



Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>26 October 2021</b>	<b>Agenda Item</b>	<b>4.3</b>
<b>Report Title</b>	<b>Health and Care Standards Self-Assessment 2021-2022</b>		
<b>Report Author</b>	Nigel Downes, Head of Quality and Safety		
<b>Report Sponsor</b>	Gareth Howells, Director of Nursing and Patient Experience		
<b>Presented by</b>	Nigel Downes, Head of Quality and Safety		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to update the Quality & Safety Committee on plans to undertake the annual self-assessment against the Health and Care Standards Framework in 2021-2022, utilising the self-assessment, available data and a scoring/assessment matrix.		
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>• SBUHB's self-assessment methodology for 2021-2022 will be based on the supporting guidance and cross-correlating quarterly performance data to support the Health and Care Standards framework.</li> <li>• A group has been introduced to support the self-assessment process which will report to the Quality and Safety Governance Group (QSGG). The QSGG will provide periodic Assurance reports to the Quality &amp; Safety Committee and the final self-assessment report will be presented to the Committee.</li> <li>• A Scrutiny Panel, made up of relevant members of the Health Board, including the Chair of Quality and Safety Committee (or nominated deputy), will take place on 24 November 2021.</li> </ul>		
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Recommendations</b>	Members are asked to: <ul style="list-style-type: none"> <li>• <b>APPROVE</b> the report</li> </ul>		

# HEALTH AND CARE STANDARDS SELF-ASSESSMENT 2021-2022

## 1. INTRODUCTION

The purpose of this report is to update the Quality and Safety Committee on plans to undertake the annual self-assessment against the Health and Care Standards Framework in 2021-2022, and to outline plans to undertake the self-assessment using available data and a scoring/assessment matrix.

## 2. BACKGROUND

The [Health and Care Standards framework](#) set out the Welsh Government's common framework of standards to support the NHS and partner organisations in providing effective, timely and quality services across all healthcare settings. They set out what the people of Wales can expect when they access health services and what part they themselves can play in promoting their own health and wellbeing. They set out the expectations for services and organisations, whether they provide or commission services for their local citizens.

The Health and Care Standards came into force from 1 April 2015 and incorporate a revision of the 'Doing Well, Doing Better: Standards for Health Services in Wales (2010)' and the 'Fundamentals of Care Standards (2003)'.

The Health and Care Standards with supporting guidance is structured along seven themes developed through engagement with patients, clinicians, stakeholders and identified as the priority areas for the NHS to be measured against. This aligns the Health and Care Standards to the NHS Outcomes and NHS Delivery frameworks also centred on the seven themes. Their

interconnections and shared measures will be used to support partnership working and to deliver improvements in both health and wellbeing.



The seven themes illustrated above as a wheel diagram, collectively describe how a service provides high quality safe and reliable care, centred on the person. Person centred care is positioned in the centre of illustration and the dependence on good governance, leadership and accountability is illustrated by placing them around the seven themes.

The Standards provide a consistent framework that enables health services to look across the range of their services in an integrated way to ensure that all that they do is of the highest quality and that they are doing the right thing, in the right way, in the right place at the right time and with the right staff.

SBUHB used the Welsh Government’s Health and Care Standards Framework as one of the tools to help drive improvement in the standards of services for which we are responsible. The self-assessment process has enabled local improvement to be progressed as well as identifying areas that need to be strengthened locally, or on an all Wales basis.

### 3. SELF-ASSESSMENT METHODOLOGY

#### 3.1 Self-Assessment Process

The Health and Care Standards framework is underpinned by supporting guidance for individual standards and “How to Guides” on how to self-assess against and implement the Health and Care Standards within NHS Teams have been developed. It is recognised that services may achieve many of the standards through their professional standards and regulation. SBUHB’s self-assessment methodology for 2021-2022 is based on the guidance.

The self-assessment process has been undertaken using a variety of sources;

Data sources include:

- Integrated quality and performance report;
- Specific committee reports;
- Self-assessment by certain areas against the standards;
- SBUHB Improvement priorities for 2021-2022;
- Information provided for the Annual Quality Statement.

All of the above data sources were collated, reviewed and cross referenced to the Health and Care Standards scoring matrix which is outlined below for information:

Figure 1 – Self Assessment Scoring Matrix for Health and Care Standards Framework

Self-Assessment Rating					
Assessment Level	<p><b>1</b> We do not yet have a clear, agreed understanding of where we are (or how we are doing) and what / where we need to improve</p>	<p><b>2</b> We are aware of the improvements that need to be made and have prioritised them, but are not yet able to demonstrate meaningful action.</p>	<p><b>3</b> We are developing plans and processes and can demonstrate progress with some of our key areas for improvement</p>	<p><b>4</b> We have well developed plans and processes can demonstrate sustainable improvement throughout the organisation / business</p>	<p><b>5</b> We can demonstrate sustained good practice and innovation that is shared throughout the organisations / business, and which others can learn from</p>

#### 3.2 Health and Care Standards Group (HCSG)

The Health and Care Standards Group (HCSG), which was set up to lead and drive forward the self-assessment process, has reported progress periodically to the Quality and Safety Governance Group (QSGG). Updates will also be provided to the Quality & Safety Committee and Executive Board as set out in **Table 1** below.

### 3.3 Health and Care Standards reporting to QSGG

Throughout the first and second waves of the COVID-19 pandemic, the format of QSGG reporting was amended into two main sections: Covid-19; and key Quality & Safety indicators. This has facilitated the QSGG agenda to report on Covid-19 emergency preparedness, and still reflect all key aspects of the quality and safety agenda to measure that the Health Board maintains our focus at this difficult time. Whilst the QSGG agenda template is not currently mapped against Health and Care standards themes, the deviation from the core template accommodates a full discussion and scrutiny on both aspects noted above.

### 3.4 Timeline of Events

This year's Health and Care Standards cycle has been affected by the COVID-19 pandemic. The pandemic initially caused a delay to the work of the HCSG commencing, and has subsequently affected the timetable for Health and Care Standards throughout 2021-22.

The remaining milestones are noted below along with the full amended timeline at **Table 1** below:

**Table 1 - Timeline for the Health and Care Standards Self- Assessment 2021-2022**

Date	Forum	Required Action
<b>5 July 2021</b>	Health and Care Standards group – (HCSG)	First meeting to agree work of the group and timescales and tasks to be completed by April 2022.
<b>3 September 2021</b>	Quality & Safety Governance Group	Update on the self-assessment methodology for 2021-2022.
<b>7 September 2021</b>	Health and Care Standards group – (HCSG)	Second meeting, to monitor progress.
<b>5 October 2021</b>	Quality & Safety Governance Group	Report update on the self-assessment methodology for 2021-2022.
<b>18 October 2021</b>	Health and Care Standards group – (HCSG)	Meeting to agree work of the group and timescales and tasks to be completed in preparation for Mini Scrutiny panel
<b>26 October 2021</b>	Quality & Safety Committee	Report providing a proposal for the self-assessment methodology for 2021-2022.
<b>24 November 2021</b>	Health and Care Standards group – (HCSG) Mini-Scrutiny Panel	To monitor progress, review evidence and complete the half-year self-assessment evidence log (1 April – 30 September 2021).
<b>December 2021</b>	Executive Team	Update Report providing progress on the self-assessment data analysis for 2021-2022

<b>14 December 2021</b>	Health and Care Standards group – (HCSG)	Fourth meeting, to monitor progress.
<b>21 December 2021</b>	Quality & Safety Committee	Update Report providing progress on the self-assessment data analysis for 2021-2022
<b>11 January 2022</b>	Health and Care Standards group – (HCSG)	Fifth meeting, to monitor progress.
<b>16 February 2022</b>	Health and Care Standards group – (HCSG) Mini-Scrutiny Panel	Sixth meeting, to monitor progress, review evidence and complete the self-assessment evidence log.
<b>16 March 2022</b>	Executive Team	Draft Health and Care Standards Annual Self-Assessment Report 2021-2022 to be presented for approval.
<b>22 March 2022</b>	Quality & Safety Committee	Draft Health and Care Standards Annual Self-Assessment Report 2021-2022 to be presented for approval.
<b>24 March 2022</b>	Health and Care Standards group – (HCSG)	Seventh meeting, to finalise the self-assessment evidence logs, complete the compliance dashboard and attribute final assessment scores.
<b>4 – 8 April 2022</b>	Meetings with Individual Lead Executive Directors for sign off Health and Care Standards 2021-2022	Meetings with Individual Lead Executive Directors to formally sign off the individual themes.
<b>26 April 2022</b>	Quality & Safety Committee	Final Health and Care Standards Annual Self-Assessment Report 2021-2022 to be presented for approval.
<b>April 2022</b>	Health Board Meeting	Final Health and Care Standards Annual Self-Assessment Report 2021-2022 to be presented for approval.

### 3.5 Lead Executive Sign Off

The final self-assessed scores have been reviewed and validated by the responsible executive for each theme as outlined in **Table 2** below. Further evidence is being sought for four of the standards, these being: Safe Care, Dignified Care, Timely Care and Individual Care.

**Table 2 - Timeline for Executive sign-off by Theme**

Theme	Executive Lead	Sign off Date
<b>Staying Healthy</b>	Director of Public Health	<b>April 2022</b>
<b>Safe Care</b>	Director of Nursing & Patient Experience	<b>April 2022</b>
<b>Effective Care</b>	Executive Medical Director	<b>April 2022</b>
<b>Dignified Care</b>	Director of Nursing & Patient Experience	<b>April 2022</b>
<b>Timely Care</b>	Director of Nursing & Patient Experience	<b>April 2022</b>
<b>Individual Care</b>	Director of Nursing & Patient Experience	<b>April 2022</b>
<b>Staff &amp; Resources</b>	Director of Workforce & OD	<b>April 2022</b>

#### **4. Governance and Risk Issues**

Health services are expected to understand and actively assure themselves on how well they comply with the Health and Care standards on an ongoing basis, and are required to undertake annual self-assessments to provide assurance to the Board and Welsh Government to demonstrate a continuous commitment to improving the health and wellbeing of the population of Wales and the quality of the healthcare provided.

Governance, Leadership and accountability features as an overarching theme of the standards and SBUHB is also required to undertake an annual self-assessment against how it meets the criteria.

The Annual Quality Statement and the Annual Accountability report include reference to compliance with the Health and Care Standards.

SBUHB's approach to planning and undertaking the required annual self-assessment against the standards will be subject to an internal audit assessment.

#### **5. FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report.

#### **6. RECOMMENDATION**

Members are asked to:

- NOTE the report
- APPROVE the proposed approach to undertaking the annual self-assessment against the Health and Care standards framework for 2021-2022.



<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
This report outlines SBUHB's approach to complying with the Welsh Government's Health and Care Standards Framework to support the NHS and partner organisations in providing effective, timely and quality services across all healthcare settings.		
<b>Financial Implications</b>		
There are no direct financial implications arising from this report.		
<b>Legal Implications (including equality and diversity assessment)</b>		
The Health and Care Standards came into force from 1 April 2015 and incorporate a revision of the 'Doing Well, Doing Better: Standards for Health Services in Wales (2010)' and the 'Fundamentals of Care Standards (2003)'.		
Health services are expected to understand and actively assure themselves on how well they comply with the Health and Care standards on an ongoing basis, and are required to undertake annual self-assessments to provide assurance to the Board and Welsh Government to demonstrate a continuous commitment to improving the health and wellbeing of the population of Wales and the quality of the healthcare provided.		
The Annual Quality Statement and the Annual Accountability report include reference to compliance with the Health and Care Standards.		
<b>Staffing Implications</b>		
The Health and Care Standards Group – (HCSG) lead and drive forward the self-assessment process which will report to the Quality and Safety Governance Group (QSGG). There are no direct staffing implications, however there is a need to identify suitable staff to be involved in local self-assessment processes where appropriate.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
The Act requires the Health Board to think more about the long term, how we work better with people and communities and each other, look to prevent problems and take a more joined up approach with partners. There will be long term risks that will affect both the delivery of services, therefore, it is important that you use these five ways of working (Long Term Thinking, Prevention, Integration, Collaboration and Involvement) and the wellbeing goals identified in the Act in order to frame what risks the Health Board may be subject to in		



the short, medium and long term. This will enable The Health Board to take the necessary steps to ensure risks are well managed now and in the future.

<b>Report History</b>	N/A
<b>Appendices</b>	Nil