



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	22 September 2020	Agenda Item	3.5	
Report Title	Quality Assurance Improvement Service review Report into Caswell Clinic			
Report Author	Mike Sullivan			
Report Sponsor	Janet Williams			
Presented by	Mike Sullivan			
Freedom of Information	Open			
Purpose of the Report	Report the action plan developed by Caswell Clinic in response to the QAIS review undertaken in April 2019 and received in October 2019.			
Key Issues	Action plan is a comprehensive, point by point response to issues raised in the QAIS report. The action plan was prepared following receipt of the report and a clarification meeting with Caswell Clinic senior clinicians and managers and members of the QAIS team.			
Specific Action Required (please choose one only)	Information <input type="checkbox"/>	Discussion <input type="checkbox"/>	Assurance <input checked="" type="checkbox"/>	Approval <input type="checkbox"/>
Recommendations	Members are asked to : <ul style="list-style-type: none"> • NOTE the report; and • AGREE the updates that are required for reporting to the Committee 			

CASWELL CLINIC FOLLOWING THE QUALITY ASSURANCE IMPROVEMENT SERVICE REVIEW

1. INTRODUCTION

The report describes the service review of the South Wales Forensic Mental Health Services by the Quality Assurance Improvement Service on behalf of WHSSC and the action plan developed by clinicians and managers at Caswell Clinic in response to the review report.

2. BACKGROUND

The following excerpt is taken from the unconfirmed minutes of the WHSSC meeting held on 18th November 2018:

National Collaborative Commissioning Unit Proposal to provide a quality assurance service for commissioned NHS Inpatient Mental Health Services in Wales

Members received the paper the purpose of which was to provide a proposal from the National Collaborative Commissioning Unit to provide a quality assurance service for commissioned NHS Inpatient Mental Health Services in Wales.

Members noted the proposal was that Quality Assurance Improvement Service (QAIS) undertake reviews of each of the 4 Units from which WHSSC commissions services using similar processes and documentation to those used when undertaking a review of similar framework services as set out in the paper.

3. GOVERNANCE AND RISK ISSUES

There are no concerns that required immediate action. The findings of the report have been embedded into a comprehensive action plan.

4. FINANCIAL IMPLICATIONS

There are no direct financial implications. However, there is a requirement that Caswell Clinic undertakes an options appraisal exercise in relation to maintaining capacity given the reduction in medium secure mental health patients in the independent sector. This might require environmental alterations in the future

5. RECOMMENDATION

Members are asked to :

- **NOTE** the report; and
- **AGREE** the updates that are required for reporting to the Committee

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	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 type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input 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 type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	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		
QAIS review undertaken on behalf of WHSSC to provide reassurance regarding; quality, standards, patient safety, patient flow and governance of Caswell Clinic.		
Financial Implications		
Financial probity did not form of the review. Financial implications are cost neutral in that the action plan forms part of core business.		
Legal Implications (including equality and diversity assessment)		
Women's services were reviewed. Feedback received from women patients about emphasis being on male specific activities in the clinic. This has been captured in action plan. Caswell Clinic currently engaged in a pilot project with Diverse Cymru in relation to cultural awareness and unconscious bias working with patients from BME backgrounds.		
Staffing Implications		
No expected staffing implications. Action plan forms part of core governance and service development plan.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		

Briefly identify how the paper will have an impact of the “The Well-being of Future Generations (Wales) Act 2015, 5 ways of working.

- **Long Term** - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
- **Prevention** - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.
- **Integration** - Considering how the public body’s well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
- **Collaboration** - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
- **Involvement** - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

Report History	First review cycle.
Appendices	Appendix 1 - QAIS Report