

HIW Annual Findings 2019-2020

Betsi Cadwaladr University Health Board



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Arolygiaeth Gofal Iechyd Cymru
Healthcare Inspectorate Wales

Agenda

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- Health Board Title – Our Work
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- Mental Health
- GP's
- Dentists



All Wales Summary

This year HIW completed 206 visits to various wards, establishments, health boards and healthcare providers across Wales in the NHS and in the independent sector

In 2019-2020 we did:

- 37 general hospital inspections
- 1 surgical inspection
- 25 GP inspections
- 68 dental inspections
- 28 inspections of NHS and independent mental health units
- 3 inspections of community mental health teams
- 5 IR(ME)R inspections
- 41 inspections of Independent care providers
- We received 367 concerns about health services. 15 of these were categorised as needing urgent action



Betsi Cadwaladr – Our work

- 7 hospital inspections
- 6 general practice inspections
- 8 dental practice inspections
- 3 mental health inspections



Betsi Cadwaladr – Our work

Setting	Inspection Type
Ysbyty Alltwn	Hospital Inspection
Ysbyty Gwynedd	Hospital Inspection
Wrexham Maelor hospital	Hospital Inspection
Glan Clwyd hospital	Hospital Inspection
Ysbyty Gwynedd	Hospital Inspection
Wrexham Maelor hospital	Hospital Inspection
BCUHB Birth Units	Hospital Inspection
Cefni hospital	Mental Health Inspection
Wrexham CMHT	Mental Health Inspection
Bryn Y Neuadd hospital	Mental Health Inspection
Stables Medical Centre	GP Inspection

Betsi Cadwaladr - Our work

Setting	Inspection Type
Bron Derw Medical Centre	GP Inspection
Meddygfa Gyffin	GP Inspection
Hillcrest Medical Centre	GP Inspection
Panton Surgery	GP Inspection
Ty Doctor	GP Inspection
Flint Dental Centre	Dental Inspection
Talking Teeth	Dental Inspection
Signature Smiles Dental Practice	Dental Inspection
My Dentist Menai Bridge	Dental Inspection
Eirlys Dental Practice	Dental Inspection
Total Orthodontics Wrexham	Dental Inspection
Beauwood Dental Care	Dental Inspection

Betsi Cadwaladr – Our work

Setting	Inspection Type
BUPA Dental Care Colwyn Bay	Dental Inspection

Key themes/findings

Overall, across all inspections, patients felt they were treated with respect by staff and the quality of the care they received was of a good standard.

There are issues across the HB with regards to training being provided and kept up to date, as well as the overall standard of record keeping.

A key message to highlight is that it is clear that action isn't always taken as a result of HIW inspections, and this has been particularly evident across the two hospital Mental Health inspections conducted in 2018/19. This is concerning given this was highlighted in 2017 and 2018, and is still an issue across the HB.

Hospitals

There were 7 hospital inspections in Betsi Cadwaladr during 2019-2020 – Ysbyty Alltwen, Ysbyty Gwynedd , Wrexham Maelor Hospital, Glan Clwyd Hospital, Ysbyty Gwynedd, Wrexham Maelor Hospital, BCUHB Birth Units

Good practice or positive findings:

- Good evidence of person-centred care and staff engagement
- Safe and effective care demonstrated across the range of inspections
- Good arrangements in place in maternity to provide women and families with bereavement and perinatal mental health support.

Themes or most significant areas where improvements were required:

- Poor infection prevention and control compliance in some areas
- Learning from audit, concerns and incidents
- Overall governance and leadership within the community birthing units.



Mental Health

There were 3 mental health inspections during 2019-2020 – Cefni Hospital, Wrexham CMHT, Bryn Y Neuadd Hospital

Good practice or positive findings:

- Positive feedback from service users regarding staff engagement and person centred care planning and provision
- Clinical auditing, reporting and escalation processes good within CMHT Care
- Established governance arrangements that provide safe and clinically effective care.

Themes or most significant areas where improvements were required:

- Provision of information available for patients
- Safe and effective medicines management
- Assessing of ligature risks.



GPS

There were 6 GP inspections during 2019-2020 – Stables Medical Centre, Bron Derw Medical Centre, Meddygfa Gyffin, Hillcrest Medical Centre, Panton Surgery, Ty Doctor

Good practice or positive findings:

- Patients treated with dignity and respect and engaged throughout care
- Good evidence of robust record keeping
- Staff within all inspections happy within their roles.

Themes or most significant areas where improvements were required:

- Infection prevention and control measures require strengthening
- Staff personnel records review required to ensure compliance is clearly documented such as DBC, immunisations and training compliance.



Dentists

There were 8 Dental inspections during 2019-2020.

Good practice or positive findings:

- Good mechanisms for obtaining and responding to patient feedback
- Suitable range of health promotion and oral hygiene material
- Appropriate adult and child safeguarding training.

Themes or most significant areas where improvements were required:

- Use of clinical audits to be expanded, particularly smoking cessation and antimicrobial prescribing
- Infection prevention and control measures require strengthening
- Sharps bins to be wall mounted.



Thank you. Any questions?



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