

## Healthcare Inspectorate Wales (HIW) inspection information

- We have restarted our onsite inspections. As the statutory body responsible for checking people are receiving safe care in healthcare settings across Wales, our role is vital. Because of this statutory role, our inspectors should be treated as visiting professionals and must be given access to areas they need to inspect.
- We understand this may cause some worry for those of you working in frontline settings in relation to COVID-19 transmission. This guide aims to provide you with information and assurance to ensure that our visits cause the least disruption and worry to you and your colleagues.

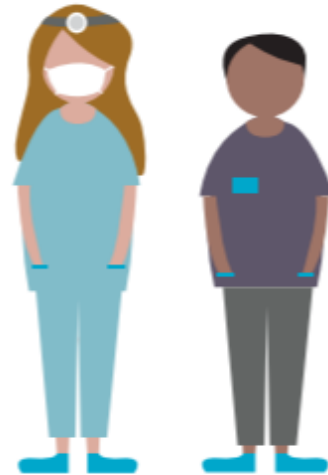
Here are some of the things we have done to make sure our inspectors are able to carry out their duties safely:

- All our inspectors have received training in infection control and personal protective equipment.
- All inspection staff members have been risk assessed and must follow HIW's infection control policy which has been designed with PHW.
- Every inspection activity is risk assessed and signed off at the highest level in HIW. Taking into account all risks and the impact that our presence might have on services.
- All our inspectors are part of our lateral flow testing process and will have undertaken lateral flow tests prior to inspection.
- Inspectors have been issued with personal protective equipment (PPE), which meets national guidelines.
- Where we can we will undertake activities remotely to minimise the time our teams are in patient care areas.
- All inspectors have been offered the COVID-19 vaccine as visiting healthcare professionals.
- Our planning aims to avoid inspectors visiting multiple sites in close succession.



## What to expect

- On arrival at any setting the lead inspector will check with the person in charge what the COVID-19 and other infection status of the clinical areas is. If risks are identified the inspector may need to make a call or check with senior staff in HIW whether the inspection can go ahead.
- The lead inspector will introduce themselves and all members of the team.
- All inspectors will have photographic identification.
- Inspectors will wear personal protective equipment when in clinical settings and a face covering at all times.
- Inspectors will observe hand hygiene standards and practices.



## What to do if an inspection team arrives

- Please check the identity cards of all inspectors to confirm they are HIW staff members.
- Let your seniors know that HIW have attended for an inspection and give them the name of the lead inspector.
- Follow your local arrangements and policy for HIW inspections.
- Please discuss any concerns you might have with the lead inspector.
- Follow your local policy for professional visitors.
- Challenge the inspectors if you feel they are not complying with any requirements such as hand hygiene or PPE.
- Discuss any concerns with your seniors and highlight any issues immediately.
- Don't refuse access to any areas our inspectors need access to. If you have concerns about infection or risk discuss these with the lead inspector.