

Agenda Item

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Quality Safety and Outcomes Committee
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Regulator Report Healthcare Inspectorate Wales (HIW) / Care Quality Commission (CQC)

Dyddiad y Cyfarfod / Date of Meeting	06/10/2025
Statws Cyhoeddi / Publication Status	Open/Public
	Not Applicable
Awdur yr Adroddiad / Report Author	Adele Roberts, Assistant Director of Nursing and Quality, NWJCC
Cyflwynydd yr Adroddiad / Report Presenter	Carole Bell, Director of Nursing and Quality, NWJCC
Noddwr yr Adroddiad / Report Sponsor	Carole Bell, Director of Nursing and Quality, NWJCC

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

Acronyms / Glossary of Terms	
CCAPS	Commissioning Care Assurance and Performance System
CQC	Care Quality Commission
HIW	Healthcare Inspectorate Wales
ICB	Integrated Care Board
JCC	NHS Wales Joint Commissioning Committee
NHSW	NHS Wales
NRI	Nationally Reportable Incident
SBUHB	Swansea Bay University Health Board
QAIS	NHS Wales Quality Assurance and Improvement Service
QSO	Quality, Safety and Outcomes Sub-Committee

1. SITUATION/BACKGROUND

This report provides a briefing on Healthcare Inspectorate Wales (HIW) and Care Quality Commission (CQC) reports published during the period 14/07/2025 – 31/08/2025.



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 and 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:


 Care Quality Commission		Care Quality Commission (CQC) reports. There is an overall rating provided against the domains of safe, effective, caring, responsive and well led		
Trust Name	Services Commissioned	Report Date	Overall Rating	Actions
Liverpool University Hospitals NHS Foundation Trust -	<ul style="list-style-type: none"> Alkaptonuria service Clinical Immunology 	18 th July 2025	 Overall: Requires improvement	Available here: https://www.cqc.org.uk/loca

<p>University Hospital Aintree</p>  <p>University Hospitals of Liverpool Group</p>	<ul style="list-style-type: none"> • Haematology (including Blood Products) • Ocular Oncology • Renal transplants and renal dialysis • Behçet's Syndrome Service 			<p>tion/REM21/inspection-summary#Medical-care-Including-older-people-s-care.</p> <p>Liverpool University Hospitals NHS Foundation Trust Foundation Trust changed its name in 2019 when it acquired Royal Liverpool and Broadgreen Hospitals NHS Trust. The ratings for the trust in this report are based only on the ratings for University Hospital Aintree.</p>
<p>Great Ormond Street Hospital for Children NHS Foundation Trust - Great Ormond Street Hospital</p> 	<ul style="list-style-type: none"> • Malignant Haematology • Bone Marrow Transplant (BMT) • Complex Childhood Osteogenesis Imperfecta • Extra Corporeal Membrane Oxygenation (ECMO) for 	<p>23rd July 2025</p>	<p> <u>Overall: Good</u></p>	<p>Available here - https://www.cqc.org.uk/location/RP401/inspection-summary</p>

	<p>Children and Neonates</p> <ul style="list-style-type: none"> • Gene Therapy • Congenital Muscular Dystrophies - Diagnostic Service • Acquired Disease of the Heart • Autoimmune Gut Disorders • Bardlets Biedl Syndrome Treatment • Beckwith Wiedemann syndrome with Macroglossia Service • Bladder Cancer • Bladder Exstrophy Treatment • Bladder Exstrophy, Cloacal Exstrophy and Epispadias (Urgent Cases) • Bridge to Heart • Cardiothoracic Transplantation • Cloaca and Urogenital Sinus • Cloacal Extrophy • Complex Redo Bladder or Renal Surgery • Complex Tracheal Disease Treatment • Complex Vascular 			
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	<p>Malformations</p> <ul style="list-style-type: none"> • Congenital Adrenal Hyperplasia • Congenital Hyperinsulinism Treatment • Craniofacial Surgery and Treatment • Dermatomyostis • Disordered Rhythm of the Heart • Epidermolysis Bullosa (Including 2nd Opinions) • Erythropoietic Porphyries • Familial Hypercholesterolaemia • Gastroenterology/Hepatology/Nutritional support - GI Disease • Hepatic Porphyrias • Immunology • Intestinal Pseudo-Obstructive disorders • Juvenile Connective Tissue Disease (Congenital or Acquired) • Juvenile Idiopathic Arthritis • Lysosomal Storage Disorder • McArdle's 			
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	<p>Disease Treatment</p> <ul style="list-style-type: none"> • Nephrology Including Renal Replacement Therapy • Oncology - Neuro Oncology • Persistent Hyperinsulinaemic Hypoglycaemia of Infancy Unresponsive to Medical Therapy • Pulmonary Hypertension • Renal Stones • Respiratory Medicine - 2nd Opinions on Rare Conditions • Severe Combined Immunodeficiency Disorders • Severe Renovascular Disease/Generalised Vasculitis needing interventional Radiology/Surgery • Urinary Sphincter Deficiency • Urogenital Abnormalities • Vasculitis • Vein of Galen Malformation Treatment • Specialised Paediatric Services 			
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<p>University Hospitals Birmingham NHS Foundation Trust -</p>  <p>Queen Elizabeth Hospital Birmingham</p>	<ul style="list-style-type: none"> • Alstrom Syndrome Treatment • Bardlets Biedl Syndrome Treatment • Bone Marrow Transplant (BMT) • Adult Congenital Heart Disease (ACHD) • Bridge to Heart • Cardiac Electrophysiology • Cardiac Surgery • Cardiothoracic Transplantation • Invasive Cardiology • National transplant centre for Heart/Lung/Heart and Lung/Liver - shouldn't do renal transplant (Renal funding available from the renal network for the renal activity) • Brain and Central Nervous System Cancers • Complex Syringomyelia - Neurosurgery/Clinical Opinion • Stereotactic Radio Surgery • Resource Mapped All Specialised and Non Specialist 	<p>22nd August 2025</p>	<p>● Overall: Requires improvement</p>	<p>Available here - https://www.cqc.org.uk/location/RRK15/inspection-summary. The report was for Urgent and Emergency services and surgery. In surgery, Safe remained requires improvement, Effective and caring remained good, Responsive declined to requires improvement from good, and Well-led remained rated as good. Overall the service dropped from a good rating to requires improvement. The trust was served with breaches within 1 regulation in relation to people not getting timely care, medicines not being managed</p>
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	Services			safely at all times, and anaesthetic equipment not being checked as required at all times.
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Swansea Bay Maternity and Neonatal Review

Swansea Bay Independent Maternity and Neonatal Review - Niche - Swansea Bay Independent Maternity and Neonatal Review - Niche	Neonatal	July 2025	Ongoing monitoring with the team in SBUHB.
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 GIG CYMRU NHS WALES Cyd-bwyllgor Comisiynu Joint Commissioning Committee	NHS Wales Quality Assurance and Improvement Service (QAIS)	
	CCAPS News	Notes/Comments

	CCAPS News	Notes/Comments
Hospital Framework - Elysium Healthcare No.2 Limited - Chadwick Lodge Hospital - 3Qs Maintained	5th August 2025	<p>The NHS Wales Quality Assurance Improvement Service conducted a review of the services provided under Schedule 2 of the NHS Wales Collaborative Framework for Adult Mental Health and Adult Learning Disability/Child and Adolescent Mental Health Hospitals on 18 July 2025 for:</p> <p>Lots 12 & 3</p> <p>All core standards reviewed against the Framework were maintained and the Quality Assurance Rating of 3Qs is maintained.</p>

2.1 Safe Care

The report is developed to support ongoing intelligence monitoring of the Quality and of JCC commissioned services within Wales and NHS England.

2.2 Timely Care

The reports provide intelligence and support to enable further understanding around the timeliness of care and access to services for NHS Wales's patients.

2.3 Effective Care

The monitoring of the reports by the regulators further informs the effectiveness of the care received by NHS Wales's patients.

2.4 Equitable and Patient Centred Care

Further informs to the intelligence and monitoring of equitable care for NHS Wales's patients and provides detail on patients experience within the services.

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 Performance and Improvement 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 ICBs 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 assurance to the Quality Safety and Outcomes Sub-Committee that NWJCC is monitoring and reviewing services on a regular basis and reporting any HIW CQC Peer Reviews together with any relevant reviews of NWJCC Commissioned services.

4. 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

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>	

5. RECOMMENDATIONS

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

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