



Agenda Item
4.7

Quality Safety and Outcomes Sub-Committee

Regulator Report [Healthcare Inspectorate Wales (HIW) / Care Quality Commission (CQC)]

Dyddiad y Cyfarfod / Date of Meeting	27/04/2026
Statws Cyhoeddi / Publication Status	Open/ Public
	Not Applicable
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Pwrpas yr Adroddiad / Report Purpose	For Assurance
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Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
N/A	Click or tap to enter a date.	Choose an item.

1. SITUATION/BACKGROUND

This report provides assurance to the Committee on regulatory activity by Healthcare Inspectorate Wales (HIW) and the Care Quality Commission (CQC) for commissioned services during the period **1 February 2026 to 31 March 2026**.


HIW and CQC are the statutory regulators responsible for inspecting and regulating health and social care services in Wales and England respectively. Both organisations assess compliance with regulatory standards, identify areas for improvement, and provide assurance on quality and safety.

A Memorandum of Understanding is in place between HIW and CQC to support intelligence sharing and collaborative oversight across both agencies.

2. SPECIFIC MATTERS FOR CONSIDERATION

The report summarises key inspection findings, intelligence from regulatory summits, and quality assurance activity, and identifies any risks or required actions.

2.1 Regulator Activity Summary – CQC

	Care Quality Commission (CQC) reports. There is an overall rating provided against the domains of safe, effective, caring, responsive and well led
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One JCC commissioned provider was subject to CQC inspection during the reporting period:

St Andrews Healthcare Northampton
Service: Independent Mental Health Provider
Inspection Date: 4 March 2026
Key Findings: Overall Inadequate and in special measures to protect people
St. Andrews Healthcare Northampton is an independent hospital, run by St Andrews Healthcare limited, which is a registered charity. This inspection was undertaken to determine if there had been any improvements further to the last inspection (in July and August 2025) and to identify progress against the service’s action plan and the sustainability of improvements made. CQC found the service still had 14 breaches of regulation related to person centred care, safe care and treatment, safeguarding, dignity and respect, good governance and staffing. Since this inspection, NHS England has announced plans to remove people from St Andrew's Northampton. CQC is in contact with NHS England and

St Andrews to ensure people have a safe transition to alternative accommodation.

- **Overall Conclusion and implications/actions for JCC**

As NHS England has announced plans to remove people from St Andrew's Northampton the JCC is actively involved in finding alternative placements for all 11 Welsh patients commissioned by the JCC. Changes to the Mental Health Hospital Framework are also being considered in parallel.

2.2 Regulator Activity Summary – HIW Inspections



There was **one HIW inspection of commissioned services** during the reporting period.

Swansea Bay University Health Board Caswell

Service: Mental Health Medium Secure Unit

Inspection Date: January 2026

Key Findings: Formal report awaited

- **Overall Conclusion and implications/actions for JCC**

HIW visited Caswell undertaking an unannounced inspection in January 2026. Initial service feedback to JCC showed no Immediate actions were identified. The commissioning team will consider the findings in the report and consider it as part of the escalation process.

2.2.2 Health Inspectorate Wales Strategy 2026-2030

[Healthcare Inspectorate Wales](#) (HIW), the independent regulator and inspectorate of healthcare in Wales, **launched its strategy for 2026–2030** on the 1st April. The strategy sets out a bold plan to put people first, drive improvement across services, and take action where patient safety is most at risk.

2.2.3 Spring 2026 Healthcare Summit – Themed Approach

Following the Spring meetings last year a Healthcare Summit working group was established, with representation from across most of the organisations, to reflect on, evaluate and improve the way in which the Summit operates. As part of the valuable feedback from the working group, a 'Thematic Summit' pilot has been planned for Spring 2026.

2.3 Regulator Activity Summary - CCAPS Quality Assurance Reviews



GIG
CYMRU
NHS
WALES

Commissioning Care Assurance and Performance System

Supporting the delivery of safe, effective and efficient care for the people of Wales and the Isle of Man

Quality Assurance Improvement Service (QAIS) reviews were undertaken across 12 framework providers during this reporting period for mental health, learning disability and CAMHS providers.

Summary of Key Outcomes:

1 service restored its **3Q rating**.

- Whilst it had been previously reported that Llanarth Court had received a 1Q rating with an improvement plan in place it is pleasing to report that on the 13th April the NHS Wales Quality Assurance and Improvement Service have re-audited this service under Schedule 2 of the NHS Wales Collaborative Adult Mental Health and Adult Learning Disability Hospital and are satisfied that all performance issues have been rectified and as a result, 3Qs rating has been restored.

3. KEY RISKS / MATTERS FOR ESCALATION

Changes announced by NHS England to remove people from St Andrew's Northampton requires escalation and this is part of the Mental Health Directors report to the committee.

4. RECOMMENDATIONS

Members of the Quality, Safety and Outcomes Sub-Committee are asked to:

- **Note** the content of the report; and
- **Receive** the report for assurance as part of the commissioning cycle.

Strategic and Regulatory Assessment

Objectives / Strategy	
Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)	Ensure Quality
	Improve Equity and Population health
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	A More Equal Wales
Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Enablers of Quality (Duty of Quality Statutory Guidance (gov.wales))	Learning, Improvement & Research
	Leadership
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Domains of Quality (Duty of Quality Statutory Guidance (gov.wales))	Effective
	Efficient Equitable Person Centred Timely Safe
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable
	If more than one applies please list below:

Impact Assessment		
Ansawdd	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>

<p><i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i></p>	<p>Outcome:</p>	<p>If no, please include rationale below:</p>
<p>Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i></p>	<p>Yes: <input type="checkbox"/></p>	<p>No: <input checked="" type="checkbox"/></p>
	<p>Outcome:</p>	<p>If no, please include rationale below:</p>
<p>Cyfreithiol / Legal</p>	<p>There are no specific legal implications related to the activity outlined in this report.</p>	
<p>Enw da / Reputational</p>	<p>There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.</p>	
<p>Effaith Adnoddau <i>(Pobl / Ariannol) /</i> Resource Impact <i>(People / Financial)</i></p>	<p>There is no direct impact on resources as a result of the activity outlined in this report.</p>	

Acronyms

Acronyms / Glossary of Terms	
CAMHS	Children Adolescent Mental Health Services
CCAPS	Commissioning Care and Assurance Performance System
CQC	Care Quality Commission
HIW	Healthcare Inspectorate Wales
JCC	NHS Wales Joint Commissioning Committee
NHS	National Health Service
QAIS	Quality Assurance Improvement Service
QSOC	Quality, Safety and Outcomes Sub-Committee