

# Health and Care Standards Year End

## Self - Assessment 2019 - 2020



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

### Staff & Resources

Singleton		Morrison		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
4	3	3	3	3	3	3	3	3	3	3.1	3
<b>Executive Score</b>											
										<b>Final Score</b>	<b>3</b>

## Service Delivery Unit Comments

### Singleton

Training has focused more recently on supporting Health Board preparations for managing COVID-19 including;

- Refresher training for staff with critical care experience
- Additional training for anaesthetic and recovery nurses
- Refresher/ additional training for CNS's, and clinic/ outpatient nursing/ HCSW staff to enable them to support inpatient care.

Efforts have been made to maintain and improve mandatory training compliance, but recruitment remains an –on-going challenge.

### Morrison

Challenges with regards to recruitment and retention continue to present risk in relation to workforce planning.

### Neath Port Talbot

Workforce plans are developed as part of IMTP process. There is the introduction of new roles as part of Ward Transformation work. There are some areas of good compliance for mandatory training such as hand hygiene (89.4%) Infection control (91.1%), with some areas for improvement; safeguarding (55.8%), manual handling (69.5%). PADR compliance in February 2020 (prior to Covid-19) was 75.29%.

### Mental Health & Learning Disabilities

The DU has focused on the recruitment of staff to vacancies and the management of sickness and PDR. The DU has maintained good levels of compliance with mandatory training. Excellent work has been completed in the last weeks providing support to staff across the HB in response to the coronavirus emergency. The DU will be aiming to provide the evidence to take this to a 4 in 2020-21.

### **Community & Primary Care**

The Unit is working hard to reach level 4. All teams have worked hard to improve mandatory training compliance and that can be seen in the performance statement figures.

### **Scrutiny Feedback**

#### **Singleton**

This year's self-assessment has seen a reduction in score from 4 to 3. Despite this reduction, the unit has undertaken good work around staff engagement (Singleton Stronger Together). The unit has seen positive improvements regarding recruitment and has a good framework for absence management. The Health Board's strategic WF&OD framework should see the unit return to a score of 4 next year.

#### **Morrison**

This year's score has remained at 3 which is reflective of the units position. The unit have rightly identified recruitment as a continuing risk. Despite these risks surrounding workforce planning, the unit has been busy this year improving employee relations in bands 2-3, particularly in theatres.

#### **Neath Port Talbot**

This year's self-assessed score remaining at 3 is a fair assessment. The unit has seen transformation in models of care which has seen resources used more effectively, and the unit has good sickness absence management. PADR compliance at 75% means that a small amount of additional work can see the unit improve to the Health Board target of 80% which will help improve the units overall self-assessed score.

#### **Mental Health and Learning Disabilities**

The unit has seen good progress in reducing the number of employee relation cases being managed. The unit also has a good sickness absence framework. Additional work is required to fully understand and manage some cultural issues which have already been identified. Self-assessed score of 3 is appropriate for the units current position.

### **Community & Primary Care**

The unit has worked hard to improve and this is recognised in the improvements seen in performance statement figures. As with other units, working to support the delivery of the WF&OD strategic framework will help the unit achieve the level 4 target they have set themselves.

### **Lead Executive Overview**

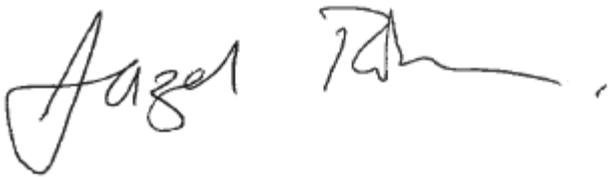
Overall, the score of 3 reflects a fair self-assessment of the Health Boards position. Individually, the units have each made positive progress in different areas, and identified areas for future improvement. Culturally, the Health Board continues to see a significant reduction in the number of employee relation cases being raised.

Helping the units achieve a level 4 will be supported by the Health Boards strategic WF&OD Framework, which has been developed to enable the delivery of the organisational strategy Better Health, Better Care, Better Lives, and the Clinical Services Plan through the alignment of our staff, ensuring we have the right people in the right place at the right time.

'Compassionate leadership', and the adoption of a 'Just and Learning Culture', and 'Meet the Executives' have been major drivers for improvement and will continue to play a crucial role going forward. The 'Guardian Service' is well established, supporting staff to independently raise and manage concerns. This year has seen the continued roll-out of technological solutions to support staff deployment and rostering, which has seen positive developments in the effective rostering of staff.

The WF&OD strategic plan will help all units identify individual actions, which in turn will help Units improve their future scores, The framework will support strategic improvement, particularly around staff experience, workforce equality, leadership, career development, recruitment, and compliance with statutory and mandatory training.

### **Lead Executive Sign Off**

A handwritten signature in black ink, appearing to read 'Hazel Robinson', with a stylized flourish at the end.

**Hazel Robinson**  
**Director of Workforce and Organisational Development**

**Date of review** 18 May 2020