

## Y PWYLLGOR ANSAWDD, DIOGELWCH A PHROFIAD QUALITY, SAFETY AND EXPERIENCE COMMITTEE

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	11 October 2022
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Update on Health Visiting Service Position – September 2022
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Alison Shakeshaft, Executive Director of Therapies & Health Sciences
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Liz Wilson SDM/ Senior Nurse Early Years and Health Visiting Services; Bethan Lewis, Interim Assistant Director Public Health

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

### ADRODDIAD SCAA

#### SBAR REPORT

##### Sefyllfa / Situation:

Staffing challenges remain within the Health Visiting service across the Health Board. The deficits remain greater in the Ceredigion and North Pembrokeshire areas due to the issues of recruiting further away from the M4 corridor.

This report will provide an update to the Quality, Safety and Experience Committee (QSEC) on the current position in terms of current staffing levels within Health Visiting and the workforce planning proposed to further stabilise the service.

##### Cefndir / Background:

Previously a risk assessment has been running in Ceredigion prior to the pandemic and in Pembrokeshire over the last year but more recently in the north of the county. This is mainly due to difficulty in recruiting staff. During the pandemic reduced contacts were recommended and data on Healthy Child Wales programme (HCWP) was not collated by the child health system, therefore no data was available to accurately assess how many children had missed their contacts. In Ceredigion the existing staff did not have the capacity to see all the children that were due their HCWP contacts, and some children had not been seen since the birth visit.

The directorates risk register was updated to reflect the situation: *DATIX 940 – Insufficient Staffing/risk to staff and children*. Scoring a high risk of initially of 20 then reduced to 16 and recently 12. A risk of increase poor health and wellbeing outcomes and increased high levels of safeguarding concerns of children and families was identified.

As stated above, this was caused by high staffing vacancies and the inability to recruit throughout the county, compounded by long-term sickness and maternity leave. At that time this equated to a deficit of 36.5 days health visiting per week, with the majority of staff deficits in the North of Ceredigion especially Aberystwyth.

In response to the staffing situation, a detailed report was produced for both the Director of Public Health and the Director of Nursing, Quality and Patient Experience in January 2021 by the Service Delivery Manager (SDM)/ Senior Nurses for Health Visiting. The report illustrated the staffing situation at that time and predicted the future staffing challenge within the Health Board due to ongoing vacancies and the age profile of the Health Visiting team. The outcome of the initial review of the Health Visiting situation was to introduce the skill mix of registered and unregistered workforce and to support the development of a practice development role.

Locally the staffing situation has continued to deteriorate, which is reflected on a national level, in regard to the Specialist Community Public Health Nursing (SCPHN)-Health Visiting qualified workforce. The SCPHN vacancies predicted for March 2022 were realised and are illustrated in the table below within Ceredigion, together with caseload numbers for the county which is causing an increased concern:

Table 1

<u>Ceredigion</u>	<u>January 2022 In post</u>	<u>March 2022 In post</u>
<u>12.2 WTE Health Visitor establishment</u>	<u>5.7WTE 53% deficit</u>	<u>4.6WTE 62% deficit</u>
<u>2476 caseload</u>	<u>434 children per WTE Health Visitor</u>	<u>538 children per WTE Health Visitor</u>

In addition to this, there were 3.02 WTE Health Visitor vacancies in Pembrokeshire and 1.5 WTE Health Visitor vacancies in Carmarthenshire plus long term sickness and some staff on restricted duties.

### **Assesiad / Assessment:**

With the introduction of recent SCPHN recruits into the Health Visiting teams there has been a slight improvement in the staff deficit position within Ceredigion, as illustrated below in Table 2. However, with staff turnover and retirement there has been a slight worsening of the deficit in both Carmarthenshire and Pembrokeshire, which was anticipated.

There continues to be a concerning age profile of the current workforce with 49% of the Health visiting workforce being over 51 years of age. However, Carmarthenshire has the worse age profile with 12.6 WTE Health Visitors being over the age of 54 years in the latest age profile review.

Table 2.

County	Health Visitor Establishment WTE	Health Visitor Vacancies WTE as at August 2022	Current %staff deficit in Health Visiting per county	Predicted vacancies as at October 2022
Carmarthenshire	41.7	3.1	7.4%	0.5 WTE

Pembrokeshire	26.93	6.73	25%	1.93 WTE
Ceredigion	15.8	7.4	47%	5 WTE

Recruitment of existing SCPHN students have taken place across the 3 counties for those completing their course and registering in October 2022. With this recruitment there is an improvement overall in the SCPHN workforce in post.

**Action in progress to mitigate risks:**

HCWP contacts continue to be prioritised ensuring all Birth Visits are completed and known vulnerable families and those with safeguarding concerns are seen.

However, of those families that are not seen there remains a risk of missed opportunities for the identification of developmental delay, adverse childhood experiences, maternal mental ill health and indicators or suspicion of abuse.

Additional Health Visitors are redeployed from outside the county and bank staff were utilised from within and outside the Health Board. Team Leaders continue to provide caseload cover and support. A Health Visitor from Carmarthenshire was redeployed on a weekly basis to support vacant caseloads in Ceredigion to balance risk across the service as a whole.

An additional role of Senior Nurse for Quality Assurance has been implemented to support a more robust leadership and governance structures within the service.

A relief Health Visitor post has been created and deployed to cover Lampeter.

In August 2021 a Health Visiting Response Team was set up as a pilot in Aberystwyth, this area was chosen as it had the lowest number of staff, and the least capacity to deliver the HCWP and therefore seen as the greatest risk to children living in this area.

In order to do this it was agreed to run Saturday clinics to see all children due their 15month and 27 month contact. That equated to on average 36 children per month (see Table 3).

Table 3.

Month Due	15 mth generic	15 mth Flying Start	27mth generic	27 mth Flying Start	TOTAL
July	21	5	14	0	40
August	15	2	28	3	48
September	17	3	22	0	42
October	17	4	15	4	40
November	14	2	21	2	39
December	11	4	13	3	31

Between 1<sup>st</sup> August 2021 and 30<sup>th</sup> April 2022 a total of 32 clinics were held. 303 children were seen, with a total of 103 referrals made to secondary services, see table 4:

Table 4:

Referral to:	Number of Referrals
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Multi Agency Referral (MARF) to Social Care	1
Paediatrics	20
Speech and Language (SALT)	19
Podiatry	10
Audiology	18
Ophthalmology	9
Team Around the Family (TAF)	5
GPs	5
Physiotherapy	3
Additional Family support -Health Visitor Assistant Practitioner (AP)	3
Dietician	3
ALN – Support with Additional Learning needs	3
Dentist	2
Orthopaedic	1
Neurodevelopmental Team	1

This pilot response has continued across the county, wider than Aberystwyth to maximise contacts for families and will also be adopted for wider use in both Pembrokeshire and Carmarthenshire due to its successful outcomes.

A home visiting service was also arranged and by out of county Health Visitors for children aged 16-18 months who had not been seen by the Health Visitor since the primary visits. This was completed successfully and the need to reintroduce to support further will be considered following monitoring.

For access to the service for families, a duty phone system was set up to be delegated within the team – Since May 2022 a pilot has commenced in Ceredigion where calls have been directed to a HUB phone which is operated by the Command Centre in the Health Board.

Continued support from the Safeguarding Team-Looked After Children (LAC) is being received-with health assessments undertaken by the LAC Team. Permanent redeployment of a Specialist Health Visitor from within the Safeguarding Team to a case-holding Team Leader role in Ceredigion has been secured.

The development of a Standard Operational Procedure for managing Corporate Caseloads is currently in progress.

### **Workforce Planning:**

As part of continued development of 'GROW YOUR OWN' model, an extra 3.8wte Band 5 registered nurses have been appointed to Ceredigion.

A recruitment campaign was carried out with Workforce and Organisational Development Team and the Universities at end of February 2022. Twelve students were appointed to the Specialist Community Public Health Nursing (SCPHN) course for 2022/23, 2 of which are studying part time over 2 years.

Of the students appointed, the majority were the Band 5 registered nurses who were employed as part of the 'GROW YOUR OWN' model. Work is now underway to backfill these posts in order to ensure a continual workforce planning ready for the following year's recruitment for SCPHN training.

Admin support for the Health Visiting teams have been employed to include 1wte permanent admin appointed and an additional 0.6wte admin on a fixed term basis to Aberystwyth.

Continued work with the wellbeing service within the Health Board is underway to provide support to staff including time out for reflection and clinical supervision.

Ongoing development of the multidisciplinary model of 'Team Around The Family'

**Next Steps:**

- Continual Review of Risk Register and assessments.
- To continue with the clinic based model and implement the learning across the county and Health Board.
- To continue to build a more robust staffing structure to include further development of skill mix to make a sustainable service for the future.
- To continue to capture the experiences of families during this challenging period and make any necessary service improvements.

**Argymhelliad / Recommendations**

QSEC was asked to:

- **NOTE** the workforce planning commenced any further control measures and improvements to provide a safe service;
- **NOTE** the continued work underway to mitigate risk to staffing vacancies within the Health Visiting Service and receive assurance from the control measures in place in light of the staffing situation.

<b>Amcanion: (rhaid cwblhau)</b>	
<b>Objectives: (must be completed)</b>	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.7 Provide assurance to the Board that current and emerging clinical risks are identified and robust management plans are in place and any learning from concerns is applied to these risks as part of this management.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	940 – Risk Score 20 Risk score reduced to 12
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	1.1 Health Promotion, Protection and Improvement 2.7 Safeguarding Children and Safeguarding Adults at Risk 3. Effective Care

	7.1 Workforce
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	9. All HDdUHB Well-being Objectives apply

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Healthy Child Wales Programme
Rhestr Termau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Ansawdd, Diogelwch a Phrofiod: Parties / Committees consulted prior to Quality, Safety and Experience Committee:	Executive Team

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Noted within report
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Noted within report
<b>Gweithlu: Workforce:</b>	
<b>Risg: Risk:</b>	

<b>Cyfreithiol: Legal:</b>	
<b>Enw Da: Reputational:</b>	N/A
<b>Gyfrinachedd: Privacy:</b>	Noted within report
<b>Cydraddoldeb: Equality:</b>	N/A