



DRIVING
IMPROVEMENT
THROUGH
INDEPENDENT AND
OBJECTIVE REVIEW

Public Health Wales Annual Report from Healthcare Inspectorate Wales 2015-16

August 2016

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In writing:

**Communications Manager
Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ**

Or via

Phone: 0300 062 8163
Email: hiw@wales.gsi.gov.uk
Fax: 0300 062 8387
Website: www.hiw.org.uk

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This document is also available in Welsh.

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1. Purpose

Healthcare Inspectorate Wales (HIW) is the lead independent inspectorate and regulator of health care in Wales. Our purpose is to provide the public with independent and objective assurance of 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 2015 and 31 March 2016 in relation to Public Health Wales.

The outcomes we seek to influence through this activity 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.

2. Overview

During the year, HIW did not conduct any inspections of Public Health Wales.

3. Key Themes

Although HIW has not conducted any inspections of Public Health Wales, some of our NHS inspections highlighted areas and issues that are relevant to Public Health Wales.

HIW conducted eight multi ward and multi site hospital inspection across six of the health board throughout Wales; visiting 15 hospitals and 43 wards in total.

- Hand hygiene and other infection prevention and control audits were very well embedded across health boards.
- HIW encountered healthcare staff who did not consistently follow infection control procedures. This placed patients at unnecessary risk of cross infection.

HIW continued its programme of inspections of all general dental practices in Wales. 133 dental practices were inspected. Overall, we found that most practices provided safe and effective care to patients. However, we noted some areas for improvement, including:

- 16 practices requiring urgent improvements in relation to decontamination procedures and we made recommendations for improvement in this area to many other practices.
- In many practices, staff had not received training in safeguarding vulnerable adults (adults at risk of abuse or neglect). Although the majority of staff had up to date training in child protection.
- Some practices were very active in encouraging patients to consider stopping smoking, with staff members having been on training courses in smoking cessation.

HIW conducted a programme of 27 inspections of General Practices (GPs) in 2015-16. During these visits a few key trends arose:

- All practices had information boards which provided patients with health promotion information.
- Many practices had informative and up to date websites which provided useful links for patients to health advice.
- In many practices, staff had not received training in safeguarding vulnerable adults (adults at risk of abuse or neglect). Although the majority of staff had up to date training in child protection.

4. Follow Up and Immediate Assurance

No follow up or immediate assurance letters were issued to the trust.

5. Governance and Accountability

The governance arrangements for NHS Wales are set out within *Safe Care, Compassionate Care – A National Governance Framework to enable high quality Care in NHS Wales*¹. Public Health Wales is responsible for the quality and safety of services it provides and commissions.

Annually, each health board and trust in Wales is required, by Welsh Government, to complete a self-assessment of their position in relation to the Governance and Accountability module of Healthcare Standards for Wales, scoring their maturity on a scale of 1-5.

The self assessment conducted and submitted by Public Health Wales for 2014-15 indicated the organisation's evaluation of its governance arrangements as being effective. Under all three themes, the organisation scored themselves at Level 3 maturity.

¹ *Safe Care, Compassionate Care – A National Governance Framework to enable high quality Care in NHS Wales* describes roles and responsibilities and what needs to be in place to seek and provide assurance about the quality and safety of health care services
<http://www.wales.nhs.uk/sitesplus/documents/888/Appendix%20Item%206%20Safe%20Care%20Compassionate%20Care.pdf>

Under 'Setting the Direction' theme, the trust has an established board. The trust produced the strategic plan for 2015-2018, which included seven strategic priorities. The trust continues to engage with stakeholders to ensure its strategy is aligned with health boards and local authorities.

Under the 'Enabling Delivery' theme, the trust continued to achieve safe and accessible services within budget for 2014-15. The trust has identified issues with accommodation and ways of work, for a workforce spread across a number of different locations.

Under the 'Delivering Results, Achieving Excellence' theme, the trust has embedded planning and performance across the organisation. The trust continues to learn from service user engagement and launched the Charter for International Health Partnerships in Wales.

In addition, conclusions from the Wales Audit Office's Annual Audit Report 2015 indicated the trust continues to strengthen its governance and assurance arrangements and is progressing work on integrated planning and risk management, although the report noted slower than planned progress of the quality assurance framework.

6. Engagement

HIW's Relationship Manager for Public Health Wales attended the June 2015 board meeting to present the 2014-15 annual report to the board.

HIW continues to work closely with Public Health Wales in development of the methodology for dental and general practice (GP) inspections. Public Health Wales is an active member of both HIW's Dental and GP Stakeholder Reference Groups, and regularly provides advice where appropriate on inspection findings. Public Health Wales also manages and reports to HIW on a Quality Assurance Self-Assessment (QAS) process for all practitioners delivering only private dentistry in Wales.

HIW facilitated a number of safeguarding workshops with all health boards and trusts to engage with practitioners to develop a decision tree and inform associated guidance in relating to the Protection of Vulnerable Adults. PHW was an active member of those safeguarding workshops and regularly provided advice.

During the year, HIW engaged with Dr Brendan Mason, Consultant Epidemiologist for Public Health Wales around NHS health clearance for health care workers, which led to a minor amendment to the dental inspection workbooks.