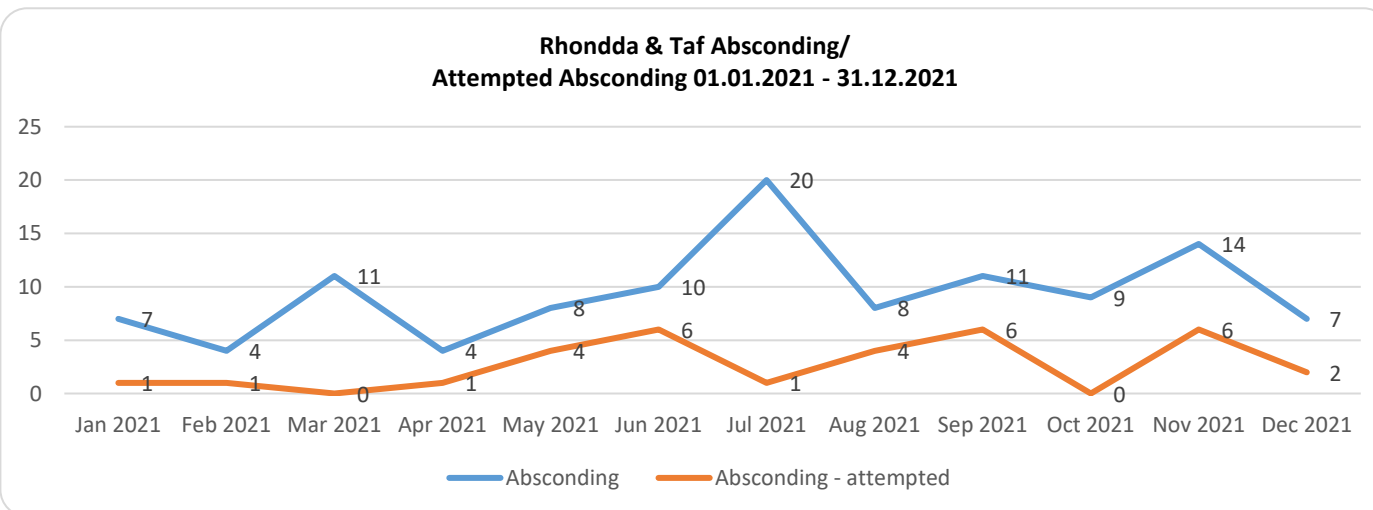
As at 23.02.22, for falls reported during quarter 3, an investigation has been concluded for 208 incidents. Of these, 12 have been identified as avoidable.



### Absconding Incidents - Quarter 3

Total Number of Absconding Incidents

38



Between the 01.10.21 and 31.12.21 a total number of 38 Absconding Incidents were reported within Rhondda & Taf ILG. This represents a decrease of 12 compared to the previous quarter. Of the 38 incidents, 30 were categorised as Absconding, 8 were categorised as Attempted Absconding.

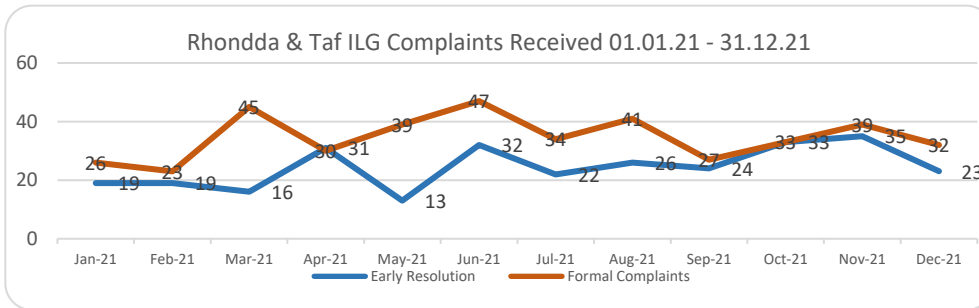
## Complaints - Quarter 3

Number of Formal Complaints Managed through PTR

195

% Formal Complaints response within 20 Working Days

70%



Between the 01.10.21 and 31.12.21 a total of 195 complaints were received for Rhondda & Taf ILG. Of these complaints, 53% (104) were recorded under Formal Complaints, 47% (91) were recorded under Early Resolution. This represents an increase of 21 complaints compared to the previous quarter. The service groups with the highest number of formal complaints for quarter 3 are Medicine, Surgery, Anaesthetics and Theatres & Critical Care and Clinical Support Service. A breakdown is summarised in the table below.

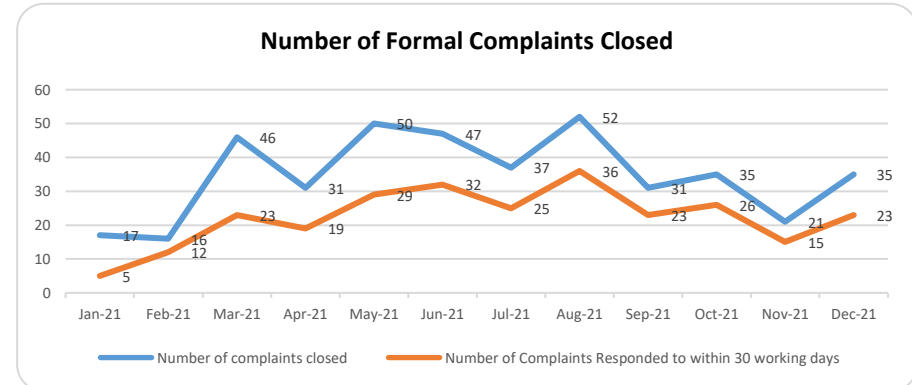
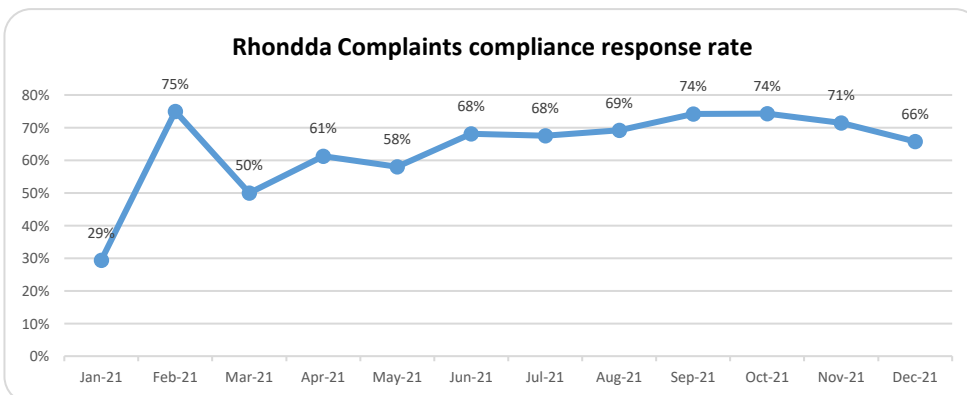
A breakdown of the top 3 type of complaints received during the quarter is summarised below.

	Oct-21	Nov-21	Dec-21	Grand Total
Clinical Treatment/Assessment	9	18	15	42
Communication Issues (including Language)	5	6	5	16
Appointments	4	6	3	13

	Oct-21	Nov-21	Dec-21	Grand Total
Medicine	13	16	17	46
Surgery, Anaesthetics, Theatres and Critical Care	11	14	10	35
Clinical Support Service	5	2	3	10

As of 23.02.2022, there are currently 72 open formal complaints recorded on Datix under Rhondda & Taf ILG. 40 formal complaints are currently over the 30 working day compliance with 6 formal complaints being over 6 months overdue.

Between 01.10.2021 and 31.12.2021, 91 formal complaints were closed. Of these complaints 70% (64) were closed within 30 working days. This shows no change in complaints compliance as compared to the previous quarter.

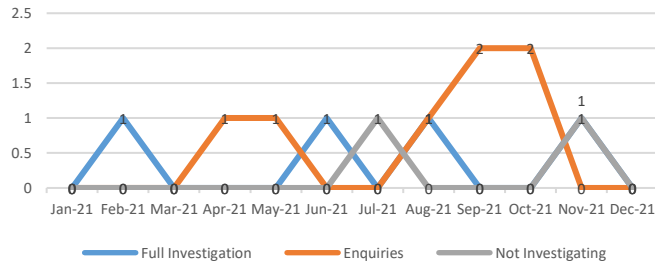


## Public Services Ombudsman for Wales - Quarter 3

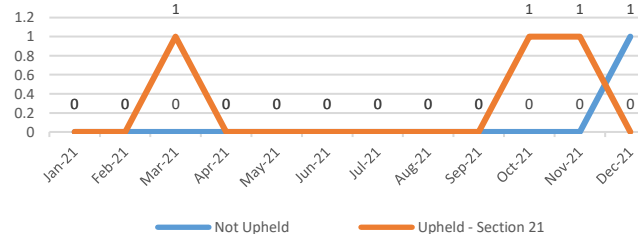
Number of New cases

3

### Rhondda & Taf No of Cases Referred to PSOW



### Rhondda & Taf Ombudsman Reports Received 01.01.21 - 31.12.21



Between the 01.10.21 and 31.12.21 a total of 3 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 1 was recorded as Full Investigation, and 2 as Enquires. 1 as Not Investigating. This represents a decrease of 2 cases as compared to the previous quarter. During the quarter, the locality received 3 final reports, 2 which were upheld (section 21) and 1 was not upheld.

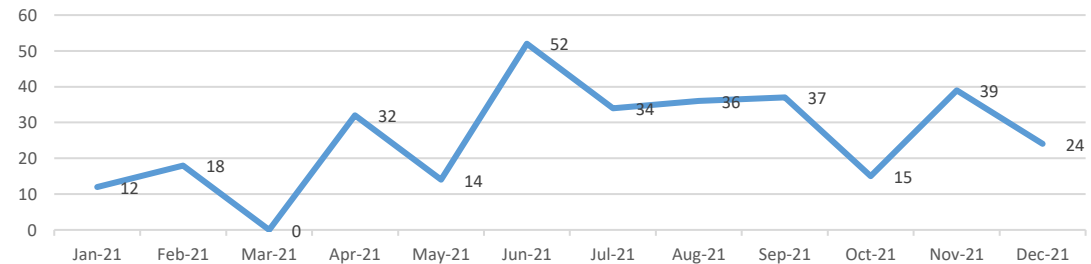
## Compliments - Quarter 3

Number of New Compliments Received

78

Between the 01.10.21 and 31.12.21 a total of 78 Compliments were recorded on Datix for Rhondda & Taf ILG. This represents a decrease of 29 as compared to the previous quarter. The trend in relation to compliments received is highlighted in the chart.

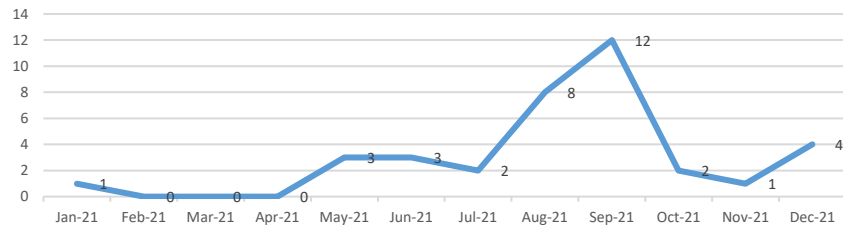
### Rhondda & Taf - No of compliments received 01.01.2021 - 31.12.2021



## Claims & Redress - Quarter 3

Number of New Cases Transferred to Redress	Number of New Claims Received	Number of Learning from Events Reports Due
<b>7</b>	<b>9</b>	<b>26</b>

**Rhondda & Taf - Cases Transferred to Redress**



### Claims

Between 01.10.21 and 31.12.21, a total of 9 Clinical Negligence Claims were received for Rhondda & Taf ILG. This shows an increase of 2 when compared to the previous quarter.

During quarter 3, a total of 3 Clinical Negligence Claims were closed. Of the 3, total costs associated with these cases amounted to £35,828.72. The following outcomes were recorded for the concluded cases withdrawn (1), liability not admitted (1), admission of liability (1), which related to Trauma & Orthopaedics and Fail/Delay Treatment.

### Learning from Events Reports

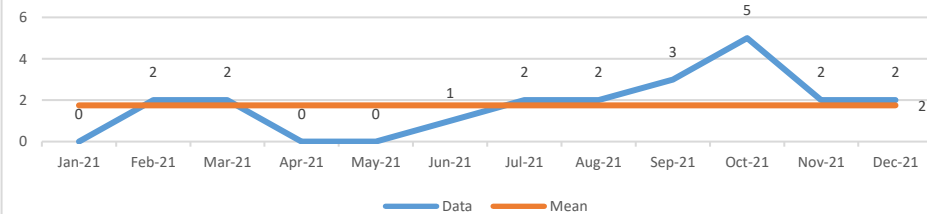
As at the 23.02.22, the Locality had 26 (14 CN, 5 PI, 7 Redress) outstanding learning from events reports due. Of these, 19 (12 CN, 3 PI, 4 Redress) are overdue (past 60 days).

### Redress

Between 01.10.21 and 31.12.21, a total of 7 cases were transferred to redress relating to services within the Rhondda & Taf ILG. These related to the following services – Surgery, Anaesthetics & Critical Care (3), Medicine (2), Radiology (1) and District Nursing (1).

During quarter 3, for Rhondda & Taf ILG, 5 redress cases were closed. A cleansing exercise is being undertaken in relation to Redress, therefore detailed information will be provided in future reports.

**Rhondda & Taf New Claims Received (by Confirmed Date & Opened Date) 01.01.21 - 31.12.21**



## Inquests - Quarter 3

Number of New Inquests Received

18

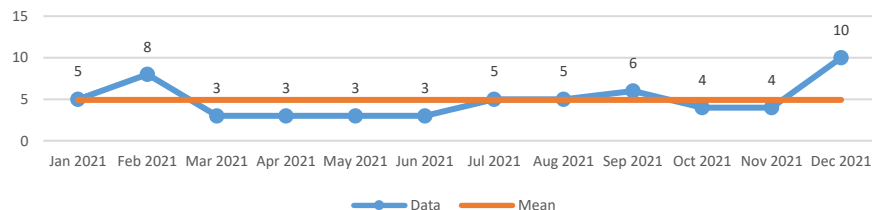
Number of Inquests Concluded

7

Regulation 28 Reports Received

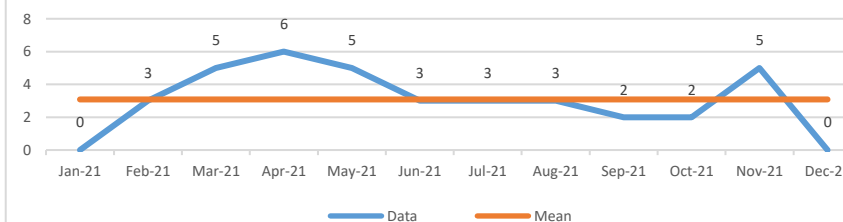
0

### Rhondda & Taf Inquests Received 01.01.2021 - 31.12.2021



Between the 01.10.21 and 31.12.21 a total of 18 Inquests were received for Rhondda & Taf ILG. Of the 18 inquests received, 11 were reported under Medicine, 4 were reported under Surgery, Anaesthetics, Theatres and Critical Care and 3 were reported under Mental Health.

### Rhondda & Taf Inquests Concluded 01.01.21 - 31.12.21



During quarter 3, a total of 7 inquests were concluded. The outcome of these inquests is provided in the table below:

Outcome of Inquests	Oct 2021	Nov 2021	Dec 2021	Total
Inquest - Narrative Verdict	0	4	0	4
Drug related	2	0	0	2
Inquest - Accidental Death	0	1	0	1
Inquest - Natural Causes	0	0	0	0
Inquest - Suicide	0	0	0	0
Total	2	5	0	7

No regulation reports were received for Rhondda & Taf ILG, during quarter 3.