

Health and Care Standards Year End Self - Assessment 2019 - 2020



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Individual Care

Singleton		Morriston		NPTH		MH & LD		PC & C		Aggregate Score	
18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20
3	3	4	4	4	4	4	4	3	3	3.6	3.6
Executive Score											
										Final Score	3

Service Delivery Unit Comments

Singleton

Overall score remains at 3. 'Patient Knows Best' has been implemented for chronic diseases within Haematology. Non-verbal Children's Charter has been developed in partnership with special schools across Swansea Bay. Improvement in the management of complaints to achieve consistently above 80% response within 30 working days is needed; the performance has been between 63 - 83%. There has been a significant reduction in open 'historic' complaints.

Morriston

Recognition of ongoing work with patients and support services to promote and support community based models for patients in order to prevent prolonged stays in secondary care.

Neath Port Talbot

Score remains at 4. 97% of people would recommend our services in Q4 (based on Friends and Family returns). Ward reconfiguration to provide targeted support for patients with different needs. Spot check audits undertaken by PEAS to ensure staff know how to access language line and other support. WFI close work with new Welsh Gender Clinic. Early Support Discharge (ESD) Team support patients in maintaining their independence at home wherever possible. All patients on general medical wards undergo a CGAT on admission, which informs their individual plan of care. The Older Persons' Charter is promoted across the unit.

Mental Health & Learning Disabilities

The provision of individual person centred care via Care and Treatment plans, Positive Behavioural Support and the Newcastle model to develop independence through individualised plans is core to mental health and learning disability services.

The understanding of meeting people's rights through the mental health act, the reduction of restrictive practices and the implementation of the Mental Capacity Act are core functions of the Delivery Unit

In 2020-21 the focus will be on developing the learning and understanding of the Court of Protection outcomes, funding of the 5X5 project and working with older people to meet their needs for family contact and access to service in the Coronavirus environment.

Community & Primary Care

The Unit is working towards level 4. Unfortunately COVID-19 preparations has impacted on our plans to hold the Learning Event in June 2020. Working to improve on complaint response performance within 30 working days, mindful that the Unit does not have a PALs team.

Scrutiny Feedback

Singleton

Unit have remained at level 3 and have rightly identified concerns management timeframes as an area to improve upon. The reduction in historical open concerns is good progress, and should help the unit focus on more timely concerns data to help identify and target improvements in the next year, which if combined with local audit data, should help improve the score to a level 4.

Morrison

Overall self-assessed score remained at level 4. On the whole, there is some evidence to support scoring but evidence portfolio needs some developing to help provide the evidence base for a level 4 score.

Neath Port Talbot

Overall a well-balanced evidence portfolio to support the level 4 self-assessment. There is good reference to 'Patient Knows Best', and good use of PEAS Team to undertake spot audits to help maintain standards. Excellent score of 97% who would recommend services and well established processes to identify and implement any learning.

Mental Health & Learning Disabilities

Good data capture evidencing timely care with the portfolio. Including audit outcomes in the evidence log would help support self-assessed score. Children transitioning to adults needs to be referenced and a bit more around what patients are saying about the care received.

Community & Primary Care

Unit have remained at level 3 which is in-keeping with evidence provided within this section. Use of information from Health and Care audits, together with any trends and themes arising from complaints would help improve the evidence base and target improvements to help increase overall score.

Lead Executive Overview

This year has seen more positive work to support 'Individual Care', with good development seen around Children's rights. Units have worked collaboratively across services to ensure the 'Early Supportive Discharge', and Enhanced Recovery initiatives are supporting patients. Preventing hospital deconditioning for in-patients features as part of the Health Boards programme of work.

Excellent work around patient, family and staff experience is helping to individualise patient care, and further development of our systems and processes will help us capitalise on patients experience feedback.

Promoting co-production with patients will be key to future improvements in this theme, building on the work around our digitalisation strategy which will see patients have access to their health records.

More strategic work is required to help develop board wide programmes which provide a systematic programme of work, building on past successes such as the 'Butterfly Scheme and PJ paralysis.

Overall score of 3 is reasonable, with a clear direction of travel for future improvements

Lead Executive Sign Off

A handwritten signature in black ink, appearing to read 'G. Smith'.

Director of Nursing and Patient Experience

Date of review 13 May 2020