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Betsi Cadwaladr
University Health Board

BETSI CADWALADR UNIVERSITY HEALTH BOARD

Joint CSSIW/HiW Inspection: Improvement Plan

Area: Betsi Cadwaladr Health Board/Conwy Local Authority

Date of inspection: November 2015

Page Number	Improvement Needed	Health Board Action	Responsible Officer	Timescale
	Key Question 1			
3	The health board must ensure that they plan resources and prioritise, develop clear roles, responsibilities and delivery models and	The Health Board is committed to ensuring staff and all stakeholders are fully engaged in developing effective models of care for Learning	Director of Mental Health	May 2016

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	<p>manage performance and value for money for learning disability services.</p>	<p>Disabilities. A review of the organisational structure within the division is currently underway. The Director of Nursing post has been appointed, the Medical Director post has been advertised on 26/02/2016 and the interviews for Director of Mental Health are being on 9th /10th March.</p> <p>The Director of Nursing will develop and advertise a new Head of Nursing / Lead Nurse Learning Disability Service. In addition the MHLD Divisional leadership Team will be asked to consider the appointment of a dedicated Clinical Director for Learning Disability services.</p> <p>The health board will commission work to develop a specific strategy for Learning Disability services. This will build on the work to date in the current draft position statement “Going Forward Together”. A MHLD lead will be identified to progress this work in conjunction with external support to be agreed with PHW.</p>	<p>Director of MHLD Nursing</p> <p>Director of MHLD Nursing</p>	<p>May 2016</p> <p>May 2016</p>

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Key Question 2				
5	<p>The health board should ensure there is a plan in place around how service provision can be developed to meet the needs of people with complex needs and challenging behaviour.</p> <p>The health board should ensure that staff on the frontline feel connected and engaged with the health board's vision by improving communication and information flow.</p>	<p>The Lead Nurse for LD services and the development of a specific LD strategy will ensure all patient groups are considered in terms of future planning and engagement with frontline staff and LA partners will be integral to the process. Initial work undertaken (e.g. the "Going Forward Together" document) will be reviewed by the interim Head of Nursing / Lead Nurse Learning Disabilities with this work being overseen by the Director of Nursing MHL and the Director of Mental Health and Primary Care .</p> <p>The Health board strategic goals recognise staff engagement as a key foundation to effective service delivery. Within the Division, more robust governance processes are being developed which will ensure staff are fully involved in managing the business within the Division and fully involved in planning service development and leading change. Communication will be enhanced within the Division, through a two way process and through visible leadership.</p>	<p>Director of Nursing Mental Health and Learning Disability.</p> <p><i>Director of Primary Care and Mental Health</i></p>	<p>August 2016</p>

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		<p>The Director of Nursing for MH & LD is reviewing the current Clinical Governance arrangements and as of 14/03/16 a Mental Health and Learning Disability Division specific QSE will commence. The proposed Interim head of nursing/ lead nurse will be a member of this group to ensure LD specific reports are presented to the meeting, risks are appropriately escalated and actions and relevant communications are disseminated to the wider LD workforce.</p>	<p>Director of Nursing Mental Health and Learning Disability.</p>	<p>March 2016</p>
	Key Question 3			
7	<p>The health board should urgently identify a named senior manager with responsibility for working closely with the authority to develop an integrated approach to meeting the needs of people with learning disabilities and their carers.</p>	<p>The proposed developments in key question 1 above will support the development of an LD specific leadership team moving forward who will be responsible for maintaining and developing effective partnership working with the six local authorities. This will ensure the Division meets the requirements of Part 9 Co-operation and Partnership of The Social Services and Well-being (Wales) Act 2014. In the interim the General Manger MHL D and the Interim LD Community Services Manager will be responsible for on-going engagement and development and</p>	<p>Director of Nursing Mental Health and Learning Disability</p> <p>General Manager MHL D</p>	<p>March 2016</p> <p>March 2016</p>

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	The health board should ensure that IT systems for health staff are fit for purpose and support staff to effectively carry out their roles.	<p>attendance at the North Wales Partnership Board.</p> <p>A review of the IT issues across Learning Disabilities services will be immediately commissioned in conjunction with the BCU IT & Informatics Dept. Risks and requirements will be presented to the divisional leadership team for consideration and will be included in the organisational risk register where appropriate.</p> <p>The Division has also been identified as a pilot site for the All Wales Community Care Information System</p>	<p>General Manager MHLD & Head of IM&IT</p> <p>General Manager</p>	<p>March 2016</p> <p>Ongoing</p>

Health Board Representative:

Name (print): Jenifer French

Title: Director of Nursing for Mental Health and Learning Disabilities

Date: 8 April 2016