



Learning from Inspections 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. Staff can access inspection reports/improvement plans and find out more about HIW at www.hiw.org.uk

This newsletter provides an overview of the inspections carried out in 2019/20 and the learning/improvements made.

External inspections can be an anxious time for staff, and we need to support staff during these times, while fully engaging with the process to improve the services we provide.

HIW found that generally, patients were very positive about their care and treatment. Patients were treated with dignity and respect. Staff kept patients informed about their care allowing them to make informed choices.

The inspectors also saw good team work in action across settings and a desire to learn from inspection and make improvements.

To strengthen learning from inspections across the Health Board all inspections are reported to the Health Boards Quality & Safety Governance Group and Local Safety notices to promote learning will be issued to Service Groups through the alert module in Datix.

Number of HIW Inspections between 2019—2020

From April 2019 to March 2020 a total of 19 inspections were carried out within primary and secondary care:

Dental	GP Practices	Acute Hospitals	Mental Health	Total
10	4	4	1	19



HIW Key Themes and Findings for Swansea Bay

Patients were generally positive about their care and treatment; they felt they were treated with dignity and respect and were kept informed.

Pre-Covid, the ED/AMAU inspection at Morriston Hospital highlighted significant concerns in a number of areas. A number of immediate assurances and improvement requirements were issued covering management of and administration of medication, maintenance of resuscitation equipment, infection prevention and control and assessment times of patients arriving by ambulance.

Hospital Inspections - positive finding

- Regular and consistent checks of equipment in the NPTH Birth Centre to uphold standards.
- Professional and kind interaction between staff and patients and care being provided in a dignified way.
- Patients rated the care and treatment provided to them in hospital as excellent.

Mental Health Inspection – positive findings

- Dedicated staff team who are committed to providing a high standard of care to patients.
- Staff interacted respectfully with patients.
- Patients were provided with a good range of activities and therapies

GPs – positive findings

- Arrangements for managing patient referrals.
- Positive and friendly interactions between patients and staff.

Hospital Inspections – most significant areas of concern and themes identified

- Patients waiting within three ED areas for excessive periods of time (some up to 15-20 hours).
- A patients should be discharged in a timely manner
- Patients nutrition and hydration needs were not continually met within ED

Mental Health Inspection – most significant areas of concern and themes identified

- The environment of care for staff to manage the safety of the ward.
- The layout of the clinic rooms and storage of medication.
- Record keeping and the completion of clinical documentation.

GPs – themes or most significant areas where improvement was required

- Establish set chronic disease management clinics.
- Limited processes in place to support the safe recruitment and training of staff.
- Some areas of patient record keeping.



Dentists – positive findings

- Good systems to ensure staff are supported and had the necessary training to deliver their roles efficiently.
- Clinical facilities were well equipped, maintained and visibly clean and tidy.
- Very high levels of patient satisfaction.

Dentists – most significant areas of concern and themes

- Decommissioned equipment to be removed by the Health Board
- Clinical records need to include ongoing consent
- Record additional information in the patient notes, for eg ongoing medical history

Primary Care Inspections

The learning from the Practice inspections has been shared with other Practices across the Health Board.

Main issues identified by HIW included:

- Ensure the processes for ensuring staff immunisations for Hepatitis B are sufficient
- To keep a register of staff immunity and to take action where required if the immunity is not there.
- There was also a theme in relation to the safe recruitment of staff and evidence was required to confirm the appropriate DBS checks have been carried out.

The learning from all of the inspections shared with Dental and GP practices and the Service Groups Quality Assurance visiting programme has been strengthened to support our monitoring of the practices. The Service Group has also started to undertake support visits once they know where the inspections will be taking place to ensure that the contractors have all the certificates on site in readiness for the inspections.



Mental Health Inspections

One Mental Health inspection was carried out on the Clyne and Fendrod Ward (Tawe clinic) Cefn Coed, which resulted in an immediate improvement notice.

The immediate improvement notice related to emergency resuscitation equipment which was found to be out of date and needed to be replaced. The equipment was replaced immediately, during inspection.

Acute Hospitals

Four inspections were carried out within the Health Board's Acute Hospitals. Singletons and NPT's maternity units were inspected as part of HIW's national review of maternity services across Wales. On the whole both inspections were positive. Feedback from patients was very positive and complementary of the care, treatment and support provided by staff.

Two of the four inspections led to immediate improvement notices in Morriston Hospital ED and AMAU and also in Paediatric Ward in Morriston Hospital. Key areas to share learning across the Health Board is summarised on page 4 for all Service Groups to reflect on and review their services.

♦ **Medicines Management:**

- Medicines should be appropriately stored at the right temperatures, regular checks of the fridge temperatures should be maintained and the medication stored securely.
- IV medication to be checked and administered by two Registered Nurses in line with Health Board policy.

♦ **Equipment/Instruments**

- Resuscitation equipment should be regularly checked and available in the event of a patient emergency.
- All sharps instruments to be stored securely.

♦ **Infection Control**

- incidence of an infection outbreak (or isolated incidences) to be managed in line with local and national guidelines.
- All floors within clinical areas to be adequately cleaned and ensure any repairs are completed in a timely manner or escalated for review.

♦ **Nutrition & Hydration**

- Review provision of care to ensure patients within the waiting areas have access to appropriate nutrition and hydration.

♦ **Health & Safety**

- **Control of Substances Hazardous to Health:** Ensure hazardous chemicals are stored securely as per COSHH standards. Health & Safety Team can provide advice and support.
- **Environment:** ensure ligature risk assessments are completed and actions taken to manage any hazards identified.

♦ **Confidentiality**

- Ensure you have appropriate systems in place to maintain security and confidentiality of patients records and information.
- Ensure confidential waste is stored appropriately and securely, prior to its collection for shredding.

♦ **Mandatory Training**

- Please ensure you are up to date on all mandatory training.

Inspections in 2020/21

Due to the Covid-19 Pandemic, HIW's inspection programme has changed and the inspections will be carried out in three tiers.

- Tier 1 will mean the investigations are carried out offsite via virtual interviews.
 - Tier 2 will consist of offsite and limited onsite investigations where necessary.
 - Tier 3 will represent a more traditional onsite inspection.
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