



AGENDA ITEM

6.3.2c

QUALITY & SAFETY COMMITTEE

**HIGHLIGHT REPORT FROM THE CHILDREN & FAMILIES CARE GROUP
QUALITY & SAFETY COMMITTEE**

DATE OF MEETING

16th March 2023

PUBLIC OR PRIVATE REPORT

Public

**IF PRIVATE PLEASE
INDICATE REASON**

Not Applicable - Public Report

PREPARED BY

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PRESENTED BY

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**EXECUTIVE SPONSOR
APPROVED**

Greg Dix, Executive Nurse Director

REPORT PURPOSE

NOTING

ACRONYMS

BFI

Baby Friendly Initiative

CSW

Cervical Screening Wales

CTMUHB

Cwm Taf Morgannwg University Health Board

CYP

Children and Young People

DHCW

Digital Healthcare Wales

DMC

Digital Maternity Cymru

EW	Early Warning
GIRFT	Getting It Right First Time
HDU	High Dependency Unit
HEIW	Health Education and Improvement Wales
HIW	Health Inspectorate Wales
IMSOP	Independent Maternity Services Oversight Panel
ISH	Integrated Sexual Health
ITU	Intensive Therapy Unit
LRI	Local Reportable Incident
LWC	Labour Ward Co-ordinator
MatNeoSSP	Maternity and Neonatal Safety Support Programme
MDT	Multi-Disciplinary Team
MenACWY	MeningococcalACWY Vaccination Programme.
MNSB	Maternity and Neonatal Safety Board
NRI	National Reportable Incident
NHS	National Health Service
PROMPT	PRactical Obstetric Multi-Professional Training
QR	Quick Response
QSE	Quality, Safety and Experience
RCM	Royal College of Midwives
RCOG	Royal College of Obstetricians and Gynaecologists
UNICEF	United Nations International Children's Emergency Fund
WAST	Welsh Ambulance Service Trust



WG	Welsh Government
WHSSC	Welsh Health Specialised Services Committee
WISE	Wellness Improvement Service

1. PURPOSE

- 1.1 This report has been prepared to provide the Committee with details of the key issues being considered by the Children & Families Care Group.
- 1.2 Key highlights from the meeting are reported in section 2.
- 1.3 The Committee is requested to **NOTE** the report.

2. HIGHLIGHT REPORT

**ALERT /
ESCALATE**

Maternity & Neonatal

Maternity and Neonatal Improvement Programme.

The Maternity & Neonatal Improvement Programme is ending on 31st March 2023. The senior nurse / midwifery leadership structure has been reviewed to ensure that key strategic quality roles are permanently embedded. This will enable the medium to long term improvements to continue with assurance and oversight provided according to the Maternity and Neonatal Escalation Framework (Version 5.0 December 2023).

The programme team are developing a 'wash up' and handover plans in preparation. Service leads and Care Group Directors are working to ensure that remaining quality roles as identified by RCOG/RCM and IMSOP Deep Dive Recommendations are maintained.

Welsh Health Specialised Services Committee (WHSSC) Cot Configuration

An initial options paper has been developed within WHSSC as part of a national review of ITU/HDU cots. The multi-professional team have reviewed the options and returned to WHSSC. A further financial impact assessment is awaited, escalated and discussed at Operational Management Board on 22.2.23.

Gynaecology & Integrated Sexual Health

Post-Menopausal Bleeding

Patients referred to Princess of Wales now reported to CTMUHB. Patients are still referred to Swansea Bay University Health Board for post-menopausal bleeding but there are delays (up to 71 days). The Care Group continues to review options for hysteroscopy services within the Health Board. A sustainable solution will be the completion of a hub and spoke model at Royal Glamorgan Hospital. Original works are planned to finish by the end of March 2023. Feasibility study underway for scoping of ventilation plant. Support being sought to progress with clinical service moves with infection prevention and control risk assessments in place.

Children and Young People

School Entry Hearing Pathway

In other Health Boards in Wales, audiology colleagues carry out hearing testing. At CTMUHB this currently sits within the school nursing service. A Standard Operating Procedure has now been published by Welsh Government and recommends Agenda for Change Bands 2 & 3 colleagues carry out the screening within audiology services. The Children and Families Care Group remain committed to booking appointments within schools. Discussed at Operational Management Board in February 2023, plans requested from audiology to progress.

ADVISE

Maternity & Neonatal

Maternity & Neonatal Safety Support Programme (MatNeoSSP)

- Digital Maternity Cymru

A letter was received into the Health Board on 10th January 2023 confirming progress is being made with the Digital Maternity Cymru (DMC) Programme. The Minister for Health and Social Care has approved funding to commence the implementation phase of DMC which will be hosted by Digital Healthcare Wales (DHCW). This will include an all Wales solution including women and pregnant people's access to their digital maternity records through the NHS App and website. An all Wales job description and person specification is being finalized, upon receipt of which CTMUHB will recruit a digital midwife for two years with financial support from the MatNeoSSP.

- Peri Prem

Peri Prem Cymru will soon commence as part of the Mat Neo SSP. Funding letters have been received to support clinical time in introducing Perinatal Optimisation across maternity and neonatal services. This project will implement improvement concepts around a number of elements of perinatal optimization which when delivered as part of a 'care bundle' have been shown to significantly improve outcomes for the most vulnerable babies.

- National Review of Maternity and Neonatal Services

In 2022, Welsh Government formally requested Improvement Cymru to undertake the national discovery and diagnostic phase of the MatNeoSSP. In developing the report, safety champions were introduced across all Health Boards in Wales to support with visits, reviews and data collection. At CTMUHB this consists of 0.6wte Band 7 midwife and 0.6wte Band 7 Neonatal Nurse. Site visits by the national review team were carried out in January 2023. Using the Institute of Healthcare Improvement (IHI) Framework for safe, reliable and effective care, 'trigger tool' methodology was also used to quantify and measure instances of good, reliable practice as well as identify variation or deficits across Wales which could lead to harm. The draft report was received into the Health Board on 23rd February 2023 for comment. A further paper will be developed for Quality and Safety Committee once the final report and recommendations have been received.

Industrial action has had minimal impact on children and young people services however the Welsh Ambulance Service Trust (WAST) industrial action has given potential for reduced or delayed ambulance times impacting home birth services and the freestanding midwifery unit. There has been robust focus on communication for women, birthing people and their families during this time.

Gynaecology and Integrated Sexual Health

Getting it Right First Time (GIRFT) national programme ongoing. Monthly task and finish group with clinical representation.

Gynaecology theatre efficiency quality improvement project underway; Prince Charles Hospital teams have held their first session to explore initial pathway mapping.

Menopause services are developing via the Wellness Improvement Service (WISE). This programme will focus on lifestyle interventions for long waiting patients. Educational sessions for primary care underway, further meeting on 21st February 2023.

Children and Young People

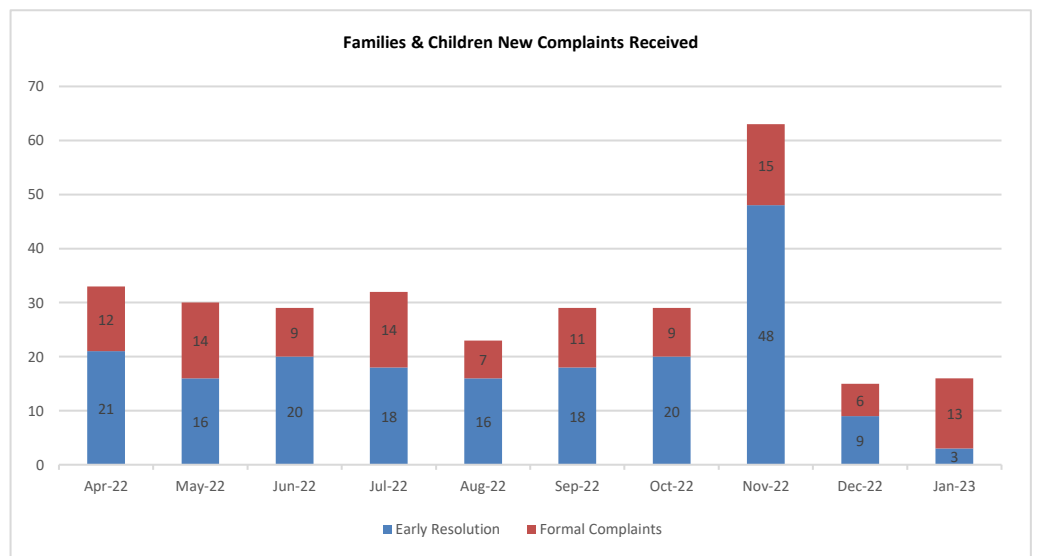
Paediatric services are exploring the option of introducing a text reminder and electronic triage for paediatric outpatients across three sites.

Paediatric neurodevelopmental services are on track to deliver no waits over 104 weeks by the end of March 2023. This has been achieved through a combination of Planned Care Recovery funding and Regional Partnership Board money which has allowed short-term waiting list activity.

The first Safe Care Collaborative meeting was held on 31st January 2023. Paediatric diabetes is one of the ambulatory work-streams. Project group to be established and iCTM support has been confirmed. The next event is 7th and 8th March 2023. The Care Group has plans in place for paediatric virtual wards to be advanced via the programme.

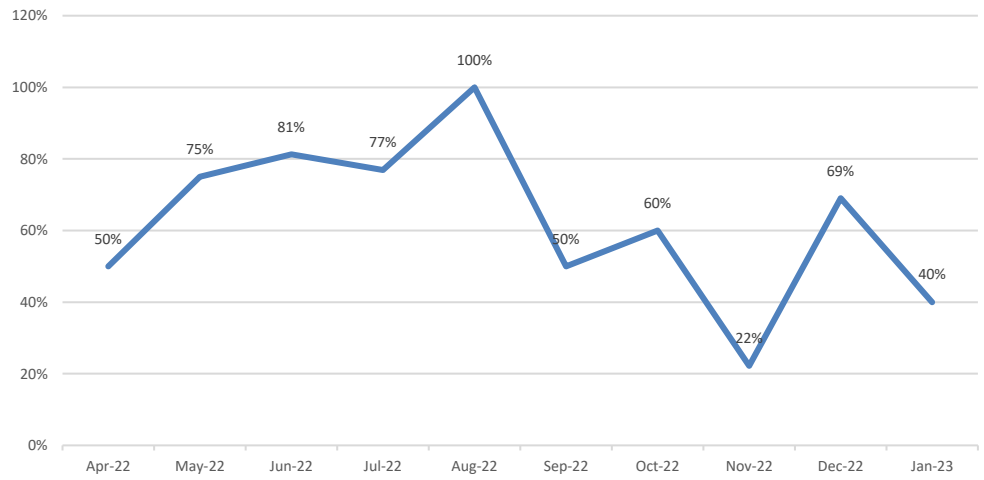
ASSURE

Concerns Management



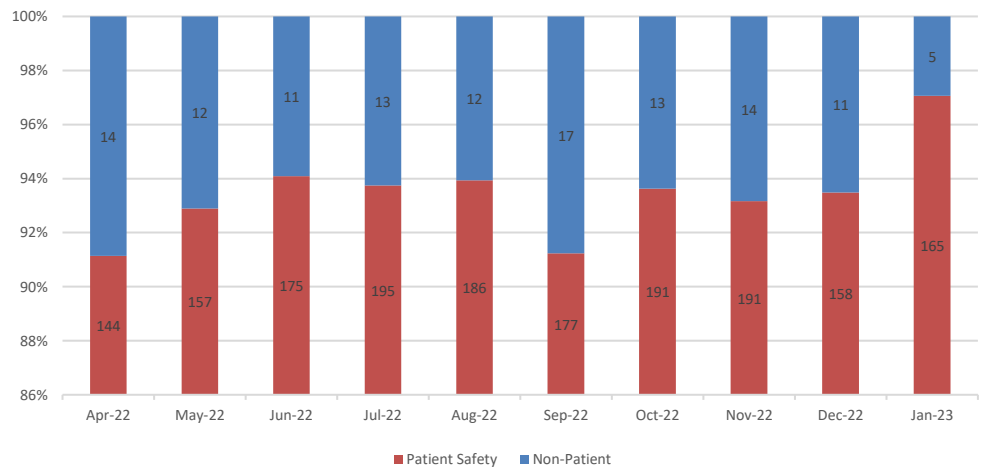


Families & Children Complaints compliance response rate



Incident Reporting

Families & Children Incidents Reported



Open LRI & NRI Investigations

Service Group	NRI	LRI	Never Events
Maternity	8	12	0
Neonatal	5	1	0
Gynae & ISH	0	6	0
CYP	10 including 3 legacy neonatal	5	1 report being finalized with



			patient safety team
	<ul style="list-style-type: none"> In January 2023, five Maternity Local Reportable Incidents (LRI) multi-disciplinary investigation reports were approved at Assurance and Closure Panel subject to minor comments and amendments. <p>Safeguarding</p> <p>Work is progressing to increase the number of multi-disciplinary team members trained within the Care Group (Level 3). Additional sessions were held in December 2022 at Princess of Wales Hospital. Working closely with corporate safeguarding team to ensure training content is appropriate for all areas and staff groups.</p> <p>Safe sleeping advice and information for families and professionals is developing at pace. Safe sleep week commencing 13th March 2023 working with partner agencies to hold events with increased communication / social media presence.</p> <p>Ask and Act training implemented to maternity community and maternity support worker teams January 2023.</p> <p>Safeguarding 'pilot' planned between health visiting and school nursing in Merthyr and Cynon to standardize models of practice.</p> <p>Annual maternity safeguarding audit shows that 96% of women and pregnant people were asked about domestic abuse in pregnancy. This is an increase of 4% since 2021.</p> <p>Maternity and Neonatal</p> <p>The inaugural Maternity and Neonatal Safety Board (MNSB) took place on 19th January 2023. This replaces Maternity and Neonatal Improvement Board (and huddles) as per the Maternity and Neonatal Escalation Framework (December 2022). The MNSB will continue to provide assurance, challenge and oversight of continuous improvement since the de-escalation from special measures and the Independent Maternity Oversight Panel ending on 31st December 2022.</p> <p>Maternity and Neonatal Quality Improvement (QI) capability is being embedded as business as usual. The first 'all share all learn' QI forum was held on 26th January 2023. There are now</p>		

ten staff initiated and led projects underway, three of which are linked to the MatNeoSSP Peri Prem initiative.

PROMPT Wales Quality Assurance visit took place on 10th November 2022. The team noted that the course was well constructed and facilitated and that previous recommendations had been considered and addressed.

Carbon monoxide testing in pregnancy has been reintroduced since May 2022. Currently 93% of community midwives are trained / retrained. Rates of monitoring are included and reviewed via the maternity dashboard and are 60% at booking.

Director of Midwifery and Head of Workforce presented an update of the latest Maternity and Neonatal Culture and Leadership work-stream at People and Culture Committee on 8th February 2023. Work continues at pace, highlights include:

- Labour Ward Coordinator (LWC) seconded to Health Education and Improvement Wales (HEIW) to develop a competency based development programme for aspiring LWCs in Wales / induction programme for newly appointed LWCs.
- Caring for You progressing across the multi-disciplinary team and Care Group. Next steering group meeting 30th March 2023.
- Learning needs analysis developed for all staff groups
- Maternity culture survey to be repeated March 2023.
- Second leadership day for Band 7 midwifery leaders on 27th February 2023.
- Plans in place for leadership away days for Band 8a and above & Band 2-4 workforce.
- Working with HEIW to develop the Band 2-4 workforce as part of MatNeoSSP.
- Heads of Midwifery drop-in sessions held monthly across sites.

Healthcare Inspectorate Wales (HIW) Unannounced Visit to Maternity Services 26-28th September 2022. The final report was received into the Health Board in December 2022. The improvement plan was submitted and accepted by HIW in January 2023. The service received NO immediate assurances. Most actions have been completed with three monthly monitoring arrangements in place through the Service Wide

	<p>Assurance Group (SWAG) and Care Group QSE Committee. Outstanding actions being progressed are:-</p> <ul style="list-style-type: none"> • Achieve UNICEF Baby Friendly accreditation by October 2023 • Develop a standard operating procedure for equipment repairs to avoid shortages / missing equipment • Staff survey actions being progressed with well-being, trade union and workforce support through the Culture and Leadership plan / Caring for You initiative. <p>Gynaecology and Integrated Sexual Health Cervical Screening Wales (CSW) site visit 29th and 30th March 2022. Outstanding actions are being progressed within the Care Group. Improvement plan updated February 2023 and monitored via the Care Group QSE Committee.</p> <p>Planned care recovery: Care Group are working with colleagues via Operational Management Board to determine schemes to meet gynaecology recovery targets. An options appraisal is being developed to recover lost theatre sessions.</p> <p>Children and Young People</p> <p>St John's Immunisation incident: Letters were sent to all families and a meeting was held between parents and Health Board staff at the school on 8th February 2023. The school nursing team held a vaccination clinic on 13th February 2023 where 48% of children attended for re-vaccination. This incident has now been closed with monitoring arrangements in place.</p> <p>'Pop up' clinics have been introduced on weekends (Saturday) to address outstanding continence assessments for five year olds. This has led to a reduction in assessments from 55 to 20 as of 23rd February 2023. Evaluation is currently being undertaken and will be presented at Care Group QSE Committee in June 2023.</p> <p>Patient experience feedback mechanisms are progressing across Children and Young People services. A 'QR' code survey for health visiting services is soon to be available via CIVICA.</p>
INFORM	<p>Maternity and Neonatal Maternity PROMPT (PRactical Obstetric Multi-professional Training) faculty recently won Wales Faculty of the Year for</p>

multi-disciplinary (MDT) obstetric emergency training along with six further individual awards.

Eleven nominations have been made to Royal College of Midwives (RCM) national awards.

UNICEF Baby Friendly stage 3 accreditation has been achieved at both Prince Charles and Princess of Wales Hospital neonatal units.

Baby boxes have been introduced for vulnerable families whose babies are being placed into foster care to aid comfort and attachment.

Royal College of Midwives Wales St Davids Day Conference 1st March 2023, six midwives and support workers being supported to attend.

Gynaecology and Integrated Sexual Health

Bereavement nurse working closely with the Care Group to improve the experience of women, pregnant people and families experiencing pregnancy loss <16 weeks gestation. Improvements include families being offered the opportunity to attend communal cremations, information for families and increased support to aid decision making. An update was received at Care Group Quality and Safety Committee on 23rd February 2023. Links are ongoing with charity CRADLE to promote privacy and dignity particularly in areas such as the Emergency Unit.

Patient Reported Experience Measures (PREMS) is due to go live via CIVICA for Gynaecology and Sexual Health services.

The transfer of healthcare responsibility for Parc Prison to CTMUHB is now complete.

Children and Young People

Senior nurse for Health Visiting has accepted an application to Bevan Exemplar (Cohort 8) for bringing the 5 `C's into every day conversation.

Two health visitors have had articles recently published within the Journal of Health Visiting.



	<p>Vaccination centre colleagues have been supporting school nursing services with the delivery of the Meningococcal ACWY (MenACWY) vaccination programme.</p> <p>School nursing engagement events held 26th January 2023 and 9th February 2023 with the Group Manager and Deputy Head of Nursing.</p> <p>Oxygen upgrade to the children’s ward at Prince Charles Hospital approved</p> <p>Patient bathroom on children’s ward at Princess of Wales is progressing. This will provide full disability access.</p>
APPENDICES	NOT APPLICABLE