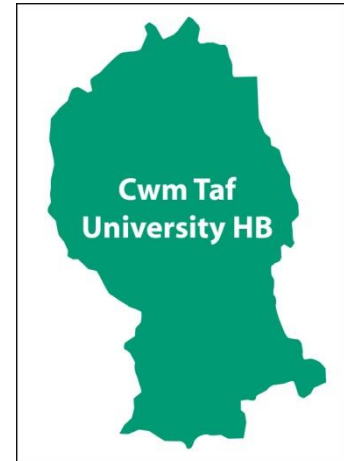


### Purpose

Healthcare Inspectorate Wales (HIW) is the lead independent inspectorate for healthcare in Wales. Its purpose is to provide independent and objective assurance on the quality, safety and effectiveness of healthcare services making recommendations to healthcare organisations to promote improvements.

The outcomes we seek to influence as a result of our activity within this and other health boards/trusts are:

- Citizen experience of healthcare is improved
- Citizens are able to access clear and timely information on the quality, safety and effectiveness of healthcare services in Wales
- Citizens are confident that inspection and regulation of the healthcare sector in Wales is sufficient, proportionate, professional, co-ordinated, and adds value.



This annual report has been produced by HIW to provide a brief summary of the inspection activity we carried out between 1 April 2014 and 31 March 2015 in Cwm Taf University Health Board. As such, this report is not an overview assessment of the whole health board. The report also contains a summary of the inspections we have conducted of independent contractors such as dentists within the Cwm Taf area. In addition, within the report is a summary of the independent health care providers based within the Cwm Taf locality, but we note Cwm Taf University Health Board may not commission their services from these organisations.

### Overview

During 2014-15 HIW focussed its inspection programme to create broad coverage across the NHS by type of setting and speciality. During the year HIW has conducted 38 visits to Cwm Taf University Health Board settings, these include 6 Dignity and Essential Care Inspections (DECI), 13 dental inspections, 11 GP inspections, four Mental Health Act visits, one IR(ME)R inspection and three Peer reviews.

In the independent sector, HIW has conducted 12 visits to the Cwm Taf area; these included six Mental Health Act visits, five Mental Health Unit inspections and one slimming clinic.

## Key Themes

The following key themes were picked up during inspections during 2014-15. In all cases we have had adequate responses stating the issues have been resolved.

- The rising challenges and demands of an ageing population have been evident at each of the DECI's. Specifically, all wards visited have contained significant numbers of elderly frail individuals whose needs are unstable and complex. This is regardless of the stated 'specialty' of each hospital area that has been subject to inspection.
- All DECI's conducted highlighted that patient records were not indicating the ward teams regularly assessing patients' level of discomfort, pain or distress to provide effective and appropriate treatment or medication.
- All DECI's evidenced that patients were not routinely undergoing mental health assessments alongside their general health assessments from the point of admission to hospital wards.
- The dental inspections had a broad set of requirements but a recurring theme was the need to ensure the local complaints procedures are compatible with Putting Things Right. It is important to highlight these are independent contractors.
- Documentation relating to Mental Health Act visits being largely compliant with a few key exceptions. These were dealt with immediately. However visits to Ysbyty George Thomas and Royal Glamorgan highlighted a poor choice of food for patients for those patients who stay for longer than two weeks, which is the menu cycle period.
- The Mental Health Unit visits highlighted a number of regulatory issues for independent health care provided in the region. The common theme was about controlled drugs not being managed appropriately, or the storage of controlled drugs being used for other medication.

## Noteworthy Practice

A number of noteworthy practices were identified during the course of our inspections. Some of these are highlighted below:

- The *Dignity Pledge* is a document produced some areas of the health board to inform patients of what they can expect from the service. The pledge provides staff with a clear reminder of the need to uphold patients' privacy and dignity, as well as a guide as to how this may be achieved. A copy of the dignity pledge is given to patients on admission to a hospital ward.
- The *Drink A Drop* campaign has been introduced in clinical areas within Cwm Taf UHB to support and maximize the hydration of patients. This is in recognition that dehydration has the potential to cause unnecessary harm to patients. Posters have been seen in ward areas reminding staff to encourage

adequate hydration and healthcare professionals who spend time with patients are required to offer them 50mls of water in accordance with this initiative.

- The health board has introduced the concept of a persona named *Myfanwy* as a means of discussing care pathways and patient flow accordingly. The initiative has been successful to-date in communicating noteworthy practice messages from Board to ward. This idea arose from the work of the 1000+ lives campaign which has drawn on the positive experiences and success of the *Esther* network. The *Esther* persona was invented by a team of physicians, nurses, and other providers who joined together to improve patient flow and coordination of care for elderly patients within a six-municipality region in Sweden.

## Governance and Accountability

The self assessment conducted and submitted by Cwm Taf University Health Board for 2013-14 indicated the organisation's evaluation of its governance arrangements are effective. The assessment drew attention to the difficulty of embedding good practice across the whole health board.

A number of improvement actions were highlighted under the *Setting the direction* theme including developing a dashboard and strengthening the governance system. With regard to the *Enabling delivery* theme the health board believes it has competence governance arrangements in place. A number of actions were identified around reviewing the sub committees and developing strategies for different clinical services. Finally, the *Delivering results, achieving excellence* highlighted the importance of implementing the Quality Strategy and Quality Delivery Plan.

In addition, statements from Wales Audit Office's [Annual Audit Report](#) concluded "The Health Board has continued to strengthen its governance arrangements and recognises areas that require further development."

It is important for HIW to understand whether the findings from our activity during 2014-15 has been a catalyst for change, or if actions have been progressed as part of already existing work programmes and therefore, any potential changes will have a broader impact on the whole health board.

HIW received a very thorough and comprehensive self assessment from WHSSC.

## Engagement

There have been a number of occasions when HIW have engaged with the health board. During 2014-15 we have used Cwm Taf University Health Board to pilot the GP Inspection Programme. HIW staff were invited to attend the Annual Quality Summit held at The Royal Glamorgan Hospital on 23 October 2014. In addition, the Relationship Manager, Ruth Studley, has met with the Chair and Chief Executive a number of times as has the Chief Executive of HIW. These meetings have formed part of the ongoing liaison with the health board. The health board has responded in a timely manner to all queries.

## Special Reviews and Investigations

During 2014-15, HIW started work to review the governance arrangements of Welsh Health Specialised Services Committee (WHSSC) and a follow up of the governance review of 2012.

## Follow Up and Immediate Assurance

### Follow Up

HIW issued a report following each inspection, with each report containing a plan that makes recommendations for improvement. In all cases the health board and practices submitted timely improvement plans setting out their responses to recommendations. Each response was individually evaluated and found to provide HIW with sufficient assurance. This was because the improvements identified had either been addressed or there was evidence to demonstrate that progress was being made by the health board and practices in response to the recommendations for improvement. HIW wrote to the health board and practices to advise them of the outcome of this evaluation.

A follow up visit was conducted to a dental practice in March 2015.

### Immediate assurance

Two immediate assurance letters have been issued. Both were to independently contracted dentists within the Cwm Taf area. One regarding the re-use of single use instruments and the other regarding the use of an unregistered laser. HIW were assured these were resolved promptly.

## Inspections Activity

### National Health Service

#### Dignity and Essential Care Inspections

1. <a href="#">Ysbyty Cwm Rhondda</a>	23 July 2014
2. <a href="#">Royal Glamorgan Hospital</a>	10 September 2014
3. <a href="#">Prince Charles Hospital</a>	9 October 2014
4. <a href="#">Ysbyty Cwm Cynon</a>	22 November 2014
5. <a href="#">Royal Glamorgan Hospital</a>	14 January 2015
6. <a href="#">Prince Charles Hospital</a>	11 March 2015

#### GP Inspections (pilot inspections, not published)

7. Morlais Medical Practice	6 June 2014
8. Brookside Surgery	11 June 2014
9. The Foundry Town Clinic	12 June 2014
10. Eglwysbach Surgery	17 June 2014
11. Treharris Primary Care Centre	19 June 2014
12. Pont Newydd Medical Centre	24 June 2014
13. New Tynewydd	26 June 2014
14. Ashgrove Surgery	1 July 2014
15. Forest View Surgery	2 July 2014
16. Hillcrest Medical	8 July 2014
17. Parc Canol Group Practice	10 July 2014

#### Dental Inspections

18. Belgrave Dental Practice (Pilot report, not published)	20 August 2014
19. <a href="#">L Roberts &amp; Associates, Ferndale</a>	29 September 2014
20. <a href="#">Tonyrefail Dental Centre</a>	11 November 2014
21. <a href="#">Gentle Dental Aberdare</a>	9 December 2014
22. <a href="#">Paul Edwards Dental Practice</a>	18 December 2014
23. <a href="#">Church Street Dental Practice</a>	27 January 2015
24. <a href="#">Isfryn Dental Surgery (Wesley, Blinman and Associates)</a>	4 February 2015
25. <a href="#">Llantrisant Dental Surgery</a>	4 February 2015
26. <a href="#">Jamie Pugh Dental Healthcare Ltd</a>	18 February 2015
27. <a href="#">Pearl Dental Care</a>	20 February 2015
28. <a href="#">United Dental Merthyr</a>	4 March 2015
29. <a href="#">Tonyrefail Dental Centre</a>	5 March 2015
30. Croft Practice Limited, Aberdare	31 March 2015

#### Mental Health Act Inspections

31. Ysbyty George Thomas, Dinas Ward	28 July 2014
32. Ysbyty George Thomas, Supported Recovery Unit	28 July 2014
33. Royal Glamorgan Hospital	3 March 2015
34. Royal Glamorgan Hospital	4 March 2015

#### IRMER Inspections

35. <a href="#">Royal Glamorgan</a>	3 November 2014
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### Peer Review Visits

36. Lower GI	22 May 2014
37. Head & Neck	24 September 2014
38. Gynaecological	12 January 2015

### Independent Healthcare

#### Mental Health Act Inspections

39. <a href="#">The Priory, Church Village Hospital</a>	15 April 2014
40. <a href="#">Heatherwood court x 3</a>	8 July 2014
41. <a href="#">The Priory, Aberdare Hospital</a>	18 August 2014
42. Pinewood House	27 August 2014
43. Ty Cwm Rhondda	9 March 2015
44. Ty Cwm Rhondda	9 March 2015

#### Mental Health Unit Inspections

45. <a href="#">The Priory, Church Village Hospital</a>	15 April 2014
46. <a href="#">Heatherwood Court</a>	8 July 2014
47. <a href="#">The Priory, Aberdare Hospital</a>	18 August 2014
48. <a href="#">The Priory, Church Village Hospital</a>	2 September 2014
49. <a href="#">Pastoral Cymru (Rhondda Care Group) Ltd: Ty Cwm Rhondda</a>	9 March 2015

#### Slimming Clinic

50. <a href="#">Albany Medical Centre Pontypridd</a>	7 July 2014
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Date produced: July 2015