

<b>Agenda Item</b>
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<b>Quality Safety and Outcomes Committee</b>
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<b>Regulator Report [Healthcare Inspectorate Wales (HIW) / Care Quality Commission (CQC)]</b>
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<b>Dyddiad y Cyfarfod / Date of Meeting</b>	15/12/2025
<b>Statws Cyhoeddi / Publication Status</b>	Open/Public
	Not Applicable
<b>Awdur yr Adroddiad / Report Author</b>	Adele Roberts, Assistant Director of Nursing and Quality
<b>Cyflwynydd yr Adroddiad / Report Presenter</b>	Carole Bell, Director of Nursing and Quality
<b>Noddwr yr Adroddiad / Report Sponsor</b>	Carole Bell, Director of Nursing and Quality

<b>Pwrpas yr Adroddiad / Report Purpose</b>	For Noting
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<b>Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)</b>		
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<b>Committee / Group / Individuals</b>	<b>Date</b>	<b>Outcome</b>
(Insert Details)	Click or tap to enter a date.	Choose an item.

<b>Acronyms / Glossary of Terms</b>	
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CQC	Care Quality Commission
GP	General Practitioner
HIW	Healthcare Inspectorate Wales
ICB	Integrated Commissioning Board
JCC	NHS Wales Joint Commissioning Committee

LLAIS	Independent Statutory Body in Wales for advocacy / Voice
MHVG	Mental Health & Vulnerable Group
NHS P and I	NHS Performance and Improvement
NHSW	NHS Wales
NMC	Nursing and Midwifery Council
NWSSP	NHS Wales Shared Services Partnership
QSOC	Quality, Safety and Outcomes Sub-Committee
RJAH	Robert Jones & Agnes Hunt Hospital
SLA	Service Level Agreement
WG	Welsh Government

## 1. SITUATION/BACKGROUND

This report provides a briefing on Healthcare Inspectorate Wales (HIW) and Care Quality Commission (CQC) reports published during the period 1/09/25 – 30/11/25.



HIW regulate and inspect NHS services and independent healthcare providers in Wales against a range of standards, policies, guidance and regulations to ensure standards and highlight areas requiring improvement.

CQC is the independent regulator of all health and social care services in England. The CQC monitors, inspects and regulates hospitals, care homes, GP surgeries, dental practices and other care services to make sure they meet fundamental standards of quality and safety.

A memorandum of understanding exists between HIW & CQC regarding collaborative working across both agencies.

## 2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING

The following CQC and HIW reports have been published during the time period specified:

		<b>Care Quality Commission (CQC) reports. There is an overall rating provided against the domains of safe, effective, caring, responsive and well led</b>		
Trust Name	Services Commissioned	Report Date	Overall Rating	Actions
<a href="#">The Robert Jones &amp; Agnes Hunt Hospital - Care Quality Commission:</a>	Paediatric neurology (Powys)/spinal	15/10/25	 <u>Overall: Good</u>	No immediate actions identified.

	rehab/ complex spinal surgery			
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The 2025 CQC inspection paints a positive picture of adult spinal-surgical and orthopaedic services at RJA, with good governance, safety, and rehab, including pathways for standard orthopaedic. As commissioners of paediatric neurology, spinal rehab and complex spinal surgery, we are offered some generic system wide assurance from the report. This will be used to support assurance for the Commissioning team, SLA and the Health Boards utilising the services from RJA.



HIW are the independent inspectorate and regulator of healthcare in Wales

**2.2.1** There have been no inspections relating to commissioned services to report

**2.2.2 HIW Summits**

Stakeholder Membership include: <ul style="list-style-type: none"> <li>• WG</li> <li>• LLAIS</li> <li>• HEIW</li> <li>• HIW</li> <li>• NMC</li> <li>• NHS P and I</li> <li>• Audit and Assurance</li> <li>• NWSSSP</li> <li>• JCC</li> </ul>	6 monthly forum to provide insight and intelligence sharing within National Teams	4/11/25 and 11/11/25	These summits took place over a two day period involving stakeholder discussion and contribution and triangulation to validate the themes. Themes are then shared and a formal letter sent to the Chief Executive of NHS Wales and is currently awaited.
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**2.2.3 Mental Health, Learning Disability Services and Mental Health Act Monitoring Annual Report**

In November HIW published its Mental Health, Learning Disability Services and Mental Health Act Monitoring Annual Report 2024-2025. The report describes how mental health and learning disability services in Wales continue to face significant and persistent challenges. This year’s report examined the standard of care within NHS and independent settings between April 2024 and March 2025, drawing on evidence from 25 on-site inspections, including 14 of NHS services and 11 of independent providers. These included hospital-based services and community mental health teams, with a continued focus on legal compliance, patient safety, and the quality of care.

During the inspection visits, they focused on several key areas considering:

- whether care planning and risk assessments were completed appropriately to ensure safe and effective care
- whether patients were informed of their rights and supported to understand their treatment
- whether services provided access to meaningful therapeutic activities and upheld patients' dignity and autonomy.

Whilst the report highlighted examples of compassionate and person-centred care, it also identified several areas where little or no improvement has been made since the previous reporting period. Workforce shortages, deteriorating care environments, and inconsistent governance continue to affect the quality and safety of care. These findings will be considered by the MHVG Commissioning Team and also when the MH Hospital Framework is reviewed to ensure they are built into the quality assurance processes that the JCC has in place.

## **2.5 Quality and Safety Reporting**

Alongside the monitoring of routine reports from the regulators HIW and CQC a review of the memorandum of understanding with HIW is underway to further support cross working and intelligence sharing through regular Quality meetings. These will be supported by representation from the HIW team, NHS Wales Executive team for the sharing any concerns arising within commissioned services and the ongoing monitoring of any commissioned services within the Quality and safety team escalation process within Welsh Government.

CQC reporting and sharing of intelligence and monitoring of services are also reported through specific monitoring processes in place within ICB's and through the NHS England National Safety meetings. These are reported through the Directors of Nursing for specialised services forum and the NHS England Quality and safety forum for Mental Health providers. Director of Nursing / Deputy attend many of these meetings and follow up with the providers if there are any areas of concern raised relating to NHS Wales commissioned services.

## **3. KEY RISKS/MATTERS FOR ESCALATION**

This report provides a summary position of regulatory activity that has an impact on commissioned services and any actions required as a direct consequence. Regulatory inspections provide assurance and forms part of the commissioning cycle. There are no risks or areas that require escalation.

#### 4. ASSESSMENT

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

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

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

## 5. RECOMMENDATIONS

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

- **Note** the report; and
- **Receive** the report for assurance.