# **Betsi Cadwaladr University Health Board**

Our inspections of the health board over the past twelve months have been broadly satisfactory. Some of our visits have been a follow-up to previous inspections, and it is positive to report that most of the improvements had been implemented, and importantly, sustained.

One of the key challenges for the health board, noted during our inspection, is in maintaining patient flow through the emergency department at Glan Clwyd Hospital and tackling the prolonged waiting times for patients.

Whilst it was encouraging that none of our mental health inspections resulted in us issuing an immediate assurance letter, and it is clear that much effort is being made to improve services, we remain concerned about overall service capacity.

The health board must ensure that there is sufficient capacity in mental health inpatient services to meet the needs of its population. We are also concerned about the length of time some patients in the community may be waiting for access to psychological services, with some waiting up to two years. This is not acceptable and steps need to be taken to address this. Whilst the GP inspections were positive overall, we were consistently told by patients of concerns regarding the ability to make appointments at their practice.

Overall, whilst it is positive to note some of the improvement across our inspections last year, it is clearly imperative that these are sustained and built upon by a health board that remains under special measures.

#### **Hospitals**

We inspected Bryn Beryl Hospital and Ysbyty Glan Clwyd Emergency Department

- Good evidence of person-centred care and staff engagement
- Effective risk assessment, auditing and reporting
- Clean ward environment and good infection control arrangements at Bryn Beryl Hospital
- Effective multidisciplinary working and a visible management team at Glan Clwyd Hospital
- Glan Clwyd was a follow-up to the visit in November 2016, and it was positive to note that the majority of listed improvements had been implemented and sustained

- Some issues found at the previous Glan Clwyd inspection were still present, in particular, patient identification arrangements and inconsistent usage of fluid charts
- At Bryn Beryl we noted issues in regards the provision of arranged activities for patients and the fact there was no television, radio, or a lounge for them
- A more dementia friendly environment is needed at Bryn Beryl
- At Glan Clwyd, patient concerns regarding waiting times and patient flow
- Whilst it was positive to see lots of new staff at Glan Clwyd, recruitment to vacancies is still a challenge

**Mental Health** 

We inspected the North Wales Adolescent Unit

Staff engage with patients respectfully

- The facilities and environment at the Child and Adolescent Mental Health Service (CAMHS) Unit in Abergele were found to be good
- Established governance arrangements were in place

Good multidisciplinary working and coordination with community paediatric teams

- The external and internal environment required attention at the Hergest and Ablett Units
- Systems for maintaining the safety of patients and staff in the North Wales Adolescent Unit required improvements

The health board faces challenges in ensuring that mental health services have enough capacity to meet the needs of its population

# Dental

We inspected 21 dental practices

- Patients were able to make informed decisions about their treatment
- Services were well run and staff were committed to providing a high quality service

Surgeries were well equipped and clean, with appropriate arrangements for safe use of x-ray equipment

### GP

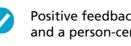
We inspected six GP surgeries



The health board has been proactive in creating new procedures to meet the requirements of the new regulations

# **Community Mental Health**

We conducted one cCommunity Mental Health Team inspection at Nant-y-Glyn



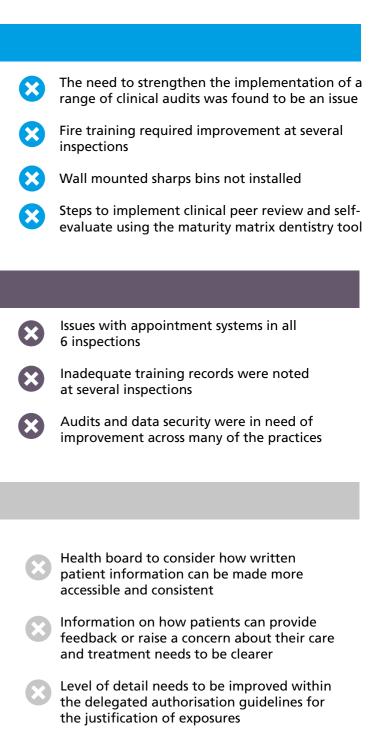
Positive feedback from service users and a person-centred approach



Auditing, reporting and escalation

processes good at the CMHT

Team managers to be both accessible and supportive





The health board faces significant challenges in ensuring timely access to psychology and psychotherapy services, with delays of up to two years



The physical environment of the CMHT required significant attention



Problems with integrated ICT and lack of joint access to electronic records