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| <b>Agenda Item</b> |
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| 5.5 |
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| <b>Quality Safety and Outcomes Sub-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>       | 02/06/2025                                      |
| <b>Statws Cyhoeddi / Publication Status</b>       | Open/ Public                                    |
|   | Not Applicable                                  |
| <b>Awdur yr Adroddiad / Report Author</b>         | Adele Roberts, Head of Quality and Patient Care |
| <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<br>Choose an item. |
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|   |                               |                 |
|---|-------------------------------|-----------------|
| <b>Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)</b> |                               |                 |
| <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> |  |
| NRI                                 | Nationally Reportable Incident                 |
| TAVI                                | Transcatheter Aortic Valve Replacement         |
| ELGANs                              | extremely low gestation age newborns           |
| LocSSIP's                           | Local Safety standards for Invasive Procedures |

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| HIW | Healthcare Inspectorate Wales |
| CQC | Care Quality Commission       |

## 1. SITUATION/BACKGROUND

This report provides a briefing on Healthcare Inspectorate Wales (HIW) and Care Quality Commission (CQC) reports published during the period March to April 2025.

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. HEALTH INSPECTORATE WALES (HIW)

### 2.1 HIW published reports

The following HIW reports has been published during the time period specified:

|  Arolygiaeth Gofal Iechyd Cymru<br>Healthcare Inspectorate Wales  |  | Healthcare Inspectorate Wales (HIW) reports                         |   |   |
|---|--|---|---|---|
| Provider Name   | Services Commissioned  | Report Date   | Improvements Identified   | Actions   |
| Kestrel Ward,<br>Abergele<br>Hospital, Betsi<br>Cadwaladr University<br>Health Board-<br>Hospital Inspection<br>Report<br>(Unannounced)<br> | <ul style="list-style-type: none"> <li>Children and Adolescent Mental Health Services</li> </ul> | 17 <sup>th</sup> April 2025<br><br>Available <a href="#">here</a> . | <ul style="list-style-type: none"> <li>Immediate action around safe storage of oxygen cylinders</li> <li>Immediate improvement plan relating to medicines management</li> <li>Further improvement plan issued re</li> </ul> | <ul style="list-style-type: none"> <li>Rectified during the inspection.</li> </ul> Will be monitored by HIW<br><br>Actions to be completed by September |

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|  |  |  | estates/<br>personal<br>security/ staff<br>training/<br>documentation<br>and record<br>keeping | 2025 and will<br>be monitored<br>by HIW<br><br>JCC team are<br>following up<br>on the action<br>plan with the<br>Head of<br>Nursing and<br>will be<br>monitored<br>through the<br>SLA. |
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## 2.2 Health Inspectorate Wales (HIW) Healthcare Summit

For the first time the JCC Director of Nursing has had an invitation to attend the HIW Spring Healthcare Summits on Tuesday 13<sup>th</sup> and 20<sup>th</sup> May. Healthcare Summit meetings take place bi-annually to enable discussion between audit, inspection, regulation and improvement bodies. They provide an interactive forum for sharing intelligence on the **quality and safety** of healthcare services provided by NHS Wales.

The anticipated outcomes are:

- Closer working relationships and intelligence sharing between participating organisations
- Work programmes of the participating organisations are informed by the shared intelligence and reflect a collective and collaborative approach to addressing areas of concern and/or for development
- High risk, collective concerns, will be agreed and shared at each Summit meeting. The outcome of which may be used to form feedback to the Director General - Health and Social Services and NHS Wales Chief Executive and the appropriate Chief Executive by a summit attendee as appropriate
- Proactive initiation of further assurance or action against concerns/issues, using Welsh Government, Welsh Audit Office, Healthcare Inspectorate Wales special enforcement powers or the Escalation and Intervention process where appropriate, will be implemented
- A demonstration that participating organisations are cooperating and collaborating with peers and stakeholders as we play our respective roles in driving healthcare improvement in Wales.

Feedback will be given to the Director General - Health and Social Services and NHS Wales Chief Executives and the JCC will monitor improvement with HIW as relevant.

### 3.0 CARE QUALITY COMMISSION (CQC)

There are no CQC inspections to report

### 4.0 HEALTH AND CARE QUALITY STANDARDS

- **Safe Care** - The report is developed to support ongoing intelligence monitoring of the Quality of NHS JCC Wales commissioned services within NHS Wales and NHS England.
- **Timely Care** - The reports provide intelligence to support and enable further understanding around the timeliness of care and access to services for NHS Wales's patients.
- **Effective Care** - The monitoring of the providers by the regulators further informs the effectiveness of the care received by NHS Wales's patients. Where improvement are required robust action plans are monitored or remedial action taken.
- **Equitable and Patient Centred Care** - Equitable and patient centred care is pivotal in the commissioning of services. The intelligence provides additional assurance and benchmarking ensuring that the services commissioned are equitable and of a good standard with the aim of improving the patient experience.
- **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 information sharing through regular Quality meetings. These will be supported by representation from the HIW team, NHS Wales Executive team and the WJCC with the aim of sharing any concerns arising within commissioned services.

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 Specialised Commissioning, Health & Justice and Armed Forces National Quality & Governance Group.

### 5. KEY RISKS/MATTERS FOR ESCALATION

This report provides assurance to QSOC that JCC is monitoring and reviewing services on a regular basis and reporting any HIW CQC Peer reviews together with any relevant reviews of JCC Commissioned services.

## 6. ASSESSMENT

| Objectives / Strategy  |   |
|--|---|
| <b>Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)</b>  | Choose an item.                             |
|  |   |
| <b>Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals</b><br><a href="#">150623-guide-to-the-fg-act-en.pdf</a><br><a href="#">(futuregenerations.wales)</a> | A Healthier Wales                           |
|  | If more than one applies please list below: |
| <b>Dolen i Hwyluswyr Ansawdd</b><br><i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i><br><b>Link to Enablers of Quality</b><br><a href="#">(Duty of Quality Statutory Guidance (gov.wales))</a>                             | Learning, Improvement & Research            |
|  | If more than one applies please list below: |
| <b>Dolen i Feysydd Ansawdd</b><br><i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i><br><b>Link to Domains of Quality</b><br><a href="#">(Duty of Quality Statutory Guidance (gov.wales))</a>                                | Safe  |
|  | If more than one applies please list below: |
| <b>Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)</b>   | No - Not Applicable                         |
|  | If more than one applies please list below: |

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

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|---|--|--|
| <p><i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i><br/> <b>Quality</b><br/> <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><br/> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i><br/> <b>Equality</b><br/> <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><br/> <i>(Pobl / Ariannol) /</i><br/> <b>Resource Impact</b><br/> <i>(People / Financial)</i></p>   | <p>There is no direct impact on resources as a result of the activity outlined in this report.</p>                             |  |

## 7. RECOMMENDATIONS

Members are asked to:

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