

Enw'r Pwyllgor / Name of Committee	Quality, Safety and Experience Committee (QSEC)
Cadeirydd y Pwyllgor/ Chair of Committee:	Ms Anna Lewis, Independent Member
Cyfnod Adrodd/ Reporting Period:	Meeting held on 12 th April 2022
Y Penderfyniadau a'r Materion a Ystyriodd y Pwyllgor / Key Decisions and Matters Considered by the Committee:	
<ul style="list-style-type: none"> • QSEC Draft Annual Report 2021/22 – the Committee received and endorsed the QSEC draft Annual Report 2021/22, noting the activities and achievements of the Committee and the value of the deep dive reports. • Quality Governance Arrangements Update – an update was presented on the review of the Health Board's quality governance arrangements, following the recommendations made by Audit Wales. This was accompanied by an overview of the methodology for a mapping exercise of resources and the planned developments of a governance flow framework which will be shared with QSEC Members once available. <p>The Committee received information around development of the Once for Wales Programme which will utilise the Datix system to manage the Health Board's Risk Registers. The Health Board's Quality and Assurance team are involved in the All Wales work streams and the system will be piloted within Betsi Cadwaladr UHB.</p> <ul style="list-style-type: none"> • Epilepsy And Neurology In Learning Disabilities Services Deep Dive – the Committee received an update on Epilepsy within the Learning Disabilities Service and the desktop review undertaken by the Professional Lead Nurse following the departure from the Health Board of the Psychiatrist with a specialist interest in Epilepsy in Learning Disabilities and the Lead Nurse. The Committee noted similar demand and capacity challenges in neighbouring Health Boards and received an update on progress to revise the pathway, internal processes and clinical workforce model. <p>The Committee was informed that the Community Learning Disabilities Team arrange an annual review of all patients and the Epilepsy Care Plan is reviewed by the service. It noted the ongoing collaboration with Swansea Bay University Health Board (SBUHB) and the Head of Strategic Community and Chronic Conditions to develop a sustainable service model and the aim to develop an open access clinic.</p> <p>The Director of Operations provided an update on the externally commissioned independent review of the Epilepsy in the Learning Disabilities pathway led by Professor Rohit Shankar (a clinical director for Learning Disabilities in Cornwall, and a Professor at the University of Plymouth), and supported by Ms Paula Hopes (Head of Nursing for Learning Disabilities at SBUHB). The review will include a questionnaire for service users and a workshop to develop an improvement plan. The Director of Operations agreed to share the outcome of the review once available.</p> <p>The Committee enquired whether a review will be undertaken into lessons learned, recognising that certain services become reliant on a small group of senior staff. Members were assured that discussions have taken place to ensure communication and escalation processes are robust, in order to mitigate against a similar situation occurring in the future.</p>	

The Committee received further assurance that the Director of Nursing, Quality and Patient Experience and the Director of Operations will continue to work with fragile services on contingency plans and actions.

- **School Nurse And Youth Health Team Deep Dive Report** – a deep dive report on the topic of Children’s Public Health Nursing: Provision of School Nursing and Youth Health Team was considered, with the Committee noting the impact of COVID-19, the deployment of school nurses to support the pandemic response and the ongoing workforce challenges. Members received an update on the recent review of the School Nurse staffing framework and staffing profile, including key risks within the service such as a budget shortfall, an ageing/insufficient workforce establishment (with 44% of staff nearing retirement) and accommodation challenges. Members noted the shortfall of Specialist School Nurses in Ceredigion and Carmarthenshire in particular and budget limitations which result in challenges in developing the framework.

Members were advised of further challenges experienced by the service, such as staff burnout, lack of professional development opportunities and the Welsh Language requirements in hard to recruit areas, which presents a further barrier to recruitment. Members were assured that feedback from the children of the area will be a significant factor in any decisions being made regarding language preference for School Nurse staff.

Members noted the actions taken by the service to mitigate the risks, including a workforce review in collaboration with the Workforce and Development team, exploration of recruitment opportunities in collaboration with Swansea University and education leads in Ceredigion, and improving professional development opportunities for staff. The Committee were informed that opportunities with the volunteer sector and commissioned services will be explored, as well as collaboration with Health Education and Improvement Wales to establish a future workforce model.

The Committee received an update on progress to update the School Nurse framework requirements within the Hywel Dda region and the next steps to progress a detailed engagement plan for a more holistic approach to Children and Young People’s services across the service.

- **Safeguarding Services Deep Dive Report** – the Committee received a report detailing the significant increase in Safeguarding Services activity since the COVID-19 pandemic. The Adult Safeguarding Single Point of Contact Team is facing significant pressures, due to the small and fragile resource, an increase in referrals and requirements for statutory multi-agency meetings as part of a national review process. The Committee received an overview of the actions to mitigate the impact such as collaborative working, reviewing the structure in adult and child safeguarding teams to increase capacity and enable succession planning, and progressing opportunities for operational services to take a more active role in reviews.

The Committee queried the impact on the Health Board of Looked After Children placements from out of county, as noted within the slide set, and received information on the involvement of a number of services as part of the health needs assessment, including the Health Visiting Service, a Specialist Nurse and School Nurse. An update was provided on the national discussions underway to improve the health needs notification process and the Head of Safeguarding undertook to feedback timescales to the Committee.

Members enquired whether Service Leads are confident that adequate support is in place for the current workforce. Recognising the complex and distressing work involved, the Committee received assurance that robust supervision arrangements are in place. Members further noted ongoing discussions with the Health Visiting and School Nurse Service around the current supervision model and managing stress and caseloads and that regular contact is made with safeguarding practitioners, who are routinely reminded of the wellbeing resources available.

The Committee were informed that no additional funding has been allocated by Welsh Government to support the impact of the COVID-19 pandemic and suggested that representation is made to Welsh Government to formally record the challenges faced by frontline service and the threat to statutory compliance due to pressures. The Director of Nursing, Quality and Patient Experience undertook to discuss the increasing levels of activity with the Head of Safeguarding Services.

- **The Nurse Staffing Wales Act Annual Report** – the Committee received the Nurse Staffing Wales Act Annual Report as part of the three-year statutory reporting requirement process, together with the current Health Board nurse staffing levels position. The significant contribution of Mrs Chris Hayes, Nurse Staffing Programme Lead was recognised and Members recorded their best wishes for Mrs Hayes imminent retirement from the Health Board. The Committee reflected upon the fast changing acuity levels due to COVID-19, noting the challenges to maintain compliance in certain areas of pressure. Where temporary changes have been implemented due to the impact of COVID-19, the Committee were informed that the nurse staffing levels are recalculated in collaboration with the hospital Heads of Nursing and that available data is utilised to make a professional judgement on patient safety requirements. The Committee received an update on the Health Visiting Staffing Programme and the progress to revise staffing requirements, noting that a full update will be scheduled for QSEC in August 2022.
- **The Quality Assurance Report** – the Committee noted the Quality and Assurance Report, which included an update on the recent Healthcare Inspectorate Wales (HIW) virtual inspection at Llandovery Hospital, observing that no immediate actions are required. An update was provided on the COVID-19 reviews and Members noted confirmation of funding from Welsh Government for a two-year period to support resources, infrastructure, engagement with patients affected by incidents and the establishment of a Corporate Assurance Nosocomial COVID-19 Assurance Scrutiny Panel within the Health Board.

The Committee discussed negligence claims within the Health Board and enquired whether there are themes emerging. In response, Members heard that an analysis is carried out for each negligence claim and noted development of a dashboard system as part of the process. The Committee noted that a Deep Dive Thematic Claim Review is currently being undertaken in Maternity Services, which will report to the Listening and Learning Sub-Committee.

- **Maternity Services Improvement Plan Following HIW Inspections Across Wales** – an update was presented on the Health Board's response to The Royal Colleges' Independent Review of Maternity Services at Cwm Taf University Health Board (CTMUHB), which highlighted a number of concerns and questions about the effectiveness of wider Health Board leadership and governance arrangements. Welsh Government requested immediate assurance from all Health Boards in Wales, via a Maternity Services benchmarking exercise led by the Maternity and Neonatal Network, and 17 recommendations were made.

The Committee received an update on the actions undertaken as part of the recommendations, an overview of the medical position, recent appointments and the new labour ward. The recent appointment of a patient experience Midwife was noted, together with use of social media platforms and visits undertaken with the Communications Team to local breastfeeding groups, postnatal groups and to women with complex social needs, to explore their views on service requirements. The Head of Midwifery provided the next steps for the service, including a 'Stop, Start or Continue' evaluation of current processes in place within the service, to celebrate the achievements within the team, create capacity within the team and enhance the staff skills to future-proof maternity services. The Director of Nursing, Quality and Patient Experience informed the Committee that an update will be provided on the All Wales development of the maternity services structure, developments following the Ockenden Report and the Community Health Council (CHC) Improvement plan in due course.

- **Swansea Bay University Health Board (SBUHB) Progress Report On The Review Of Cardiac Services Improvement Plan** – the Committee received the SBUHB progress report on the Cardiac Services improvement plan following the Getting it Right First Time (GIRFT) Review and an overview of the range of actions taken, progress in implementing the improvement plan, and key deliverables. Members noted key updates from a meeting held on 17th March 2022 between SBUHB and HDdUHB Medical Directors, Directors of Nursing and Board Secretaries, such as development of a performance dashboard and the Welsh Health Specialist Services Committee de-escalation to Stage 3, which will be further discussed following the Royal College of Surgeons (RCS) planned review. The RCS review will include a case note review of the 19 mitral valve deaths and a standard service review. The Committee noted the geographical challenges which cause a natural inequity in access to the service and received assurance that options are being explored in terms of transport and alternative providers; however, it was acknowledged that there is no short-term solution to the current challenges.
- **Operational Quality, Safety and Experience Sub-Committee (OQSESC) Annual Report** – the Committee noted the OQSESC Annual Report 2021/22 and commended the refreshed leadership and focus of the Sub-Committee to incorporate patient experience and positive developments in services. Members enquired whether the Sub-Committees undertake a self-assessment exercise and the Board Secretary undertook to explore this when capacity in the Corporate Governance Team allows.
- **Listening and Learning Sub-Committee (LLSC) Update Report and Annual Report** – the Committee received the LLSC update report and endorsed the annual report 2021/22.
- **Infection Prevention and Control Update** – an update from the Infection and Prevention Strategic Steering Group was presented, with Members noting the establishment of the Ventilation Group and the capital investment secured to convert two positive ventilation cubicles to negative pressure suites at Bronglais General Hospital and Glangwili General Hospital.

The Committee noted the installation of Isolation pods for Critical Care and that the review of air purifiers in collaboration with Shared Services and SBUHB has resulted in the purchase of 60 air purifiers. The allocation will be agreed and the Standard Operating Procedure is in development. Members further noted the development of an Audit tracker

by the Infection Prevention Team to record progress against Infection Prevention environmental audits.

Materion y mae angen Ystyriaeth neu Gymeradwyaeth Lefel y Bwrdd are u cyfer / Matters Requiring Board Level Consideration or Approval:

- To endorse (at the June 2022 meeting) the QSEC Annual Report 2021/22.

Risgiau Allweddol a Materion Pryder / Key Risks and Issues/ Matters of Concern:

- **Epilepsy And Neurology In Learning Disabilities Services Deep Dive:** Concerns raised regarding the 34 letters of complaint and concern received by the Chief Executive's office and whether any themes have been identified. Members were informed that the majority of the concerns related to the wider epilepsy pathway and the specialist consultant leaving the Health Board, and received assurance that correspondence outlining the developments within the service will be issued to the families concerned.

The Committee also raised concerns regarding the Health Board's monitoring of the care packages provided by commissioned services and received assurance that the Director of Primary Care Services is leading a detailed project initiated by the Community Health Council in response to concern raised from the Court of Protection. Part of the review will look at historical practices, agree a transparent process, and provide clarity on the balance of responsibility going forward.

- **Maternity Services Improvement Plan Following HIW Inspections Across Wales:** Concerns raised regarding negative patient experience stories received via a survey conducted by the Hywel Dda Community Health Council. The Head of Midwifery undertook to provide an update to QSEC on the action plan developed at the June 2022 meeting.

Busnes Cynlluniedig y Pwyllgor ar gyfer y Cyfnod Adrodd Nesaf / Planned Committee Business for the Next Reporting Period:

Adrodd yn y Dyfodol / Future Reporting:

In addition to the items scheduled to be reviewed as part of the Committee's Work Programme, the following items will be included on the agenda for the next QSEC meeting:

- Welsh Health Specialised Services Committee update on Tier 4 Child and Adolescent Mental Health Services
- A Deep Dive Report for Children's Services
- An Update on Stroke Services Nurse Staffing Requirements
- GIRFT Outcome report for Orthopaedics Services and the Health Board response
- Learning Disabilities Service transformation update to include an update on the Dream Team Charter

Dyddiad y Cyfarfod Nesaf / Date of Next Meeting:

22nd June 2022