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Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board

Issue # 5

August 2018

Healthcare Inspectorate  
Wales

## Continuous Improvement Newsletter



Healthcare Inspectorate Wales (HIW) regulate and inspect NHS services and independent healthcare providers in Wales against a range of standards, policies, guidance and regulations to highlight areas requiring improvement.



This newsletter provides an overview of the inspections carried out in 2017/18 and the learning/improvements made following the inspections

### *Number of HIW Inspections 2017 - 2018*

Dental Practices	12
GP Surgeries	7
Hospitals	4
Community Mental Health	1
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Total	24

7 Immediate Assurance letters were issued

*A visit to Singleton Radiotherapy department resulted in a number of service improvements including:*

1. An upgrade in furniture and fittings to enhance the patient experience
2. New documentation has been produced following the procurement of new equipment to support staff training
3. A business case has been produced to increase staffing levels following the introduction of new equipment.

### *HIW highlighted concerns regarding staffing levels in our acute hospitals*

Staffing was a recurring theme across many of the hospital and mental health inspections, and vacancies were identified across all professions.

The hospitals, in line with the Nurse Staffing Act requirements, have undertaken assessments for a number of initiatives to improve recruitment and retention.

All professions involved in patient care have return to practice and exit interviews in place in their area of practice.

### *HIW highlighted that there were issues with the standard of record keeping and First Aid in some GP Practices*

One practice held a seminar review of professional standards of record keeping and practice policies.

This was cascaded to all G.P. practices.

Other G.P. practices reviewed and updated their policies after HIW's visit.



First Aid Training was arranged for a GP surgery after HIW noted that there was an insufficient level of staff trained in first aid on site.



### *Dental Practice Improvements from HIW Inspections*



As a result of HIW raising its concerns around emergency equipment on hand in dental practices, the practices then reviewed their equipment and drugs on the emergency trolleys and put in place procedures to ensure that checks would take place on a regular basis.

### *Sign Language Improvement within the ED at Princess of Wales Hospital*



HIW noted that there was a need to continue support for sign language training in a Health Board emergency department.

The department now has a communication campaign where some posters with the most used signs have been printed and a section has been added to the staff handbook.

### *Mental Health Inspections Resulted in an Improvement to Signage & Training*

New signage has been erected in Mental Health wards after a HIW inspection noted deficiencies. Dementia friendly signage has been introduced in several areas.

One Mental Health ward has nominated a 'training champion' to ensure all Mandatory and Statutory training targets are met by their staff.

### *Ionising Radiation Medical Exposure Regulations IR(ME) R*

Well done to the Cardiac Department Morriston Hospital.

HIW praised the department's commitment to care, their adherence to regulations and strong, effective leadership.



If anyone would like to know more about the inspections and any improvement plans they are available on the HIW website

<http://hiw.org.uk/find-service/?lang=en>