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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	24 November 2020	Agenda Item	3.7
Report Title	Health and Care Standards Self-Assessment 2020-2021		
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Report Sponsors	Christine Williams, Interim Director of Nursing and Patient Experience Cathy Dowling, Deputy Director of Nursing and Patient Experience		
Presented by	Nigel Downes, Head Quality and Safety		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to update the Quality & Safety Committee on plans to undertake the annual self-assessment against the Health and Care Standards Framework in 2020-2021, and to outline plans to undertake the self-assessment using available data and a scoring/assessment matrix.		
Key Issues	<ul style="list-style-type: none"> SBUHB's self-assessment methodology for 2020-2021 will be based on the supporting guidance and cross-correlating quarterly performance data to support the Health and Care Standards framework. A working group will be introduced to support the self-assessment process which will report to the Quality and Safety Governance Group (QSGG). The QSGG will provide periodic Assurance reports to the Quality & Safety Committee and the final self-assessment report will be presented to the Committee. Due to the issues associated with COVID-19, plans to review the self-assessment process has been put on hold until the COVID-19 pandemic has deescalated. The process will therefore broadly follow that of 2019-2020, with a reduction in meetings being held. 		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Approval
			<input checked="" type="checkbox"/>
Recommendations	Members are asked to: <ul style="list-style-type: none"> NOTE and APPROVE the proposed approach to undertaking the annual self-assessment against the Health and Care standards framework for 2020-2021. 		

HEALTH AND CARE STANDARDS SELF-ASSESSMENT 2020-2021

1. INTRODUCTION

The purpose of this report is to update the Quality and Safety Committee on plans to undertake the annual self-assessment against the Health and Care Standards Framework in 2020-2021, and to outline plans to undertake the self-assessment using available data and a scoring/assessment matrix.

2. BACKGROUND

The [Health and Care Standards framework](#) set out the Welsh Government's common framework of standards to support the NHS and partner organisations in providing effective, timely and quality services across all healthcare settings. They set out what the people of Wales can expect when they access health services and what part they themselves can play in promoting their own health and wellbeing. They set out the expectations for services and organisations, whether they provide or commission services for their local citizens.

The Health and Care Standards came into force from 1 April 2015 and incorporate a revision of the 'Doing Well, Doing Better: Standards for Health Services in Wales (2010)' and the 'Fundamentals of Care Standards (2003)'.

The Health and Care Standards with supporting guidance is structured along seven themes developed through engagement with patients, clinicians, stakeholders and identified as the priority areas for the NHS to be measured against. This aligns the Health and Care Standards to the NHS Outcomes and NHS Delivery frameworks also centred on the seven themes. Their

interconnections and shared measures will be used to support partnership working and to deliver improvements in both health and wellbeing.



The seven themes illustrated above as a wheel diagram, collectively describe how a service provides high quality, safe and reliable care, centred on the person. Person centred care is positioned in the centre of illustration and the dependence on good governance, leadership and accountability is illustrated by placing them around the seven themes.

The Standards provide a consistent framework that enables health services to look across the range of their services in an integrated way to ensure that all that they do is of the

highest quality and that they are doing the right thing, in the right way, in the right place at the right time and with the right staff.

SBUHB used the Welsh Governments' Health and Care Standards Framework as one of the tools to help drive improvement in the standards of services for which we are responsible. The self-assessment process has enabled local improvement to be progressed as well as identifying areas that need to be strengthened locally, or on an all Wales basis.

3. SELF-ASSESSMENT METHODOLOGY

3.1 Self-Assessment Process

The Health and Care Standards framework is underpinned by supporting guidance for individual standards and "How to Guides" on how to self-assess against and implement the Health and Care Standards within NHS Teams have been developed. It is recognised that services may achieve many of the standards through their professional standards and regulation. SBUHB's self-assessment methodology for 2020-2021 will be based on the guidance.

The self-assessment process will be undertaken using a variety of sources currently available in addition to the data from the Health and Care Standards Monitoring Tool.

Data sources will include:

- Quarterly performance review;
- Specific committee reports;
- Self-assessment by certain areas against the standards;
- SBUHB Improvement priorities for 2020-2021;
- Information provided for the Annual Quality Statement.

All of the above data sources will be collated, reviewed and cross referenced to the Health and Care Standards scoring matrix which is outlined below for information:

Figure 1 – Self Assessment Scoring Matrix for Health and Care Standards Framework

Self-Assessment Rating					
Assessment Level	1 We do not yet have a clear, agreed understanding of where we are (or how we are doing) and what / where we need to improve	2 We are aware of the improvements that need to be made and have prioritised them, but are not yet able to demonstrate meaningful action.	3 We are developing plans and processes and can demonstrate progress with some of our key areas for improvement	4 We have well developed plans and processes can demonstrate sustainable improvement throughout the organisation / business	5 We can demonstrate sustained good practice and innovation that is shared throughout the organisations / business, and which others can learn from

3.2 Self-Assessment Guidance

To support the self-assessment a specific guidance document for SBUHB is in the process of being developed which will include core metrics to:

- Achieves standardisation in approach to undertaking self-assessments
- Avoid duplication of effort in assessing performance
- Avoid variation of interpretation and approach to undertaking self-assessments at unit/directorate level

The guidance will align to the new Quality and Safety Assurance framework and to the outcomes of the Annual Plan 2020-2021 (which focuses on meeting the immediate pressures of financial stability and performance delivery, which is in place instead of an Integrated Medium Term plan (IMTP)).

3.3 Health and Care Standards Working Group (HCSWG)

The HCSWG will be introduced to support the self-assessment process which will report to the Quality and Safety Governance Group (QSGG). The QSGG will provide periodic Assurance reports to the Quality & Safety Committee and the final self-assessment report will be presented to the Committee. The full process is outlined in Table 1 below:

Table 1 - Timeline for the Health and Care Standards Self- Assessment 2020-2021

Date	Forum	Required Action
24 November 2020	Quality & Safety Committee	Report providing a proposal for the self-assessment methodology for 2020-2021.
December 2020	Health and Care Standards Working Group	Agree timescales and tasks to be completed by April 2021.
December 2020	Executive Team	Report providing a progress update on the self-assessment
5 January 2021	Quality and Safety Governance Group	Report providing a progress update on the self-assessment
January 2021	Health and Care Standards Working Group	Meeting to monitor progress.
February 2021	Health and Care Standards Working Group	Meeting to monitor progress.
18 February 2021	Quality & Safety Governance Group	Report providing a progress update on the self-assessment
23 February 2021	Quality & Safety Committee	Report providing a progress update on the self-assessment
March 2021	Health and Care Standards Working Group	Meeting to monitor progress.
30 March 2021	Quality & Safety Governance Group	Report providing a progress update on the self-assessment

Date	Forum	Required Action
April 2021	Health and Care Standards Working Group	Meeting to monitor progress.
April 2021	Meetings with Individual Lead Executive Directors	Meetings with Individual Lead Executive Directors to formally sign off the individual themes.
22 April 2021	Quality & Safety Governance Group	Draft Health and Care Standards Annual Self-Assessment Report 2020-2021 to be presented for approval.
May 2021	Executive Board	Draft Health and Care Standards Annual Self-Assessment Report 2020-2021 to be presented for approval.
25 May 2021	Quality & Safety Committee	Final Draft Health and Care Standards Annual Self-Assessment Report 2020-2021 to be presented for approval.
27 May 2021	Executive Board	Final Health and Care Standards Annual Self-Assessment Report 2020-2021 to be presented for approval.

3.4 Lead Executive Sign Off

The executive lead assigned to each theme, will be responsible for agreeing the final self-assessment rating/score. The sign off process for each responsible executive will be arranged to coincide with the year-end performance data which is expected mid-April 2021. Each responsible executive will be contacted to make the necessary arrangements and individual packs will be produced for each theme.

Theme	Executive Lead	Sign off Date
Staying Healthy	Director of Public Health	Apr 2021
Safe Care	Director of Nursing & Patient Experience	Apr 2021
Effective Care	Executive Medical Director	Apr 2021
Dignified Care	Director of Nursing & Patient Experience	Apr 2021
Timely Care	Director of Nursing & Patient Experience	Apr 2021
Individual Care	Director of Nursing & Patient Experience	Apr 2021
Workforce	Director of Workforce & OD	Apr 2021

4. GOVERNANCE AND RISK ISSUES

Health services are expected to understand and actively assure themselves on how well they comply with the Health and Care standards on an ongoing basis, and are required to undertake annual self-assessments to provide assurance to the Board and Welsh Government to demonstrate a continuous commitment to improving the health and wellbeing of the population of Wales and the quality of the healthcare provided.

Governance, Leadership and accountability features as an overarching theme of the standards and SBUHB is also required to undertake an annual self-assessment against how it meets the criteria.

The Annual Quality Statement and the Annual Accountability report include reference to compliance with the Health and Care Standards.

SBUHB's approach to planning and undertaking the required annual self-assessment against the standards will be subject to an internal audit assessment.

5. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

6. RECOMMENDATION

Members are asked to:

- **NOTE** the report
- **APPROVE** the proposed approach to undertaking the annual self-assessment against the Health and Care standards framework for 2020-2021.

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
This report outlines SBUHB's approach to complying with the Welsh Government's Health and Care Standards Framework to support the NHS and partner organisations in providing effective, timely and quality services across all healthcare settings.		
Financial Implications		
There are no direct financial implications arising from this report.		
Legal Implications (including equality and diversity assessment)		
The Health and Care Standards came into force from 1 April 2015 and incorporate a revision of the 'Doing Well, Doing Better: Standards for Health Services in Wales (2010)' and the 'Fundamentals of Care Standards (2003)'.		
Health services are expected to understand and actively assure themselves on how well they comply with the Health and Care standards on an ongoing basis, and are required to undertake annual self-assessments to provide assurance to the Board and Welsh Government to demonstrate a continuous commitment to improving the health and wellbeing of the population of Wales and the quality of the healthcare provided.		
The Annual Quality Statement and the Annual Accountability report include reference to compliance with the Health and Care Standards.		
Staffing Implications		
The Health and Care Standards Group (HCSG) will lead and drive forward the self-assessment process which will report to the Quality and Safety Forum. There are no direct staffing implications, however there will be a need to identify suitable staff to be involved in local self-assessment processes where appropriate.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The Act requires the Health Board to think more about the long term, how we work better with people and communities and each other, look to prevent problems and take a more joined up approach with partners. There will be long term risks that will affect both the delivery of services, therefore, it is important that you use these five		

ways of working (Long Term Thinking, Prevention, Integration, Collaboration and Involvement) and the wellbeing goals identified in the Act in order to frame what risks the Health Board may be subject to in the short, medium and long term. This will enable The Health Board to take the necessary steps to ensure risks are well managed now and in the future.

Report History	-
Appendices	