



Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi. We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 22-H-043**

We responded to your previous Freedom of Information request regarding SBUHB's nosocomial COVID-19 review ref 22-H-012 on 22nd August 2022. You then submitted to us a further request with specific queries about the information provided. Please see below for our response.

1. SBUHB confirmed that the individual we contact in the review process is the next of kin on the patient's record.

You asked;

Can you confirm you will always get permission from the next of kin to speak to someone else if this is required?

Communication will only be made with an alternative contact at the request of the next of kin, should they feel unable to continue as the primary point of contact themselves. In instances where the next of kin is unobtainable, we will attempt communication with another named contact who is listed in the records of the patient.

2. SBUHB confirmed that initial contact is by telephone. This is followed up by a letter.

You asked;

Is the letter sent to the next of kin at their address or the late patients if only that is held?

The letter is sent to the address of the next of kin. This information is confirmed during the call.

3. SBUHB confirmed the process following lack of contact with the patient's next of kin can be found on our website here

<https://sbuhb.nhs.wales/coronavirus-covid-19/information/nosocomial-covid-19-reviews>

You asked;



If you can't find a contact what happens will the death still be investigated as part for the overall report?

Yes

4. SBUHB confirmed that all those who contracted COVID-19 through the delivery of NHS-funded care are eligible for investigation.

You asked;

What is your definition of nosocomial?

In the context of the National Nosocomial COVID-19 Programme (NNCP), "Nosocomial COVID-19" means COVID-19 infections that were acquired in hospital or other healthcare setting.

5. Are you only investigating those that tested positive 14+ days after a negative test (definite) and 8 days + (probable)? The FAQ say 48 hours after. Can you confirm if only those that tested 8+ days will be investigated or it's wider than this?

The cases of patients who tested positive for COVID-19 8 days+ post-admission to a healthcare setting and died, form the first cohort of SBUHB investigations. The cases of patients who tested positive between 3 and 7 days post-admission to a healthcare setting and died will be investigated subsequently.

6. Are you only investigating those that haven't already made a complaint and/or taken it to the Ombudsman?

I can confirm that the information you are seeking is held on our website. Under Section 21 of the Freedom of Information Act (information accessible by other means), we are not required to provide information in response to a request if the information is already reasonably accessible to you. May I therefore recommend that you look at this link to our website to obtain the information you require: Please refer to Q18 within the FAQs - <https://sbuhb.nhs.wales/coronavirus-covid-19/information/nosocomial-covid-19-reviews>

7. SBUHB confirmed several factors are considered under the scope of the investigation.

You asked;

Is the scope finding out how the hospital gave the patient Covid at an individual level?

An investigation will be carried out into the care of every patient known to have acquired nosocomial COVID-19.



8. Is it their treatment before and after diagnosis? The lack of infection control? Lack of communication? Does it include DNACPRS? Palliative care? Human Rights? Bereavement support?

Care given during the fourteen days prior to the patient testing positive for COVID-19 is considered, as well as treatment post-diagnosis.

Infection control, lack of communication, DNACPR and palliative care are all considered during investigation. Bereavement support and human rights do not form part of the investigation, however this may be generally encompassed in the principles of healthcare provision by nurses and doctors which covers this.

9. Is it to aggregate all the individual issues into a hospital and health board level report of what went wrong and recommendations? Plans to implement and ongoing monitoring?

Yes, it is to aggregate all the individual issues into a hospital and health board level report of what went wrong and recommendations.

Lessons identified, to date, were disseminated to Health Board staff during Autumn 2021. The SBUHB review programme quality assurance and scrutiny processes will enable opportunities to share lessons identified with colleagues and to monitor progress against their embedding. The Nosocomial Review Team is seeking to engage with existing Health Board groups and projects to further disseminate and monitor adoption of lessons identified.

10. Will the Welsh Government be reporting at national and health board level like Ombudsman outcomes- upheld, party upheld etc?

This information is not held by SBUHB. Please contact Welsh Government who may be able to assist you with this information -

Freedom.ofinformation@gov.wales

11. SBUHB confirmed that details on the timeline of the investigation is held on our website here <https://sbuhb.nhs.wales/coronavirus-covid-19/information/nosocomial-covid-19-reviews> and that Swansea Bay Health Board anticipate to complete each investigation within six months of initial contact being made with the family concerned.

You asked;

In what order are the investigations taking place? Is it by Wave?

Yes – by wave.

12. Will deaths be prioritised over infections?

Cases in which patients died having tested positive for COVID-19 which was acquired in a healthcare setting will be investigated before cases in which patients acquired COVID-19 in a healthcare setting and survived.



13. The Welsh Government have confirmed that a number of investigations have already been completed before Christmas 2021.

a. How many have been completed?

As of 05.09.2022, 179 investigation documents had been completed in full and 288 investigation documents had been partially completed. Completion of investigation paperwork forms only one stage of the whole investigation process, however. Work is now underway to quality assure and scrutinise information collated, in line with national requirements.

b. Have these families been informed of the outcome?

No. Investigation outcomes cannot be communicated until they have undergone quality assurance and scrutiny processes.

c. Have interim reports been published?

No.

14. How can we find out how the national learning will be collated, implemented, monitored and iterated upon?

This information is not held by SBUHB. Please contact Welsh Government who may be able to assist you with this information -

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15. Why aren't there regular updates on their findings at a health board level and plans of action? We need them to implement change now not in 2024.

Investigations require completion in full before updates on findings can be provided.

