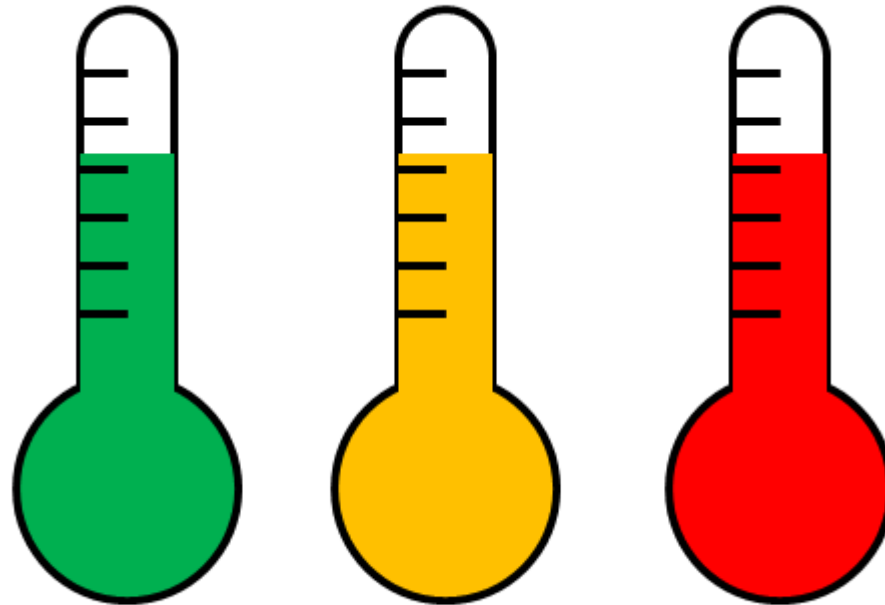


Health & Care Standards Annual Audit Report 2018



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board





1.1 Executive Summary

Abertawe Bro Morgannwg University Health Board (ABMU Health Board) Quality Strategy (2015-2018) is defining excellence, identifying whether we are delivering excellence and always trying to improve the quality of what we do to embrace our values of 'caring for each other, working together and always improving'.

NHS Wales published the new **Health and Care Standards** in April 2015, following the Ministerial review of the 26 standards for Health Services in Wales (Doing Well Doing Better) and the 12 Fundamentals of Care Standards.

This year, Abertawe Bro Morgannwg University Health Board has undertaken the Operational element of the audit and has encouraged the uptake of the Friends and Family and All Wales Patient Experience audits. The report will present the findings, emergent themes to inform the actions for improvements.

The operational audit findings have confirmed an **overall Health Board score of 93% for 2018** which is slightly higher than 2017 where the compliance was 91%.

The results from the Health and Care Standards Audit is only one method by which we monitor the quality delivered and therefore only part of the wider picture. The results need to be triangulated with other user experience, performance and outcome measures to help the organisation understand if it is doing the right things well and providing care which is dignified, safe and effective to meet the needs of individuals.

The time scales for staff to complete the Audit was 1st October – 30th November 2018. The Audit recommended a sample size of 15 patients for the 2018 audit per ward/department/team in relation to the user perspective, which was the same as previous audits.



No Separate Staff survey was undertaken this year as the Health Board Undertook the All Wales Staff Survey, which unveiled many positive findings, some of which can be found at the end of this report. All inpatient units including those in Mental Health and Learning Disabilities were included in the audit together with a small sample of Primary Care teams who also completed the audits in a small number of areas as they did in 2017.

This report is a high level overview of the Health Board position against the Health Care Standards. Local areas and Delivery units will need to use their specific findings to monitor and measure compliance and the effects of improvements by using their local action plans. The audit results provide the Health Board with an opportunity to celebrate the excellent care provided and positive experience reported by patients and service users. On the whole patients have expressed high levels of satisfaction with the standards of care they have received within ABMU Health Board. Service Delivery units will need to look at local findings and also utilise any comments from user experiences to further take forward improvements as well as sharing areas of good practice.

This report will be presented at the Health Board Quality and Safety Forum in April 2019 and at the Health Board Nursing and Midwifery Board in March 2019. The governance process for monitoring and assessment of progress is as follows;

- Implementation of action plans will be monitored and supported by senior nurses and reported via Service Delivery unit committees to ensure work is completed within an expected time frame or escalated for appropriate management. The Health and Care Standards audit compliance scoring matrix provides a guide for the management and monitoring of actions.
- The Health and Care Standards audit supports ABMU Health Board Quality Strategy with assurance. The data should be used alongside other information to ensure triangulation.



Calculation Method Used

Below is a table which shows the criteria for the Red, Amber and Green scoring. The arrow boxes indicate year on progress or deterioration, the thermometer highlights any hotspots and the RAG rated boxes on the right give examples of high or low scoring standards. Service Delivery Units should generate and use their own reports locally to ensure monitoring and evaluation of progress.

RAG Key	
RED	50% or less
AMBER	51 to 84%
GREEN	85% and over

Operational Audit Overall Theme Summary

STAYING HEALTHY

The principle of staying healthy is to ensure that people in Wales are well informed to manage their own health and wellbeing.

Organisations and people in Wales will work together to protect and improve health and wellbeing and reduce health inequalities. People will be empowered to make decisions about their own health, behaviour and wellbeing that impact positively throughout their lives.

What this means for me as a person when the standard within this theme is met:



- I will have a healthy and active long life.
- My children will have a good healthy start in life.
- I can access the support and information I need, when I need it, in the way that I want it.

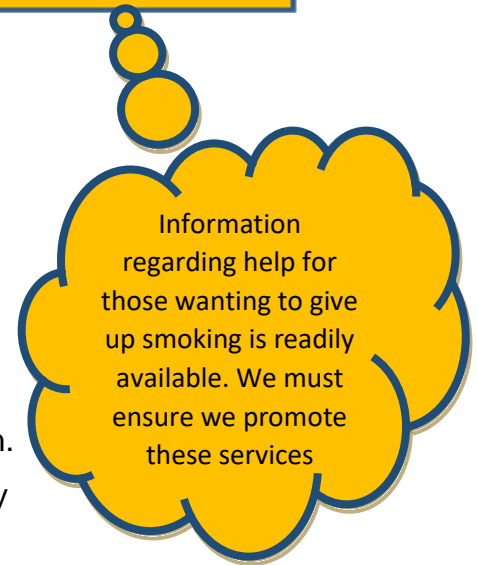
1.1 Health Promotion, Protection and Improvement



People are empowered and supported to take responsibility for their own health and wellbeing and carers of individuals who are unable to manage their own health and wellbeing are supported. Health services work in partnership with others to protect and improve the health and wellbeing of people and reduce health inequalities.

Area of improvement:

To reduce the incidences of flu outbreaks occurring, we are increasing the number of flu vaccinations given. Healthcare practitioners from a wide diversity of professional backgrounds now give immunisations in many different settings and service areas e.g. general practice, schools, hospitals, prisons, occupational health, maternity, neonatal and paediatric services, pharmacies, sexual health clinics, long term care settings across the Health Board.



SAFE CARE

The principle of safe care is to ensure that people in Wales are protected from harm and supported to protect themselves from known harm.

The health, safety and welfare of people are a priority. A service focused on safe care and support is continually looking for ways to be more reliable and to improve the quality and safety of the service it delivers. Although the provision of care has some associated element of risk of harm to service users, safe care identifies, prevents or minimises unnecessary or potential harm. Therefore people will be kept safe and protected from avoidable harm through appropriate care, treatment and support.

What this means for me as a person when the standard within this theme is met:

- I am supported to protect my own and my families health.
- I am kept safe and protected from avoidable harm through appropriate care treatment and support.
- I receive a high quality safe service whilst in the care of the NHS.



2.1 Managing Risk and Promoting Health and Safety

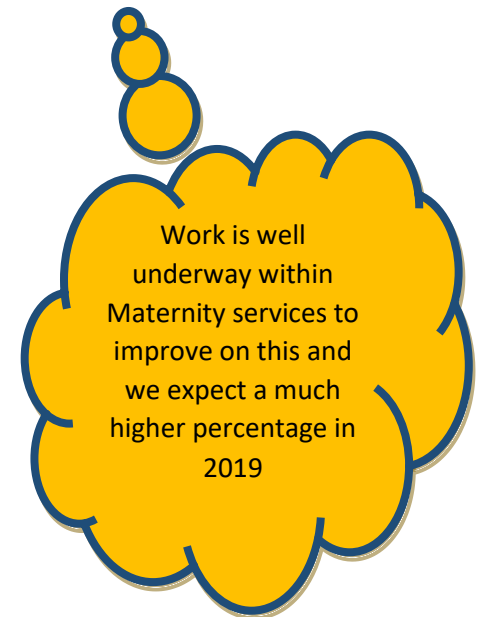


People's health, safety and welfare are actively promoted and protected. Risks are identified, monitored and where possible, reduced or prevented.

Area of improvement:

Bi-annual patient acuity audits are conducted during the months of January and June.

The audit results contribute to the information required to establish the nurse staffing levels on particular clinical areas.



Processes have been actioned to ensure that when the nurse staffing levels fall short of the required amount, steps are taken to eliminate/reduce the risk and safeguard the patients and staff.

2.2 Preventing Pressure and Tissue Damage



People are helped to look after their skin and every effort is made to prevent people from developing pressure and tissue damage.

Area of improvement:

People who become suddenly unwell or have a reduced ability to feel or move could be vulnerable to pressure ulcers. ABMU commissioned an animated film highlighting the importance of movement in reducing the risk. The two-minute educational video, *Move A Little More*, was released to coincide with World Stop Pressure Ulcer Day on Thursday, November 15th. 2018's theme



was raising public awareness – and the video is just the latest in a series of campaigns the health board has run to raise awareness in the community and in hospitals.

2.3 Falls Prevention



People are assessed for risks of falling and every effort is made to prevent falls and reduce avoidable harm and disability.

Area of improvement:

The Older Person's Assessment Service (OPAS) aims to ensure that if older people who have suffered a fall get back on their feet without having to go to hospital. If they do however, they can leave as quickly as possible – reducing the risk of problems such as



deconditioning or infection. Since it started in April 2018, the OPAS team has seen 437 people – and supported 333 of them to return home. Only a small number had to be admitted to a ward in Morriston or be looked after in another hospital or care home.

OPAS, based in Morriston Hospital's Emergency Department, is made up of healthcare professionals specialising in the care of older people. They include consultant geriatricians, clinical nurse specialists, an advanced nurse practitioner, physiotherapist, occupational therapist and others. Anyone aged over 65 who arrives at the Emergency Department after a fall is given a “front door” holistic assessment to ensure they are only admitted if they really need to be.

2.4 Infection Prevention and Control (IPC) and Decontamination



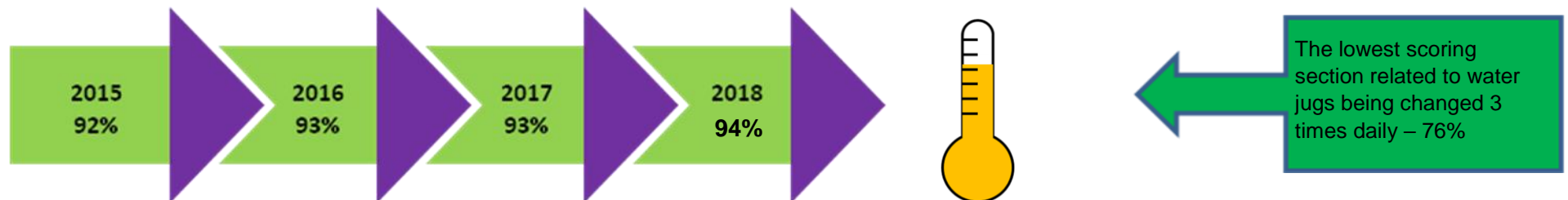
Effective infection prevention and control needs to be everybody's business and must be part of everyday healthcare practice and based on the best available evidence so that people are protected from preventable healthcare associated infections.

Area of improvement:



An investment of more than £1 million created a negative pressure isolation suite within the Emergency Department and Ward S at Morriston Hospital. They will be used for patients suspected of having infectious respiratory diseases such as pulmonary tuberculosis. Negative pressure is an isolation technique commonly used in hospitals to prevent cross-contamination between rooms. It includes a ventilation system which allows air to flow in the isolated area but not to escape from it. Air from the room is instead diluted before being released to a safe area.

2.5 Nutrition and Hydration



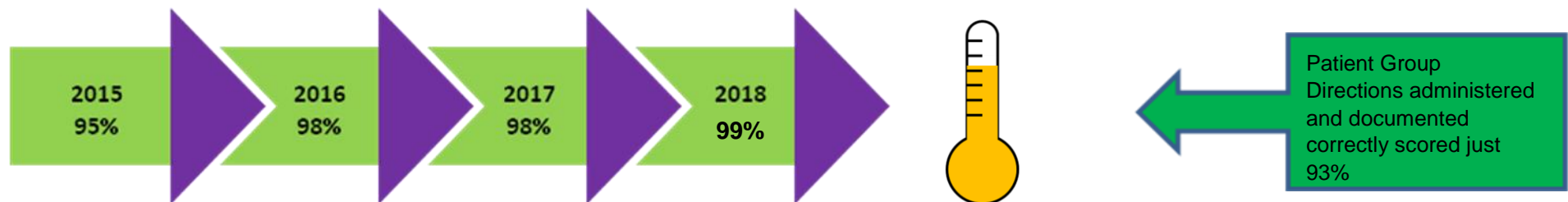
People are supported to meet their nutritional and hydration needs, to maximise recovery from illness or injury.

Area of improvement:



The UK Malnutrition awareness week was the 1st – 5th Oct 2018. Dietitians in Bridgend held an information stand in the main corridor at Princess of Wales all week, which provided information on the risk factors and possible signs and symptoms of malnutrition, helping the public and staff to recognise those who are malnourished or at risk of malnutrition. The earlier malnutrition it is identified, the sooner people can receive the right treatment or prevent it happening in the first place.

2.6 Medicines Management



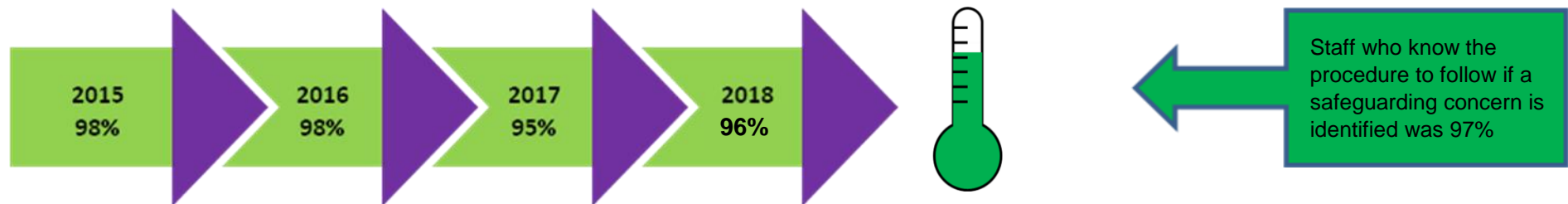
People receive medication for the correct reason, the right medication at the right dose and at the right time.

Area of improvement:



Think Glucose training has been rolled out across the Health Board to improve diabetes management. An e-learning package on diabetes has been subscribed to and Diabetes Passport of learning has been identified. Think Glucose has standardised many processes, documentation and guidelines across the Health Board. An inpatient policy on adult diabetes management has been drafted to incorporate national guidance and current guidelines to ensure that all health care professionals are guided on best practice and Health Board policy.

2.7 Safeguarding Children and Safeguarding Adults at Risk



Health services promote and protect the welfare and safety of children and adults who become vulnerable or at risk at any time.

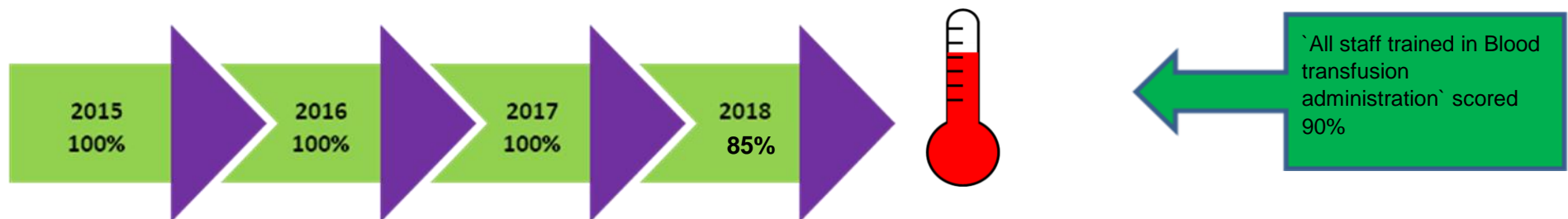
Area of improvement:



A team in the Mental Health and Learning Disabilities Delivery Unit at Cefn Coed Hospital organised a World Mental Health day 2018 event in the city's Grand Theatre, which was attended by more than 300 people. It focused on the World Federation for Mental Health's 2018 awareness day's theme of young people and mental health in a changing world. This was developed to reflect the increased amount of time young people are spending on the internet and the rise of cyber-crimes, cyber-bullying and violent online games.

Present on the day were 45 stallholders from a variety of organisations including Swansea MIND, Samaritans and LGBT+ Cymru to name just a few. Speakers from across ABMU, Child and Adolescent Mental Health Services and Swansea University addressed themes such as the eating disorders service, substance misuse and cyber bullying. These are all key to the mental health and wellbeing of everyone but young people in particular.

2.8 Blood Management



People have timely access to a safe and sufficient supply of blood, blood products and blood components when needed.

Area of improvement:



Following a patient safety notice received from Welsh Government regarding safe blood transfusion practices, the corporate nursing team and relevant clinical nurse specialists reviewed the Health Boards transfusion policy to ensure full compliance with legislation. Within our policy we can evidence clear guidance on the identifying procedure including a flow diagram depicting the pre-transfusion blood sampling process.

2.9 Medical Devices, Equipment and Diagnostic systems



Health services ensure the safe and effective procurement, use and disposal of medical equipment, devices and diagnostic systems.



Area of improvement:

Specialist staff at Morriston Hospital are leading the way with the launch of a dedicated unit for people suffering from breathing failure. Part of Anglesey Ward, which cares for respiratory patients, has been converted into a Non-Invasive Ventilation (NIV) Unit. Before the introduction of NIV, people with an acute flare-up of chest conditions such as Chronic Obstructive Pulmonary Disease were helped with their breathing by having a tube inserted into their airways and then put on a ventilator. This is not without risks and NIV, which helps them breathe through a face mask, is a safe, effective alternative for those who meet the criteria.

Morriston has been able to provide NIV but only in intensive care – taking up beds that could otherwise be available to other very unwell patients. But 2018 saw the opening of a four-bed NIV Unit on Anglesey Ward after not just months but years of planning.

EFFECTIVE CARE

The principle of effective care is that people receive the right care and support as locally as possible and are enabled to contribute to making that care successful.

If people receive the right care and support they will be empowered to improve or manage their own health and wellbeing.

Interventions to improve people's health must be based on best practice, derived from good quality research. Data relating to care delivery should be maintained in structured, accurate and accessible records. The ability to manage data and information and to communicate effectively will contribute to the delivery of safe and effective care.

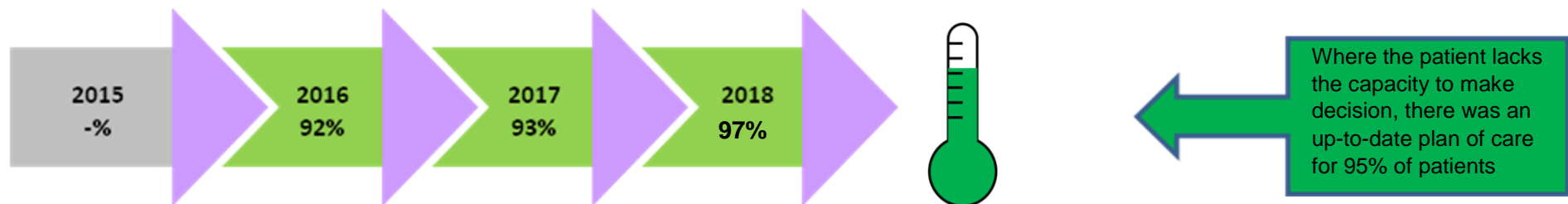
What this means for me as a person when the standard within this theme is met:

- Health care and support are delivered at or as close to my home as possible.



- I receive the right care and support to either improve or manage my own health and wellbeing.
- Interventions to improve my health are based on good quality and timely research and best practice.

3.1 Safe and Clinically Effective Care



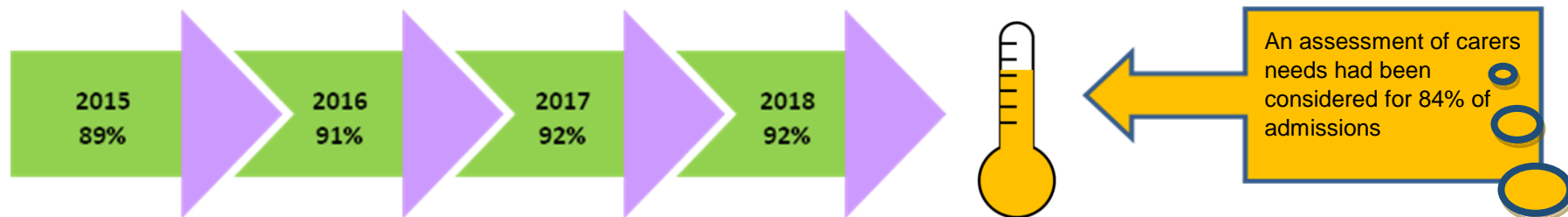
Care, treatment and decision making should reflect best practice based on evidence to ensure that people receive the right care and support to meet their individual needs.



Area of improvement:

The Nursing and Midwifery Strategy outlined a three year plan that builds on the professionalism and determination shown by Nurses and Midwives across our Health Board to provide patients with safe, effective, compassionate and dignified care. The strategy identified yearly targets that were to be achieved in order to provide an environment which supports professional and career development to ensure nurses, Midwives and Healthcare Support Workers achieve their full potential to use their skills to enhance patient experience.

3.2 Communicating Effectively



In communicating with people health services proactively meet individual language and communication needs.

The assessment will be a mandatory field within the new digital documentation /admission process



Area of improvement:

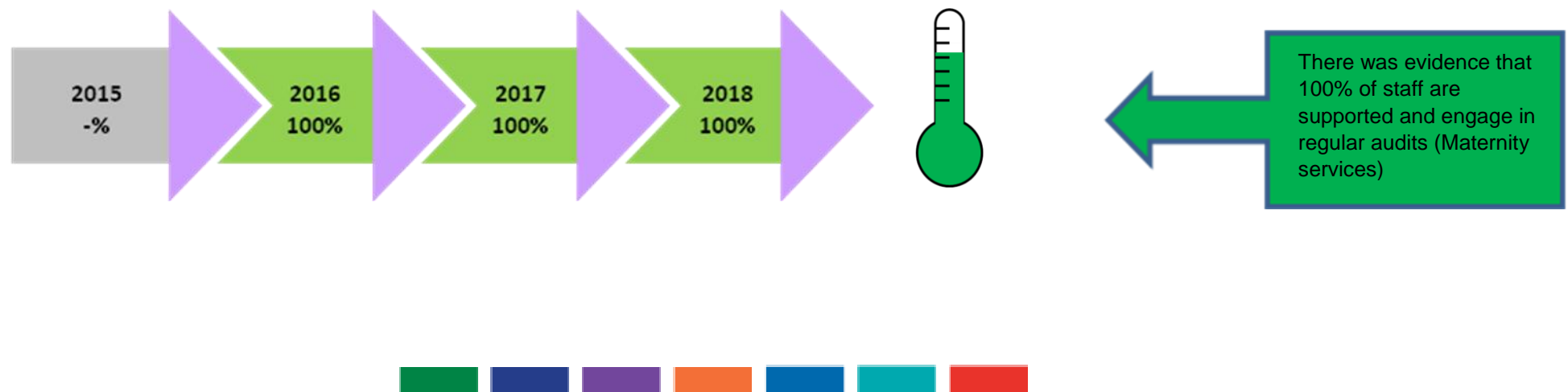
We're making good progress with our **Patients Know Best** (PKB) project, which is helping empower patients to be more involved with their care by securely giving them access to their own health records.

The Patient Knows Best (PKB) system went live in July 2018 for patients within the Cardiology (Heart Failure), Parkinsons and COPD specialties at the Princess of Wales Hospital.

PKB enables patients to access their pathology results and contribute to their care plans. The plan is to expand into seven more services in the hospital in the next few months and four services across the Swansea locality.

As well as having 24/7 access to their records, patients can now choose who they want to share the information with, and work much more closely and easily with clinicians to manage their future care as a team. Care plans can be created digitally with input from patients and clinicians, and videos and other media content to help patients better understand their condition and manage care are also available.

3.3 Quality Improvement, Research and Innovation

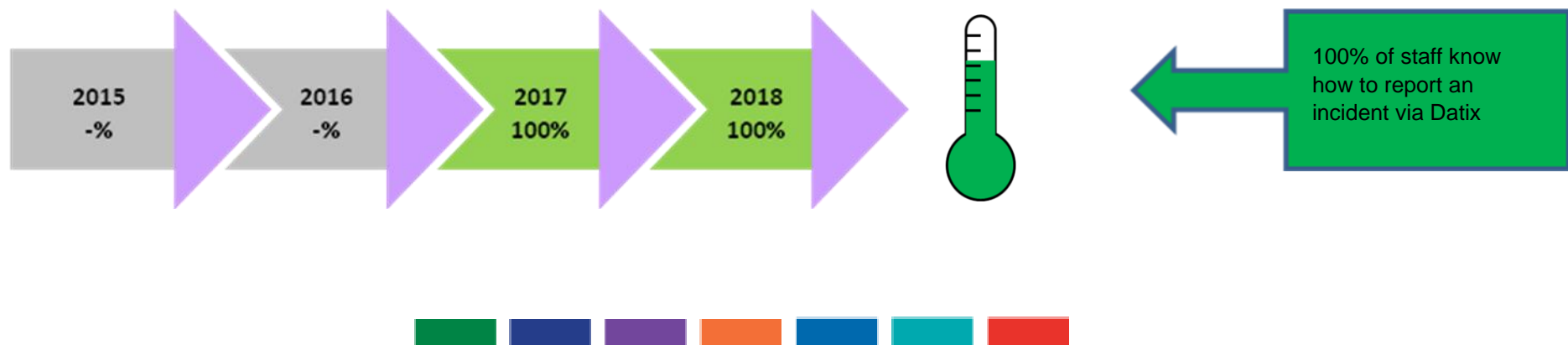


Services engage in activities to continuously improve by developing and implementing innovative ways of delivering care. This includes supporting research and ensuring that it enhances the efficiency and effectiveness of services.

Area of improvement:

The Unit Nurse Director and Senior Nurses within the Mental Health and Learning Disability Service Delivery Unit have undertaken a Service Delivery Unit (SDU) wide risk assessment for Cardiac Arrest/Acute Deterioration to inform local policy and procedure and to ensure staff receive training and regular updates for maintaining a level of competence appropriate to each individuals employed role. This work has informed our training needs assessment to enable us to construct the best training package for staff, improve understanding of training levels and reduce variation and increase patient safety as there will be reduced variation in practice and increased clarity for staff in relation to accessing training appropriate to individuals employed role.

3.4 Information Governance and Communications Technology



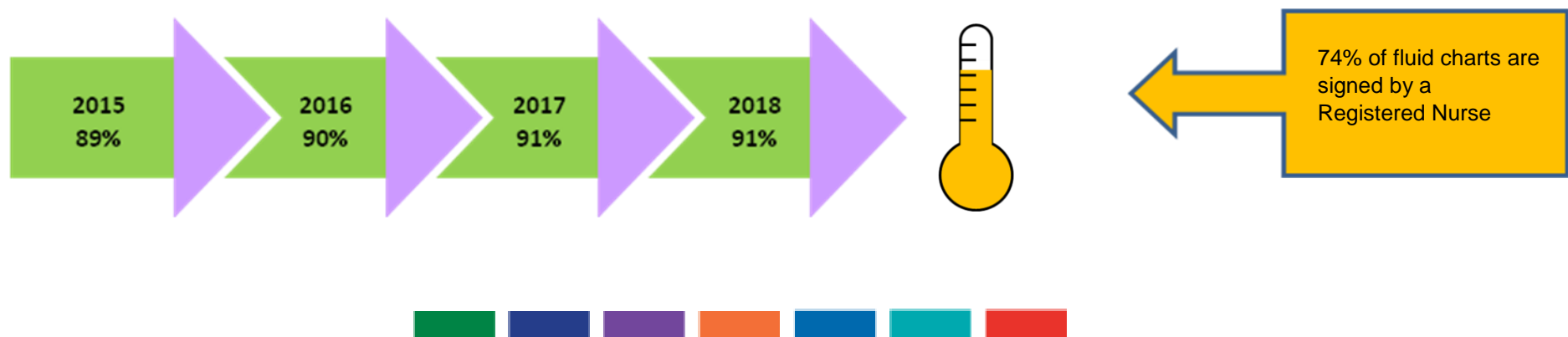
Health services ensure all information is accurate, valid, reliable, timely, relevant, comprehensible and complete in delivering, managing, planning and monitoring high quality, safe services.

Health services have systems in place, including information and communications technology, to ensure the effective collection, sharing and reporting of high quality data and information within a sound information governance framework.

Area of improvement:

iPads have been purchased and configured incorporating a touch screen version of the Health and Care Monitoring System (HCMS) for all acute medical & surgical inpatient ward areas. The iPads give the facility for wards to collect live data and the advantage of evaluating the information in order to making informed operational decisions and ensure safe care.

3.5 Record Keeping



Good record keeping is essential to ensure that people receive effective and safe care. Health services must ensure that all records are maintained in accordance with legislation and clinical standards guidance.

Area of improvement:

ABMU Health Board will be the first in Wales to implement an Electronic Prescribing and Medicines Administration (EPMA) system. The system will be configured and ready to go live during 2019. The plan is to implement over the course of three months in NPTH before moving onto Singleton after a period of evaluation. The e-prescribing implementation team have engaged with medical, nursing and pharmacy groups to ensure governance on configuration is completed prior to going live. EPMA will reduce medication administration and prescribing errors by providing clinical decision support, legible prescriptions, tools for nurse handover/prioritisation and there will be no more missing drug charts or waiting for rewrites.



DIGNIFIED CARE

The principle of dignified care is that the people in Wales are treated with dignity and respect and treat others the same. Fundamental human rights to dignity, privacy and informed choice must be protected at all times, and the care provided must take account of the individual's needs, abilities and wishes.



What this means for me as a person when the standard within this theme is met:

- I receive a quality service in all care settings.
- My voice is heard and listened to.
- I experience a care system where all participants are treated with compassion, dignity and respect.

4.1 Dignified Care

People's experience of health care is one where everyone is treated with dignity, respect, compassion and kindness and which recognises and addresses individual physical, psychological, social, cultural, language and spiritual needs.



Area of improvement:

An initiative which sees ABMU staff working with families to develop tailor-made therapy programmes for older mental health patients at two ABMU hospitals has been strengthened and expanded. Following on from a successful pilot project, four new recruits – an occupational therapist and three OT technicians – have joined the team based at Tonna Hospital to develop personal therapies to suit individual patients. They are involved in a detailed personal assessment process which looks at each patient's abilities and as well as working closely with family members to find out more about their background and interests.

4.2 Patient Information



People must receive full information about their care which is accessible, understandable and in a language and manner sensitive to their needs to enable and support them to make an informed decision about their care as an equal partner.

Area of improvement:

The Nurse staffing levels (Wales) Act has an important element entitled informing patients. All acute medical & surgical wards within ABMU now have posters displayed outside each area specifying how many nurses they should expect to be on the ward in order to provide safe and efficient care. Details are included on who to speak to in order to gain more information and regarding the staffing Act.

TIMELY CARE



The principle of timely care is that people have timely access to services based on clinical need and are actively involved in decisions about their care. Not receiving timely care can have a huge impact on individuals' experience of health services and their ability to achieve the best health outcomes. To ensure the best possible outcome people's conditions should be diagnosed promptly and treated according to clinical need.

What this means for me as a person when the standard within this theme is met:

- I have easy and timely access to primary care services.
- To ensure the best possible outcome, my condition is diagnosed early and treated in accordance with clinical need.

5.1 Timely Access





All aspects of care are provided in a timely way ensuring that people are treated and cared for in the right way, at the right time, in the right place and with the right staff.

Area of improvement:

A new specialist role at Princess of Wales Hospital has helped to reduce waiting times and speed up treatment for people with cancer.

The hospital was the first in Wales to appoint an advanced practitioner in CTC (Computerised Tomography Colonography), a specialist examination of the large bowel. This is a diagnostic technique that provides 3D images of the large bowel and rectum to help identify polyps and cancerous areas. The new service saw the department shortlisted for a 2018 NHS Wales Award. The advanced radiography practitioner role came about as a result of higher demand for CTC, which is a new diagnostic technique, without any additional resources. This, coupled with a national shortage of qualified consultant radiologists, meant it was challenging to deliver a timely service for patients.



INDIVIDUAL CARE

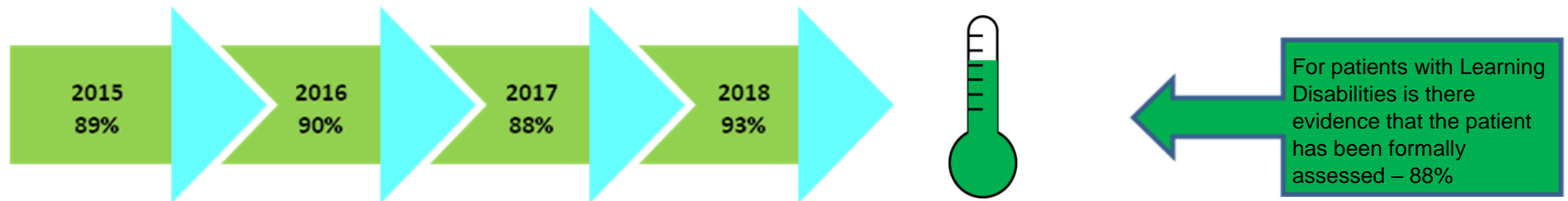
The principle of individual care is that people are treated as individuals, reflecting their own needs and responsibilities. All those who provide care have a responsibility to ensure that whatever care they are providing includes attention to basic human rights. Where people are unable to ensure these rights for themselves, when they are unable to express their needs and wishes as a result of a sensory impairment, a mental health problem, learning disability, communication difficulty or any other reason, access to independent advocacy services must be provided. Every person has unique needs and wishes. Individual needs and wishes vary with factors such as age, gender culture, religion and personal circumstances, and individual needs change over time, respecting people as individuals is an integral part of all care.

What this means for me as a person when the standard within this theme is met:

- Inequalities that may prevent me from leading a healthy life are reduced.
- My individual circumstances are considered.
- I get care and support through the Welsh language if I need it.



6.1 Planning Care to Promote Independence



Care provision must respect people's choices in how they care for themselves as maintaining independence improves quality of life and maximises physical and emotional well-being.

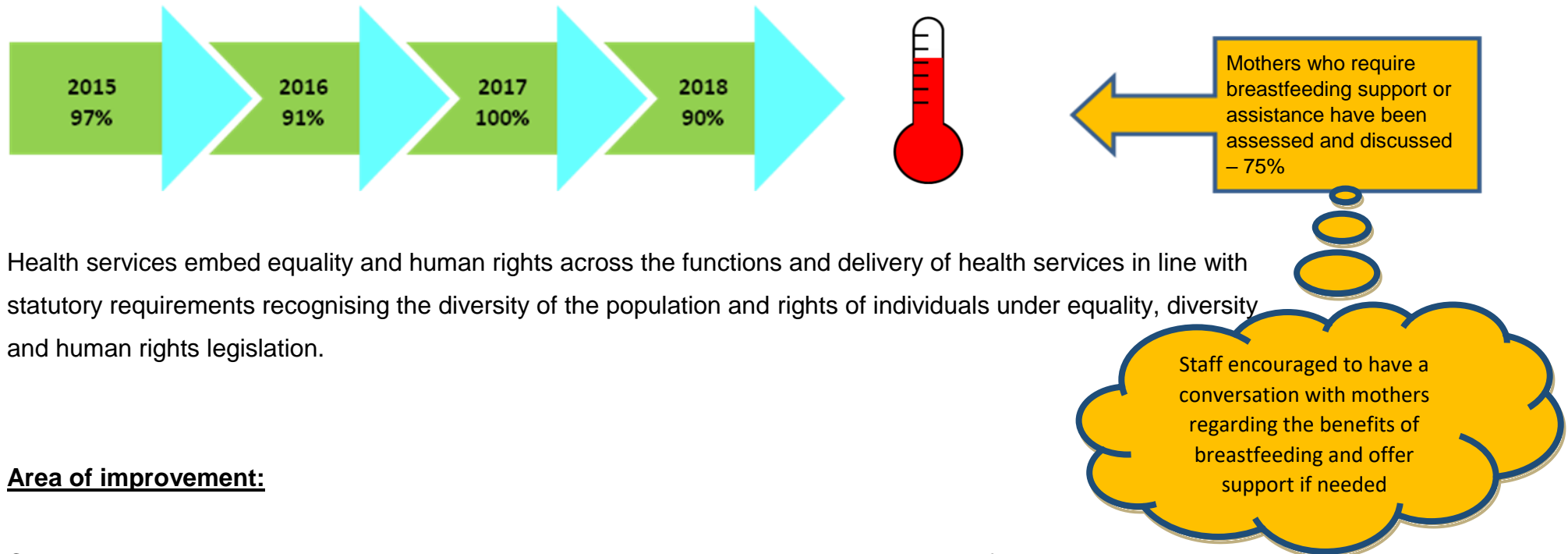
Area of improvement:

People who have lost a lower limb now have faster access to rehabilitation due to an innovative group at Morriston Hospital. The strengthening and conditioning group for those with lower limb amputations has provided rehabilitation for patients across South West Wales. Patients are seen at the strengthening and conditioning group once a week for a total of six weeks. The sessions are an hour long, but the team is flexible and will often host more than one session due to some patients having to travel long distances. During the workouts, there are 10 exercise stations in total and patients will work for two minutes on each with a short break in between. All exercises are modified for each individual's abilities.

Each patient has the opportunity to give feedback at the end of the six weeks by completing a questionnaire, which staff can use to make any improvements or changes that are needed.



6.2 Peoples Rights



Health services embed equality and human rights across the functions and delivery of health services in line with statutory requirements recognising the diversity of the population and rights of individuals under equality, diversity and human rights legislation.

Area of improvement:

Children and young people are being encouraged to share their views and experiences of health services. ABMU Health Board is keen to find out how it's doing after becoming the first health board in the UK to adopt a charter committing to the human rights of children. It lists 10 promises to children and young people, respecting their rights when visiting a health professional – including the right to consent, to be safe and to have their say. The health board is now working in partnership with Observatory on the Human Rights of Children and Neath Port Talbot Children's Rights Unit to assess its progress. It has created a survey to enable young people to give their feedback on their experience of visiting health professionals.



6.3 Listening and Learning from Feedback



People who receive care, and their families, must be empowered to describe their experiences to those who provided their care so there is a clear understanding of what is working well and what is not, and they must receive an open and honest response. Health services should be shaped by and meet the needs of the people served and demonstrate that they act on and learn from feedback.

Area of improvement:

Feedback received through a number of sources including Patient Experience Feedback, was that there seemed to be variations in adherence with the Health Boards flexible visiting policy. The Health Board is fully committed to implementing a person centred approach to the delivery of health care for patients, and their families/carers, who access our services. The Flexible Visiting Policy was put in place following the work undertaken by the Trusted to Care Taskforce in February 2015 where there was an agreement by the Board to extend the visiting hours with a more consistent approach to help families and carers support where appropriate the delivery of care service. This policy has been re-circulated to all ward managers/matrons and any if any variations have been



made within individual units/wards, assurance has been given from Unit Nurse Directors that this has been agreed and clear notice of this has been provided to the communications department and is available to view via the Health Boards Intranet site.

STAFF AND RESOURCES

The principle is that people in Wales can find information about how their NHS is resourced and make careful use of them. Health services in Wales have a clear responsibility to secure the efficient and economic use of resources, and people in Wales need to understand how the resources are used and how they can be improved. The governance, leadership and accountability standard set out at the start of this document sets out how this should be demonstrated.

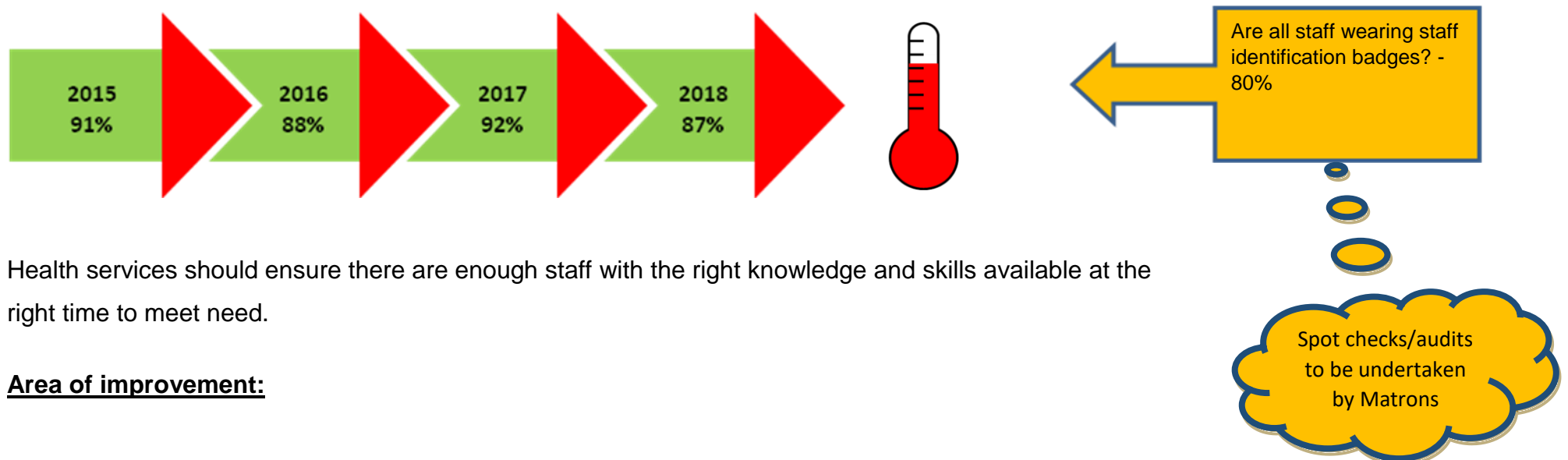
A significant resource is the NHS workforce in Wales which consists of all the people who work in, for, or with the service and they are all integral to the delivery of a high quality, person centred and safe service. Health services must be able to assure the public, service users and their workforce that everyone working in the service is contributing to a high quality safe service. The health service must determine the workforce requirements to deliver high quality safe care and support. The individual members of a workforce must be skilled and competent and the workforce as a whole must be planned configured and managed.

What this means for me as a person when the standard within this theme is met:

- Financial resources are used efficiently and effectively to improve my health outcomes.
- I work with the NHS to improve the use of resources.
- Quality trained staff who are fully engaged in delivering excellent care and support to me and my family.



7.1 Workforce



Health services should ensure there are enough staff with the right knowledge and skills available at the right time to meet need.

Area of improvement:

The Health Board is moving all nursing staff over to an integrated Nurse Rostering and bank system - Allocate. The migration identified a number of both clinical and non-clinical benefits to the Health Board and the services that are delivered. The initial scope of the project covered the migration of approximately 4,000 staff and was identified as an 18 month programme.

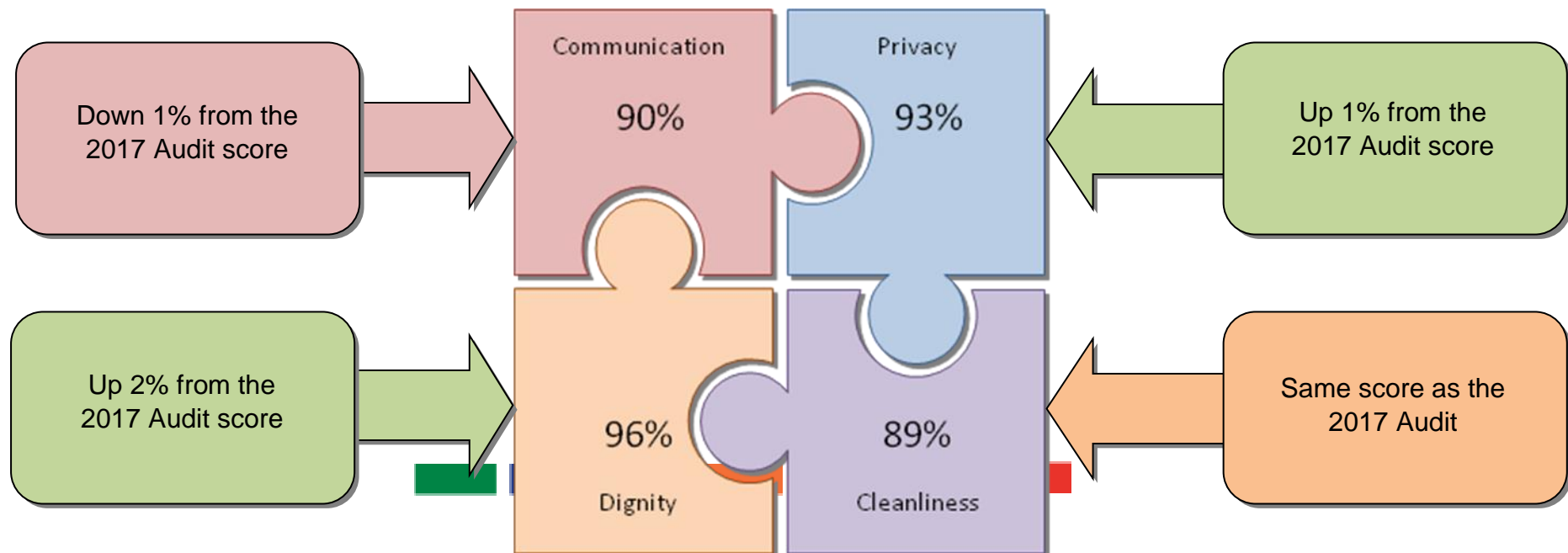


The Health Board identified that there were a number of shift patterns that were being worked to accommodate a number of variables that were affecting the ability to roster efficiently. The Safecare module of the allocate system that will enable acuity based rostering. The benefit of this module is that it will provide real time information on patient acuity and the impact on staffing levels which will influence the deployment of available resources.

PATIENT/STAFF EXPERIENCE

There were 11,153 Friends and Family cards submitted for the two months period 1 October to 30 November 2018 giving an overall satisfaction score for the Health Board of **87%**, **down 8% from the audit undertaken in 2017**. The survey also demonstrates that we often do not get it right and the feedback obtained is essential to improve practice. The graph below shows the overall score and each Service Delivery Unit will look at their own specific areas for improvement.

The category scores for the Health Board were as follows;



All Wales Staff Survey

The 2018 NHS Staff Survey closed with a record number of responses. This makes the survey the most robust collection of staff feedback data NHS Wales and ABMU have ever had.

The following are areas where ABMU showed improvement in their results:

- Staff would be happy with the standard of care provided by ABMU if a friend or relative needed treatment.
- Staff are proud to tell people they work for ABMU.
- Most of the scores on team working are above the overall NHS Wales scores.
- All scores on line managers have shown an improvement since 2016. The scores on line managers being approachable about flexible working and on giving clear feedback are both significantly improved.
- Communications between senior managers and staff is effective has increased, and is now just above NHS Wales average. The score on staff agreeing that senior managers lead by example has increased significantly.
- Staff agree that ABMU provides them with enough information to do their job well.
- Staff say they know how to get support to meet the language needs of service users.
- The score on staff saying that the people who they work with treat them with respect has improved significantly since 2016.



All of these are encouraging results which are positive signs on which we can continue to build and we already know there is lots of good work being done by colleagues throughout the Health Board.

Since the survey results were released, colleagues have put forward ideas to make ABMU a better workplace, and some of them are already put in place.



