

# HIW Annual Findings

*2021-2022*

**Cwm Taf Morgannwg University Health Board**



Rhys Jones

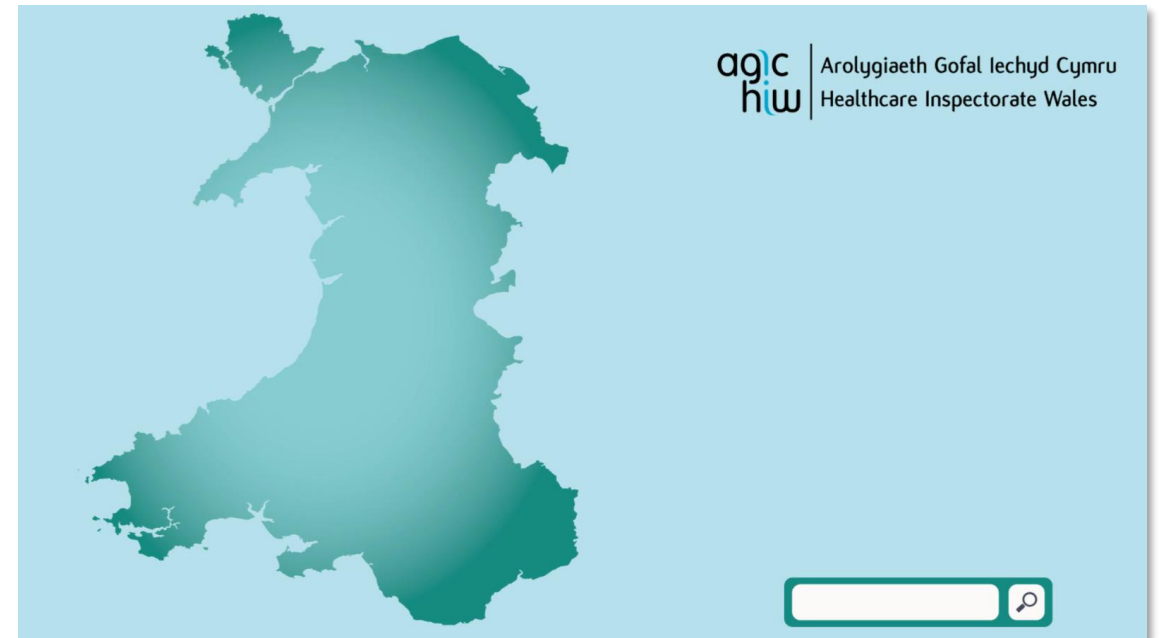
Head of Escalation and  
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CTMUHB Relationship Manager

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# Agenda

Each year HIW publishes an annual report setting out our **key findings** from the regulation, inspection and review of healthcare services in Wales. It also reports on how we carried out our functions and the number of inspections undertaken in each type of healthcare setting.

- Introduction / About Us
- Our Adapted Approach
- All Wales Summary
- Our Work
- Key Themes / Findings
- Future Priorities



# About Us

## Who we are

HIW is the regulator of independent healthcare and the inspectorate of NHS healthcare in Wales. Our purpose is to check that healthcare services are provided in a way which maximises the health and wellbeing of people.

## What we do

We look at the **quality, safety and effectiveness** of the services being provided to people and communities, drawing attention to **good practice** where we find it and calling out practice that could cause harm to those who are receiving it.

## We aim to

- Provide assurance
- Promote improvement
- Influence policy and standards



# Our Adapted Approach

For HIW, as for all services, it was a year of **significant change**, where we adapted to ensure that we continued to check that people in Wales were receiving **good quality healthcare**.

We introduced new ways of working to ensure we discharge our statutory functions, whilst being as **flexible and adaptable** as possible to ensure we did not add undue burden to a system under significant pressure.

We continued with a full range of assurance and inspection activities, building on our **enhanced ways of working**, to both **take action** where standards are not met but to also support a broader recovery of health and care services.



# Our Adapted Approach

To be **agile and responsive**, our strategic priorities underpinned our work, allowing us to keep our activity **under regular review** to target our resources most effectively.

## How we did this:

- Continued to discharge our statutory function
- Introduction of flexible, adaptable approach
- Reducing burden to a system under significant pressure
- Considering safety of our own staff
- Rapid development of approaches to look at short and long term changes in healthcare provision.



# HIW in Numbers - All Wales

In 2021 - 2022 HIW completed:

- 60 Onsite Inspections
- 139 Quality Checks
- 7 IRMER Inspections
- Dealt with 514 concerns, 241 of these were classified as medium to high risk
- Handled over 1440 calls through our first point of contact service

Cwm Taf Morgannwg

6 - Onsite Inspections

17 - Quality Checks



Our onsite inspections and quality checks covered a variety of different types of hospital wards including emergency departments, maternity, oncology, cardiac, paediatric units, step down facilities and one minor injury unit.

# All Wales Summary



COVID-19 continued to impact the way in which we inspected and sought assurance of NHS hospitals throughout 2021-2022. We resumed all our routine NHS onsite inspections following the move to alert level 0 in Wales.

We provided 24 hours' notice for inspections to 'green pathway' wards and areas, to enable arrangements for our team to be present as safely as possible in an area where the flow of patients is carefully planned. We continued to conduct unannounced inspections of clinical areas within unscheduled care areas where the patient flow and conditions seen are already unpredictable.

# Key Themes - Secondary Care

During our assurance and inspection work we uncovered key themes within NHS secondary care settings...

- There was **significant and sustained pressure** on emergency care providers, due to the volume of patients which impacted patient care.
- A clear difference between scheduled and unscheduled care, with more areas **requiring improvement** within unscheduled care.
- Staff questionnaires indicated low morale, however this did not seem to impact on the experience of patients who continued to tell us staff were **kind and compassionate**.
- Low **compliance** with mandatory training for staff.
- Medicines management continues to be a concern for HIW



# Key Themes - General Practice

We continued to use quality checks to seek assurance on the quality of care being provided by GP practices during 2021-2022.

During this period, we undertook **25** checks of GP practices across of health boards in Wales.

## Findings

- Evidence of practices **sharing ideas** and **good practice**
- Change implemented to ensure environments were safe and could be **easily cleaned** in response to the **challenges of COVID-19**
- But also, in some places, evidence of a lack of cleaning policies and full cleaning schedules
- Lack of completed/up-to-date policies and risk assessments



# Key Themes - Dental Practices

Due to COVID-19 risk levels, we conducted most of our dental practice assurance work remotely, and undertook **nine onsite inspections** where the level of risk to patient safety could not be explored remotely.

## Positive Findings

- Efforts made to accommodate patients with additional needs
- Good consideration of bilingual requirements
- Effective COVID-19 procedures in place to reduce the risk.

## Improvements

- Recording and ensuring staff had completed mandatory training
- Lack of up-to-date risk assessments and Infection Prevention and Control policies
- Not undertaking regular audits to review the quality of care and treatment.

76  
Pieces of  
Assurance  
Work



We saw a strong focus on quality, safety and risk

# Overview

## Cwm Taf Morgannwg University Health Board

Our work to seek assurance on the **safety and quality** of the care within the health board was a mix of quality checks and onsite inspections

We gave consideration to themes and trends presented by **concerns and whistleblowing** reports. We also monitored data sets and intelligence shared with us.

During this period, we have seen evidence of the health board working hard through difficult times to **recover** services following the pandemic.

In a health board that has previously faced challenges with quality governance, it was positive to note the beginnings of change and the **progress** made by the health board to **improve and sustain improvements**.



# Our Work

## Cwm Taf Morgannwg University Health Board

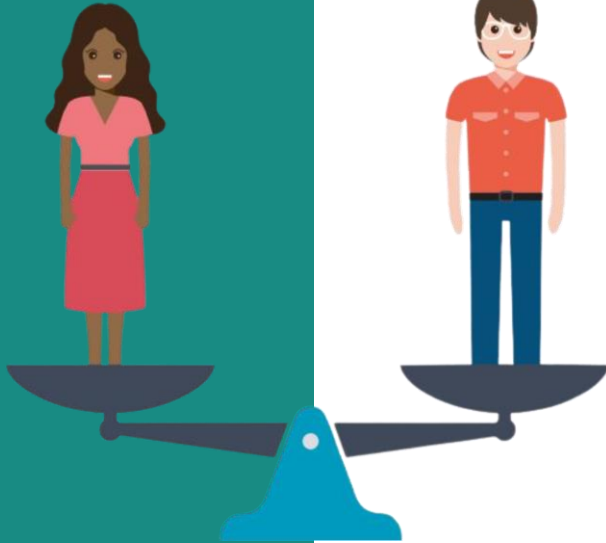
Below is a breakdown of quality checks and onsite inspections that we took place within the health board...

|                        |           |
|------------------------|-----------|
| <b>Quality Checks</b>  | <b>17</b> |
| GP                     | 3         |
| Mental Health Hospital | 3         |
| Learning Disability    | 2         |
| Hospital               | 1         |
| Dental                 | 8         |
| <b>Onsite</b>          | <b>6</b>  |
| Hospital               | 3         |
| IRMER                  | 1         |
| Mental Health Hospital | 1         |
| Dental                 | 1         |



# Key Themes

## Cwm Taf Morgannwg University Health Board



### Areas of Good Practice

- Progress on quality governance, following our joint review with Audit Wales
- Positive response to the issues identified at the Prince Charles Hospital (PCH) Emergency Department
- Encouraging maternity unit inspection at Princess of Wales Hospital

### Areas for Improvement

- Continue with the work at PCH, to ensure the actions are embedded and sustained effectively
- Continue to engage with its staff on the improvement journey, in particular regarding culture

# Future Priorities

2022 has seen the introduction of our new strategy and this year specifically includes a focus on **driving** and **strengthening engagement**, **improving**, and **modernising** our ways of working and **understanding** our communities better in relation to equality, diversity and inclusion.

- Focus on the quality of healthcare provided to people and communities as they access, use and move between services.
- Adapt our approach to ensure we are responsive to emerging risks to patient safety.
- Work collaboratively to drive system and service improvement within healthcare.
- Support and develop our workforce to enable them, and the organisation, to deliver our priorities.



Thank you /  
Diolch yn fawr



Any Questions?