

# HIW Annual Findings 2020-2021 Betsi Cadwaladr University Health Board



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Arolygiaeth Gofal Iechyd Cymru  
Healthcare Inspectorate Wales

# Agenda

- Introduction
- Our adapted approach
- All Wales Summary
- BCUHB – Our Work
- Key themes / findings



# Introduction - Healthcare Inspectorate Wales

**Healthcare Inspectorate Wales (HIW)** is the independent inspectorate and regulator of healthcare in Wales

## **Our purpose**

To check that people in Wales receive good quality healthcare.

## **Our values**

We place patients at the heart of what we do.

We are:

- Independent
- Objective
- Caring
- Collaborative
- Authoritative

## **Goal**

To encourage improvement in healthcare by doing the right work at the right time in the right place; ensuring what we do is communicated well and makes a difference.

## **Through our work we aim to:**

**Provide assurance:** Provide an independent view on the quality of care.

**Promote improvement:** Encourage improvement through reporting and sharing of good practice.

**Influence policy and standards:** Use what we find to influence policy, standards and practice.

# Healthcare Inspectorate Wales – Our adapted approach

## **MAINTAINED OVERSIGHT**

### **How we did this:**

- working with partners and,
- ongoing review of information and intelligence. This included Welsh Government COVID-19 reports and scenario modelling and Public Health Wales COVID-19 surveillance information.

## **INTRODUCED NEW WAYS OF WORKING TO CHECK ON CARE**

### **How we did this:**

- Continued to discharge our statutory function
- Introduction of flexible, adaptable approach
- Reducing burden to a system under significant pressure
- Considering safety of our own staff
- Rapid development of approaches to look at short and long term changes in healthcare provision.

# Healthcare Inspectorate Wales – Our adapted approach

Our new approach, **HIW Quality Checks**, have been conducted entirely offsite.

Design of Quality Check's **aligns to key areas set out in the NHS Wales Planning Framework.**

Methodology focused on three areas;

- 1) Infection prevention and control;
- 2) Governance (specifically around staffing) and;
- 3) Environment of care.

Each sector-specific methodology considers these three areas plus other areas pertinent to that sector.

The work specifically explores arrangements put in place to protect staff and patients from COVID-19, enabling us to provide **fast and supportive improvement advice** on the safe operation of services during the pandemic.

## In 2020 – 2021 HIW completed:

- 18 onsite inspections;
- 90 quality checks;
- 5 remote NHS follow up's and
- 5 remote IR(ME)R inspections across various wards, establishments, health boards and healthcare providers across Wales in the NHS and in the independent sector
- Handled over 1000 calls through our First point of contact (FPOC) service
- Dealt with 439 concerns – 36 of which were classified as needing urgent action

## All Wales Summary



# All Wales Summary 2020 - 2021

## **NHS Onsite work**

1 NHS Mental Health  
setting  
1 field hospital  
8 mass vaccination  
centres  
3 dental practices

## **Remote focussed inspections**

3 IR(ME)R

## **Follow up work**

5 NHS follow ups

## **Quality Checks**

1 field hospital  
8 GP's  
26 NHS hospitals  
19 NHS mental health hospitals



# All Wales Themes 2020 - 2021

**Overall good standard of care** delivered across Wales during a period of unprecedented challenge.

**Rapid response** from services by **adapting environments and introducing new ways of delivery** to enable essential services to continue. (e.g. redesign of fracture clinic services, increasing use of remote and telephone consultation options.

Services had implemented **innovative approaches to support patients' physical and mental well-being** during the pandemic (e.g. a shop within a Mental health hospital setting)

Wide range of changes made to **infection prevention and control** arrangements to support the delivery of safe care. Hospital outbreaks seen during the second wave illustrate the need to continue to ensure arrangements are effective, and follow latest guidance.

Staff of all levels demonstrated **tireless commitment and flexibility**, however working during this time will have impacted considerably on wellbeing and continued resilience. There will be a task to support staff and ensure their wellbeing and training is a priority during recovery.





# Betsi Cadwaladr University Health Board – Our work

In 2020-2021 we did:

- 2 GP quality checks
- 3 NHS hospital quality checks
- 1 Field Hospital quality check
- 4 NHS mental health hospital quality checks
- 1 NHS mental health hospital onsite inspection
- *1 Dental onsite inspection*
- 2 Mass vaccination centre onsite inspections
- 1 IR(ME)R inspections
- 3 follow up pieces of work



# Key themes/findings

Overall, wherever we inspected, patients felt they were treated with respect by staff and the quality of the care they received was of a good standard.

Services across the health board we inspected had adapted well to the challenges of COVID-19. Staff showed strong commitment and resilience in the face of COVID-19.

Issues of concern remain within mental health services within the health board. However, the health board have been proactive and responsive to concerns as they have emerged. HIW continued to receive concerns regarding mental health services throughout 20/21 period.

A key message to highlight is that action isn't always taken in a timely way as a result of audits and risk assessment. This includes ensuring policies are regularly reviewed, updated and communicated to staff to ensure effective implementation.

# Assurance and Inspection Work

**There were 9 hospital activities in BCUHB during 2020-2021**

**Good practice or positive findings:**

1. Services have adapted in order to meet the challenges of the pandemic
2. Staff working with dedication in a challenging time, particularly in environments with COVID positive patients
3. Enhanced infection prevention and control arrangements in place

**Themes or most significant areas where improvements were required:**

1. Actions resulting from audits and risk assessments relating to IPC and COVID-19 not always followed through/documented.
2. Staff vacancies
3. Actions to improve patient flow have been taken but it remains an area where further improvements are required



# Assurance and Inspection Work

**There were 5 mental health activities undertaken in BCUHB during 2020-2021**

Good practice or positive findings:

1. Services have adapted in order to meet the challenges of the pandemic
2. Significant environmental adaptations have taken place to reduce the risks associated with contracting COVID-19
3. Enhanced infection prevention and control arrangements, including dedicated areas for COVID-19 suspected patients

Themes or most significant areas where improvements were required:

1. The pressures of the pandemic led to a reconfiguration of services to meet demand. There have been challenges, in some cases, in ensuring appropriate placements for patients.
2. Ensuring policies are regularly reviewed, updated and communicated to staff to ensure effective implementation.
3. A number of concerns were raised with HIW relating to mental health services which we followed up as part of our assurance activity



# Assurance and Inspection Work

There were 4 GP / dental activities undertaken in BCUHB during 2020-2021

## Good practice or positive findings:

1. Effective COVID-19 arrangements were in place and the service had adapted well.
2. In general, infection prevention and control procedures were being implemented effectively.
3. The environment and access arrangements had been adapted to keep patients safe.

## Themes or most significant areas where improvements were required:

1. Some staff required IPC and PPE training.
2. Audit and training information was not always easily accessible.
3. Some training was identified as being out of date.



# Assurance and Inspection Work

**There were onsite inspections in BCUHB in 4 areas (Dental, Mass Vaccination Centres, Mental Health) during 2020-2021**

**Good practice or positive findings:**

- 1. Positive inspections of two mass vaccination centres**
- 2. Enhanced infection prevention and control arrangements, including dedicated areas for COVID-19 suspected patients**
- 3. Effective governance arrangements in place**

**Themes or most significant areas where improvements were required:**

- 1. Care pathways and documentation required improvements in some areas**
- 2. Some staff training was not up to date (due to lack of courses being available), including CPR**
- 3. Improvement required in the way stock for disposal was stored and labelled**

# Thank you. Any questions?



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