

ABM University Health Board	
Date of Meeting: 1 st February 2018 Name of Meeting: Quality and Safety Committee Agenda item: 9.1	
Subject	External Inspections
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Approved by	Cathy Dowling, Interim Deputy Director of Nursing & Patient Experience
Presented by	Angela Hopkins, Interim Director of Nursing & Patient Experience

1. Situation

This report provides the Committee with a summary in respect of activity relating to external inspections and letters from inspectorates for late November and December 2017.

2. External Inspections Late November – December 2017

There have been three inspections in the Health Board since the last report was submitted to the Committee, summarised as follows:

- **PICU & Ward 14 Princess of Wales Hospital** (Mental Health Act Monitoring Visit)

22nd November, HIW paid an unannounced visit to Ward 14 and PICU Princess of Wales Hospital. The Locality Manager received verbal feed back on the day. The feed back was complimentary however there were some minor issues raised regarding repair to furnishings and privacy during visiting times. The unit is addressing these issues and an action plan has been submitted.

- **Gwelfor Ward Cefn Coed Hospital**

5th December, The Community Health Council Visited Gwelfor Ward. The feedback received was excellent. None of the patients seen could think of any areas for improvement. The final report will be sent to the hospital manager at Cefn Coed Hospital once received.

Ward 14 Princess of Wales Hospital

9th January, The Community Health council paid an unannounced visit. The verbal feedback was good, they had no concerns in any areas, patient feedback was good and they made positive comments on the welcome they were given, the calm and organised feel of the ward and the friendliness of the staff. A written report will follow.

3. Healthcare Inspectorate Wales (HIW) Inspections Letters from External Inspections Bodies

There were 11 letters received from HIW during late November 2017 and December 2017 follows:-.

Correspondence Summary	
Date	Correspondence Details
10.11.17	<p>The Health Board replied to the monthly outstanding matters letter from HIW. The three issues are still ongoing. Two of the issues are concluded in next month's letter.</p> <p>23.08.2016 Ref 18559</p> <p>Concerns about mother's treatment at Morriston and Gorseinon Hospitals.</p> <p><u>Update</u></p> <p>The Singleton Service Delivery Unit produced their action plan with regard to this case and has now been sent to HIW</p> <p>06.12.2016 Ref 19323.</p> <p>Concerns regarding the unprofessional and aggressive behaviour of a healthcare worker towards a vulnerable patient.</p> <p><u>Update</u></p> <p>The Disciplinary Hearing held on 5th December was adjourned. It was agreed that further witness statements are required and the Disciplinary hearing will be reconvened on 23rd January 2018</p> <p>26.07.2017 Your Ref 21144.</p> <p>Concerns regarding CDAT Services</p> <p>The Service Delivery Unit have reflected on the issues raised by this difficult case and will continue to provide services where appropriate within best practice and as the patient will allow.</p> <p>We will of course update HIW on any further progress on these issues.</p>
17.11.17	<p>The Health Board received a letter from HIW regarding the actions of a Patient whilst in public place. The incident was investigated and a full explanation was provided to HIW on 28th November which was accepted by HIW.</p>
27.11.17	<p>The Health Board received a report on HIW's visit 1-3 August to</p>

	Glanrhyd Caswell Clinic. Wards – Tenby, Cardigan, Ogmore, Penarth and Newton. The report has been published on HIW's web site
29.11.17	HIW wrote to the Health Board to say they were assured with the Action Plan produced regarding Ward 12 Singleton inspection.
29.11.17	The Health Board received an e-mail concerning Gwaun Cae Gurwen Dental Practice. Immediate assurance was sort regarding CPR training and immunisation certificates. The practice was required to provide assurance by 6th December
1.12.17	The Health Board received an e-mail concerning Crescent Dental Practice. Immediate assurance was sort regarding CPR training. The practice was required to provide assurance by 6th December
5.12.17	Health Board received a letter from the daughter of Patient which is being dealt with as a legal issue.
12.12.17	Health Board received an outstanding issues letter in respect of three matters . A response has been sent to HIW. Two of the issues are now resolved. See details above.
13.12.17	Health Board received the report from HIW for the Mental Health Monitoring visit to PICU and Ward 14 Princess of Wales Hospital. The Service Delivery Unit are asked to comment on accuracy and produce an action plan. The Health Board replied on 27th December.
14.12.17	Health Board received the draft report from HIW for the Swansea Central Community Mental Health Review. The Health Board need to respond regards the action plan and accuracy by 15th January 2018.
15.12.17	Health Board received the Draft report for Morriston Cardiac Department IR(ME)R inspection 12th and 13th September. There were no improvements needed.
19.12.17	Health Board received a letter from HIW accepting The Channings Dental Practice Improvement plan.

4. Reviews Sent to Welsh Government

During the period no results of reviews were sent to Welsh Government.

5. Shared Learning

Neath Port Talbot Hospital reported the following learning outcomes as a result from the correspondence and visits from HIW and CHC inspections.

- Joint work with the CHC has commenced a joint patient survey project, visiting patients post-discharge to ask about their experience throughout their treatment journey. This project a partnership project between PEAS and CHC and has been running since November 2017. The project has been extended and will report to the CHC and Unit in April.
- An example of a service change undertaken as a result of a CHC visit is the installation of a display screen in MIU informing patients of how long the average wait is. Staff in the Unit are receiving training on placing information on the screen. It is anticipated that it will be fully functional by February.
- Neath Port Talbot Management and Delivery Board received a paper last year on learning from the HIW reviews of WAST and Aneurin Bevan Health Board. As a result of this the QSI Manager went on a best practice visit to WAST to learn about how they manage concerns and Serious Incidents.

Future External Inspection papers will report on learning outcomes within the other Service Delivery Units.

6. Recommendations

The Committee is requested to note the contents of the report.