Agenda

- All Wales Summary
- Health Board Title – Our Work
- Key themes / findings
- Hospitals
- 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

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<tr>
<th>Setting</th>
<th>Inspection Type</th>
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<tr>
<td>Ysbyty Alltwen</td>
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<td>Ysbyty Gwynedd</td>
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<td>Wrexham Maelor hospital</td>
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<td>BCUHB Birth Units</td>
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<td>Cefni hospital</td>
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<td>Wrexham CMHT</td>
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<td>Bryn Y Neuadd hospital</td>
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<td>Stables Medical Centre</td>
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<td>Meddygfa Gyffin</td>
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<td>Hillcrest Medical Centre</td>
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<td>Panton Surgery</td>
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<td>Ty Doctor</td>
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<td>Flint Dental Centre</td>
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<td>Talking Teeth</td>
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<td>Signature Smiles Dental Practice</td>
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<td>My Dentist Menai Bridge</td>
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<td>Eirlys Dental Practice</td>
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<td>Total Orthodontics Wrexham</td>
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<td>Beauwood Dental Care</td>
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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?

Emma Algieri Scott
Senior Healthcare Inspector / Relationship Manager
28 August 2020