

## **Report on the 2022 National Audit of Quality Standards for Adult Hearing Rehabilitation Audiology (Wales)**

### **Purpose of this document:**

To provide an overview of Aneurin Bevan University Health Board on the performance of their Adult Audiology service against the Quality Standards for Adult Audiology (Wales) version 2.

### **Background**

Quality Standards for Adult Audiology (Wales) have been in place since endorsement by the Minister for Health and Social Services in 2009. In 2015, the Quality Standards for Adult Audiology version 2 was released reflecting changes and updates in the field of Audiology.

### **Audit Process**

During November 2022, all Adult Audiology Services in Wales were audited using version 2 of the Quality Standards for Adult Audiology (2016).

### **Outcome for Aneurin Bevan University Health Board Adult Audiology service 2022**

The target for the 2022 audit was 85% for each individual Standard and overall target of 90%.

The Aneurin Bevan University Health Board Adult Audiology Service met the 85% target in **all nine** individual standards and **met the overall target of 90%**.

3 out of 83 individual criteria were identified as very low scoring as outlined below;

- 1a5 [Accessing the Service]: The maximum waiting time from referral to commencement of treatment meets the national target.
- 1c6 [Accessing the Service]: Patients have access peer support from trained volunteers.
- 5d3 [Implementing an Individual Management Plan (IMP)]: Following fulfilment of IMP needs, all hearing aid patients are contacted every 3 years, to offer a re-assessment appointment.

Individual criteria where **good practice was commended** include;

- 1a1 [Accessing the Service]: All adult patients have access to Audiology via direct access where this is clinically indicated.

Auditor's comment: Excellent detailed pathways were seen throughout the audit. Ideal for new and existing staff to refer to.

- 2a6 [Communicating with Patients]: Information is offered, by Audiology, regarding external services offered by other agencies, including volunteers, ear care, repairs and maintenance and the facility to self-refer for re-assessment. This is provided verbally and offered in written form.

Auditor's comment: good evidence of feedback from service users.

- 3a7 [Assessment]: Information is recorded within the clinical record in a standardised way and is used to develop the content of the IMP. Included in this information are details of why an assessment or intervention could not be carried out.

Auditor's comment: Evidence that staff are always being supported and encouraged to participate in learning new processes and to review existing.

- 5c2 [Implementing an Individual Management Plan (IMP)]: Where referral to another agency/service for technological or non-technological intervention is indicated, referral is made from Audiology within 7 days of appointment in at least 95% of cases.

Auditor's comment: good referral pathway to Hearing Therapy services.

For comparison, in 2019 the service **met** the 80% target in **all nine** individual standards and **met the overall target of 85%**.

### Head of Service Response

*The external audit team's visit went very smoothly due to the excellent preparation beforehand by the ABUHB Adult Audiology team and the friendly and approachable manner of the external team. It was good to welcome one of the previous Audiology volunteers as part of the audit team and she made a valuable contribution to the discussion which took place during the day.*

*The resulting final score was increased slightly from the score calculated in the self-assessment audit due to consistency checking with other Welsh services by the RNID auditor, who had attended other Welsh audits.*

*Commendations on good practice resulted from extensive work which has been carried out on updating pathways and protocols, evidence of liaison and feedback from patients, and staff participation in service development.*

*Low scoring areas of Standard 1 (Accessing the service) related to waiting times for new patients which are currently failing to keep to RTT following the Covid pandemic, and waiting times for reassessment patients, which have been long at each audit over the past few years and have further lengthened during Covid. In addition the service lost valuable volunteers during the pandemic and has been unable to re-establish this service, but it is hoped that this may be re-introduced in the near future.*

*ABUHB Senior Audiology staff continue to be committed to improving services through the process of the Audiology Quality Standards Audits and are grateful to the audit team for their visit and the comments made.*

*If there are further queries relating to the above, please do not hesitate to contact me.*

Further communication with regard to the next round of Adult Audiology Service audits, will be circulated to Heads of Services following consideration by ASSAG (Audiology Specialist Standing Advisory Group), and the Welsh Government.

The final All-Wales report for 2022 will be disseminated to Heads of Services, and RNID (Royal National Institute for the Deaf) following ratification by the Welsh Government.

Report prepared by Anna Powell. Associate Audit Coordinator 2022

Date: 09.01.2023