

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.

This annual report has been produced by HIW as a summary of the activity that HIW carried out between 1 April 2014 and 31 March 2015 in Public Health Wales.

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

- 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.

Overview

During 2014-15, HIW has not conducted any inspections to Public Health Wales.

Key Themes

HIW conducted 46 Dignity and Essential Care inspections across the 7 health boards during 2014-15. HIW observed in a small number of inspections, infection control issues by both medical and non-medical staff on wards. The following examples are relevant to Public Health Wales but not under their influence.

Examples included:

- Barrier nursed patients being assisted by non-medical staff without appropriate protective gloves and apron and non-medical staff clothing increasing risk of infection control issues
- Medical staff not wearing gloves or washing hands as required.

HIW conducted 77 Dental inspections across the 7 health boards during 2014-15 and in some health board areas we found areas for improvements in infection control arrangements and other issues that are relevant to Public Health Wales but not under their influence. Examples included:

- The need to ensure patients are provided with further health promotion information, including smoking cessation and mouth cancer awareness/prevention (Aneurin Bevan UHB)
- Decontamination of equipment and storage – The need to ensure the effectiveness of decontamination arrangements and that equipment is appropriately stored to maintain its sterility (Aneurin Bevan and Hywel Dda UHBs)
- Infection control – The need to ensure the effectiveness of infection control arrangements, including the training of staff in this area (Aneurin Bevan UHB and Powys Teaching HB)
- There were some health and safety issues highlighted such as; inappropriate disposal of dental casts; mercury handling; disposal of single use instruments; insufficient quantities of hand pieces (Hywel Dda UHB).

Governance and Accountability

The self assessment conducted and submitted by Public Health Wales for 2013-14 indicated the organisation's evaluation of its governance arrangements as being effective. The self assessment conducted and submitted to HIW by Public Health Wales for 2013-14 indicated the following:

Under all three themes: *Setting the Direction, Enabling Delivery and Delivering Results, Achieving Excellence*, the organisation believed that they had demonstrated level 3 maturity – the trust are developing plans and processes and can demonstrate progress with some of our key areas for improvement.

Under *Setting the Direction* theme, the trust has an established board and governance arrangements. The trust refreshed its strategies to provide a clear purpose. The trust identified a requirement to strengthen learning from service users and stakeholders to inform service improvement.

Under the *Enabling Delivery* theme, the trust continued to achieve high quality, safe and accessible services within budget for 2013-14. The trust aimed to improve accommodation and ways of work, for a workforce spread across a number of different locations. It has also identified low compliance rates for statutory and mandatory training as a risk to the organisation.

Under the *Delivering Results, Achieving Excellence* theme, the trust developed and revised performance and planning arrangements during the year, and as with the theme *Setting the Direction*, the trust needed to improve learning from service user engagement.

In addition, conclusions from the Wales Audit Office's Annual Audit Report indicated the trust has improved its focus on its strategic and operational priorities, and related risks, and its governance arrangements, though there is scope to accelerate further improvements.

Engagement

In 2014-15, HIW's Chief Executive, Kate Chamberlain, along with the Relationship Manager met with the Chief Executive and Chair in January 2015. This visit was part of a programme of liaison meetings, where HIW raised any issues with health boards and trusts, discussed future programmes of work and gained feedback on any issues relating to the way HIW conducts its work.

HIW continues to work closely with PHW in development and delivery of dental inspections. PHW is an active member of HIW's Dental Stakeholder Group, and regularly provides advice where appropriate on inspection findings. PHW also manages and reports to HIW on a Quality Assurance Self-Assessment (QAS) process for all practitioners delivering only private dentistry in Wales. This process is managed via a Service Level Agreement. The QAS process was completed successfully for the first time in 2014, and a second QAS is planned for 2015.

HIW continues to engage with other stakeholders in relation to Public Health Wales via the Healthcare Summit process and the NHS Escalation and Intervention framework.

Inspection Activity

Dignity and Essential Care Inspections

Location	Date
Amman	13/08/2014
Royal Glamorgan Hospital (Ward 3)	10/09/2014
Montgomery County Infirmary, Newtown	04/12/2014
Royal Glamorgan Hospital (A&E department)	14/01/2015

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