

# Annual Quality Statement 2019/2020



Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

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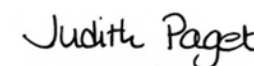
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# Foreword from the Chair and Chief Executive

2019-20 has been a year of great progress and challenge. Quality and Safety is embedded in everything we do within the Health Board, and as such is a priority for everyone working here, from clinical staff, board members and support services, we all strive to ensure the highest quality and safety of the services we provide. The Annual Quality Statement (AQS) reflects some of the achievements we have seen throughout 2019/20, but it also explains when we could have done better and what we are doing to improve in these areas. Understanding our performance, sharing good practice and driving improvement are fundamental principles of a learning culture that underpins the provision of safe, effective, timely, person centred care across Aneurin Bevan University Health Board.

The Health Board has made significant strides in terms of the Clinical Futures Plan to provide safe, high quality care. As a Health Board, we aim to improve the health and wellbeing of the population, reduce health inequalities, and ensure the sustainability of our NHS healthcare system. The Health Board is changing the way it delivers services, ensuring that people are at the centre of everything it does and every decision it makes. This includes supporting the population to live more of their lives in good health for longer and to provide safe care as locally as possible, often in people's homes. Part of this ambition has been the construction of the Grange University Hospital, our new specialist and critical care centre in Cwmbran. Huge progress has been made and in April over 300 beds were available for the Health Board to use in the event of requiring extra capacity due to of Covid-19. The construction of the hospital brings the Health Board a step closer to realising its Clinical Futures ambitions.

We must thank all of the staff for their continued hard work and recognise the amazing efforts and sacrifices people made to ensure that as a Health Board we have responded effectively to Covid-19. It has been overwhelming to observe how colleagues across the Health Board, our partners in health and social care and the third sector have worked together to respond to this challenge, together with huge support of the public, for which we are very grateful.



# An Introduction to the Annual Quality Statement

The Annual Quality Statement (AQS) is a summary of the successes and challenges for the Health Board throughout 2019/20 in relation to quality and safety. The document is a transparent reflection of the progress that has been made towards the priorities that were set at the beginning of the 2019/20 financial year in our [Integrated Medium Term Plan](#) (IMTP) and explains the Health Board performance against some important indicators used to help us understand the quality of the care we are delivering. The AQS also captures the impact that Covid had during the final 2 months of the reporting period and some of the actions undertaken to respond to it.

The AQS is set out under the seven themes of the Health and Care Standards. At the beginning of each section the priorities that were identified at the beginning of the financial year in the IMTP are specified and the progress the Health Board has made towards achieving them is described.



## Staying Healthy

The principle of staying healthy is to ensure that people in Wales are well informed to manage their own wellbeing.

## Safe Care

The principle of safe care is to ensure that people in Wales are protected from harm and supported to protect themselves from known harm.

## Effective Care

The principle of effective care is that people receive the right care and support as locally as possible and are enabled to contribute to making that care successful.

## Dignified Care

The principle of dignified care is that the people in Wales are treated with dignity and respect and treat others the same.

## Timely care

The principle of timely care is that people have timely access to services based on clinical need and are actively involved in decisions about care.

## Individual Care

The principle of individual care is that people are treated as individual, reflecting their own needs and responsibilities.

## Staff and Resources

The principle is that people in Wales can find information about how their NHS is resourced and make careful use of them.

# Staying Healthy: *The principle of staying healthy is to ensure that people in Wales are well informed to manage their own wellbeing.*

In this section we explain what the Health Board has achieved in 2019 /20 to ensure that the people that we provide care and treatment for are able to live more of their lives in good health, are well informed to manage their own health and wellbeing and explains how the Health Board supports people to make decisions about their own behaviour and wellbeing that impacts positively throughout their lives.

**In 2019/20 we said we would....**

- **Identify People living with dementia and ensure appropriate care and support for them and their carers**
- **We would promote children having the best start in life**

**The progress we have made....**

- We have a Dementia Action Plan (for 2018-2022) which sets out multiple aims to improve the experiences of people living with dementia, to include;
  - The early identification of carers
  - Dementia support workers
- Implementation of a dementia friendly GP accreditation programme.
- We have commenced the 'Talk with me' and the Early Years Integrated Pathways to ensure progress against this priority.
- 172 women chose to and were supported to initiate breast feeding at birth.

**Uptake of influenza vaccination among health care workers with direct patient contact is 61.8% for 2019/2020 in excess of the Welsh Government target of 60%**

**95.80% of children in Gwent received 3 doses of the '6 in 1' vaccine by age 1**

**55% of the adult population in Gwent meet their physical activity guidelines**

# Building a Healthier Gwent

In 2019 we published the Building a Healthier Gwent Report. The report acknowledges the fact that people living in some of our Gwent Communities can expect to live 18 years of their life in less good health than those living in other areas of Gwent. The reason for the 18 year gap is that some people live the kind of healthy lives that prevent heart disease, cancer and lung disease while others don't. The report describes a set of ambitions that will ensure that the places where we live, work, learn and play will make it easier for people in our communities to live healthy, fulfilled lives by 2030.

## Ambitions include...

All our children and young people live in smoke free environments and consider not smoking to be the norm.

More of our children and young people live in an environment that supports being a healthy weight.

We have vibrant, connected communities with people preferring to walk and cycle for local journeys.

Families & children are active in shared open spaces and getting the most out of the abundant, natural environment.

We live, learn and work in strong and mutually supportive, resilient communities - both real and virtual.

Concerted action to improve mental well-being because we understand that there is no health without good mental health.

### THE AMBITION FOR GWENT

2030

In 2030 the places where we live work, learn and play make it easier for people in all communities to live more of their lives in good health.

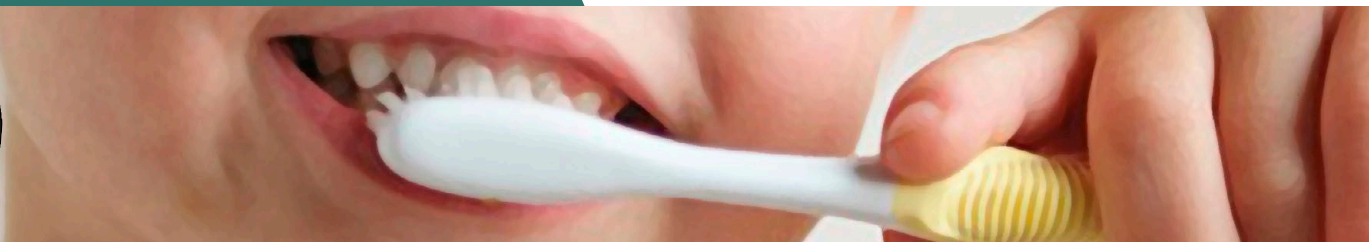
[Please read full report here](#)

## *Designed to smile programme (D2S)*

Designed to Smile (D2S) is a national programme funded by Welsh Government and whilst it's now 10 years old it remains relevant.

The programme supports supervised tooth brushing for children in some nurseries and infant schools. This is not instead of brushing at home twice a day, but in addition. The programme also implements fluoride varnish treatment being placed on children's teeth to help prevent tooth decay.

The Health Board D2S teams work in 229 schools and nurseries undertaking supervised tooth brushing for 16,628 pre-school children, reception, nursery and Year 1 children. Fluoride varnish has been placed on 10,904 older children's teeth in 128 schools to prevent dental decay.



## Making Every Contact Count (MECC)

Making Every Contact Count (MECC) is a national programme that puts the protection and promotion of health and well-being at the heart of every contact. The programme recognises that staff across health, local authorities and voluntary sectors have thousands of contacts every day with patients and are ideally placed to promote health and healthy lifestyles during these contacts by motivating changes in behaviour, offering advice and support and referral to services, as required. The Health Board met its aim of training 10% of front line staff in the principles of MECC by 31 March 2020.

"During MECC training we discussed how to approach sensitive issues with patients, this has been the most helpful part of the training and has encouraged me to use my MECC skills with service users"

"My confidence has improved and I am trying to identify MECC opportunities where possible in my practice"

### ***What our staff said after receiving their MECC Training***



Gwneud i Bob Cyswllt Gyfrif  
Making Every Contact Count



Health Board midwifery services have used MECC to initiate sensitive and supportive discussions around raised BMI with pregnant women. This enables full participation in solutions to change behaviours to improve their health and that of their unborn baby.

## *National Exercise Referral Scheme (NERS)*



**Wales National Exercise  
Referral Scheme (NERS)**  
**Cynllun Atgyfeirio Cleifion  
i Wneud Ymarfer Corff Cymru**

Exercise can help reduce blood pressure, help with weight loss, reduce cholesterol levels and can benefit mental health, helping you to increase your chances of living healthier and longer. The exercise referral scheme is designed to support individuals to take up a variety of physical activity opportunities. Once referred to the scheme the individual will have a 16 week programme designed specifically to their needs and will have assistance from highly qualified exercise professionals.

All the Health Board Neighbourhood Care Networks, across 12 catchment areas in Gwent, are working to improve the accessibility to these exercise schemes.

# Smoking Cessation

BYW BYWYD  
JUSTB

The JustB Smoke Free programme across the Health Board supports secondary schools to develop a smoke free culture. Pupils aged 12 to 13 are trained to become Ambassadors. The role of the Ambassadors is to talk to fellow pupils about the benefits of being smoke free and the risks of smoking tobacco

GP Practices across the Health Board are working to raise awareness of free NHS services available to help people stop smoking. Patients are sent a personal letter to attend a smoking assessment with a **Help Me Quit** Community Advisor.

Support includes:

An initial assessment to determine the client's readiness to stop smoking.

Motivational interviewing to assist clients in their attempt to stop smoking.

Weekly supply and support in use of nicotine replacement therapy products to maximise therapeutic benefits.

Weekly Carbon monoxide monitoring to support a stop smoking attempt.

Identification of clients who need referring, following the local referral pathway.

During the year 2019/20 3825 adult smokers accessed the **"Help Me Quit"** smoking cessation service, 1610 treated smokers quit smoking at 4 weeks.

## Smoke Free Maternity Services

The Smoke Free Maternity service launched in June 2019. The aim is to increase the number of pregnant women who receive professional support to give up smoking and give their babies a healthier start in life.

Every pregnant woman wants the best for her new-born baby and the most important thing she can do for her own health and baby's health is to give up smoking.

This service is available to all pregnant smokers and is part of the normal pregnancy package offered to women in Gwent. We want all pregnant women to know that this specialist support will greatly increase their success of becoming smoke free.

Smokers who use free NHS services with pharmacotherapy medication increase their chances of quitting by 300% compared to going it alone.

There are 89 community pharmacies able to provide one-to-one smoking cessation support and supply Nicotine Replacement treatment.

The Smoke Free Maternity service launched in June 2019 and treated 232 pregnant women in 2019/20.

### What does it offer?

- One to one specialist stop smoking support for pregnant woman.
- Weekly behavioural support for a course of 12 weeks or longer at clinics, patients home addresses or telephone.
- Flexible appointment times and days, in the morning, afternoon or evening.
- Access to licensed stop smoking medication for up to 12 weeks via a pharmacotherapy letter issued to Community Pharmacy Level 2 smoking Cessation Services.

### What are the benefits?

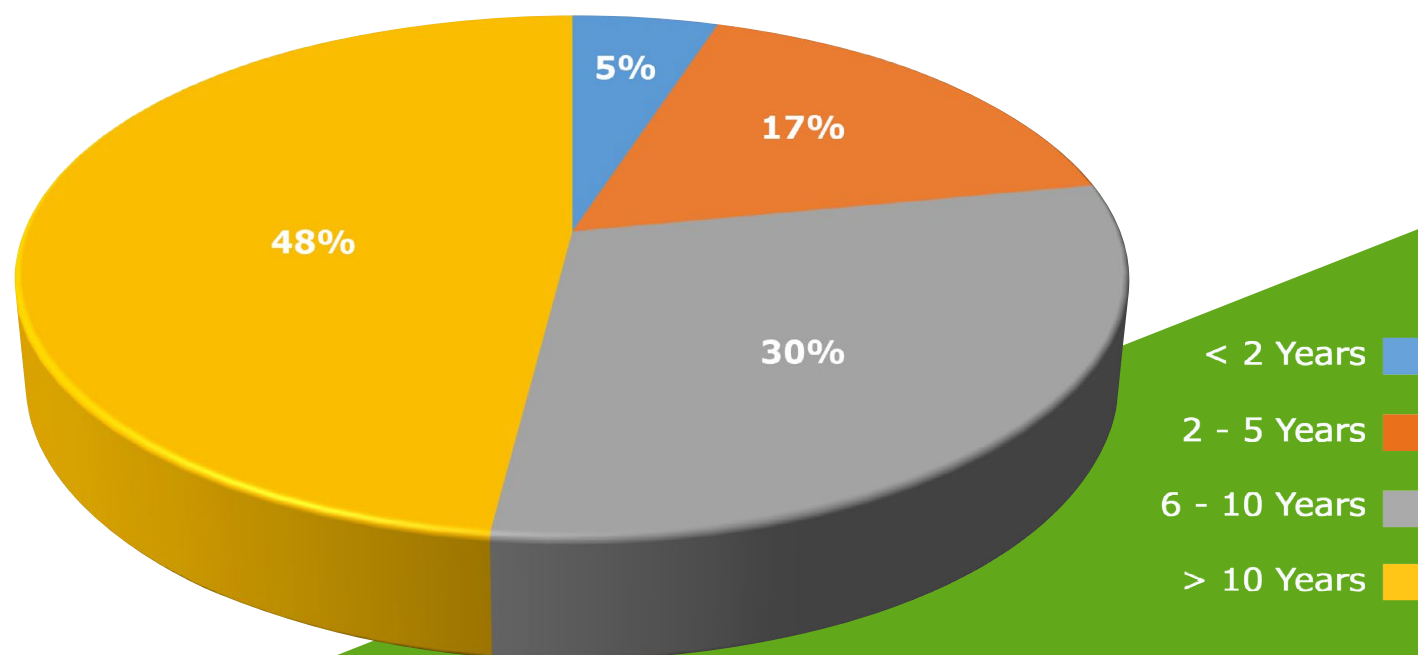
- A healthier pregnancy and better able to cope with birth.
- The baby is less likely to be born too early and/or be born underweight.
- The baby will have a greater chance of growing up healthy.
- Reduce the risk of miscarriage or stillbirth.
- Reduce the risk of cot death.

### Who delivers the service?

The service is delivered by three Smoke Free Maternity Support Workers based across Ysbyty Ystrad Fawr, Nevill Hall Hospital and the Royal Gwent Hospital who are all passionate about the new service and supporting pregnant women to give up smoking.


Connect is a Child and Young Person Weight Management Service that commenced in the Health Board in May 2019 and is the first of its type in Wales. It links with families of children and young people aged 16 years and below, where the BMI of that individual is high and they have other medical issues. Since launching, the service has had 329 referrals, 269 of these prior to April 2020, and 159 families were being supported by with relevant medical professionals, such as Dietitians, Psychologists, Nurses, Paediatric Consultants and Therapy Practitioners.

## % of referrals per age group



**Referral to connect by age**

# *Primary Care Immunisations*

A decorative graphic on the left side of the slide. It features a green triangular background with three stylized virus particles. One is dark green, one is medium green, and one is light green. The light green virus particle is at the bottom and contains text.

The Immunisation Team was re-established within Primary Care and Community Division in January 2020. The team includes a Lead Nurse, an Immunisation Nurse Facilitator and Administrative Support. Immunisation is one of the most successful and cost-effective public health interventions and maintaining immunisation programmes is a key priority to protect public health from preventable infections. Throughout the Covid 19 pandemic the team has encouraged and actively supported the continuation of the childhood immunisation programme within primary care. The Immunisation Team has commenced the delivery of a series of virtual immunisation update training sessions for staff in Primary Care using video conferencing.

There were  
136 Nurses and  
General Practice  
Staff who received  
immunisation  
training.

# Safe Care:

The principle of safe care is to ensure that people in Wales are protected from harm and supported to protect themselves from known harm.



In this chapter we describe what the Health Board has done in 2019 /20 to ensure that we are able to provide high quality and safe care and that we learn from our performance and constantly drive improvements

## *Never Events*

The term Never Event is used to describe a patient safety incident that is considered to be entirely preventable. The Health Board reported 13 Never Events in 2019/20 with four of these occurring in previous years and reported retrospectively. Most of these incidents related to surgery, and included several cases of wrong site nerve blocks and cases of retained products, such as swabs. Improvement work is underway, overseen by the Executive Team and includes a review of the process to manage, investigate and learn from patient safety incidents within theatres, a programme of audit and checks around the Local Safety Standards for Invasive Procedures and a programme of staff education and awareness raising. As a result of the theatre Never Events, Internal Audit have been commissioned to undertake a review of theatre safety and particularly compliance to the World Health Organisation (WHO) Safety Checklist.

## *Bone Health*

The Fracture Liaison Service was started in 2015. The service identifies individuals who are over 50 and who have sustained a low fragility fracture. Patients are either referred for a bone density scan or reviewed by their GP. If the patient is diagnosed with osteoporosis they are reviewed by the Fracture Liaison Nurse where education and advice regarding bone health and treatment is discussed. A total of 584 patients have been seen to date. The benefits of having this service are to prevent further fractures, reduce falls risk and improve bone health. By identifying patients at risk following their first fracture it will prevent more serious fractures from occurring in the future such as hip or spinal fractures. The Health Board is part of a collaborative with the Royal College of Physicians which gathers information on a national database for fragility fractures and allows benchmarking against other organisations to inform learning.

## *Serious Incidents*

In 2019/20 the Health Board reported 238 serious incidents. Serious incidents are a category of patient safety event that have resulted in unexpected death or serious harm or could undermine the Health Board's ability to deliver safe health care. Serious Incidents are thoroughly investigated to understand their root cause and to allow the Health Board to implement processes to avoid similar incidents occurring where feasible. All Serious Incidents are reported to Welsh Government. The most commonly reported Serious Incidents that the Health Board reports are in-patient falls that result in a fracture

## *Unexpected Deaths in Mental Health Services*

In 2019/20 the Health Board reported 42 unexpected deaths of patients who had received care in Health Board Mental Health Services in the previous 2 years. These incidents were reported as serious incidents. Unexpected deaths occur for a number of reasons including suicide, accidental overdose and deaths from natural causes. It is important that as a Health Board we review the circumstances behind each of these events in order to understand how the care that we provide may contribute to a reduction in future similar incidents.

The National Confidential Inquiry into Suicide and Safety in Mental Health identified a period of greater risk for some people immediately after they have been discharged from a hospital episode where they were treated for their mental health. Mental Health Services have a standard in place whereby anyone discharged from hospital is followed up with a phone call 48 hours after their discharge. The Health Board achieved over 98% compliance with this standard in 2019/20.

In addition, the Health Board also works with other agencies to consider local suicide data, with the intention of better understand patterns of suicide in Gwent, identifying high risk populations and places and identifying missed opportunities to intervene. This information is used to steer development of local suicide prevention strategy and action plan.

## *Falls Review Panel*

The risk of patients falling in hospital has to be minimised while at the same time ensuring that patients maintain their mobility and independence by getting up out of their beds and moving about the ward. This means that it will never be possible to eradicate falls in hospital, however by understanding each patient's individual risks and managing those risks, the number of falls can be reduced. All inpatient falls that result in a long bone fracture are investigated and presented to the Health Board Falls Review Panel where all elements of the patients care are revisited in order to understand if anything could have been done to prevent the fall. The panel reviewed 68 cases in 2019/20. Improvement actions are identified in each of these cases to ensure that learning from these events are embedded to avoid similar incidents occurring again.

Learning has included the need to ensure lying and standing blood pressure is recorded on admission to a ward to reduce the risk of patients falling as a result of fainting. It was also identified that there was a need to improve the documentation of risk assessment and associated actions and this will be reinforced across all wards and audited in 2020/21.

## Coloured Walking Frame Pilot

People living with dementia and who have visual impairment can sometimes have difficulty seeing the colour grey. The Health Board have been testing the use of coloured walking frames to see if this improves accessibility for people with visual or cognitive impairment.

The Health Board have tested five different coloured walking frames in care homes and hospital wards to see if they are easier for patients to see; To date 280 residents across 21 care homes in Gwent have been provided with coloured walking frames.

Aneurin Bevan Community Health Council carried out a review of the project in 4 hospital sites and 11 care homes within Gwent where the coloured frames are in use. 42 individuals were asked to share their experience of having a coloured frame. Satisfaction was high overall and people were pleased to be able to choose their own colour. 39 individuals reported having more confidence mobilising with their new frame.



"Zimmer is bright and cheerful. Family thinks the scheme is a very good idea. When I arrived I was using a grey zimmer frame - others had already received the coloured frames. Was very pleased when I was informed I could be part of the trial. I picked a yellow frame as I liked the colour and was not disappointed when it arrived. The Zimmer itself was slightly the wrong size but was returned and replaced very quickly - very pleased with the service. Would be a good idea to include other items such as walking sticks."

Friends stated  
"Think colour frames are  
a great idea."

Family says that  
it's "different and  
promotes more individuality  
and fun"

## No Catheter November

Urinary tract infections are common and account for 19% of all Health Care Acquired Infections (HCAI). Around half of these infections are associated with an indwelling urinary catheter. In November 2019 a project was undertaken to support District Nurses to review patients in their homes and in residential homes to see if it was appropriate for them to have their catheter removed, thereby reducing their risks of developing an infection. The project was successful in improving communication between teams and services and in enhancing knowledge about catheter management. This work will be replicated in the community hospitals across the Health Board in 2020/21.

### *Clostridium difficile* (C-diff)

*Clostridium difficile* otherwise known as C-diff is a bacteria that can infect the bowel and cause diarrhoea. It most commonly affects people who have recently been treated with antibiotics and is highly virulent. When a case of C-diff is identified within hospitals or the community a detailed review of the patient's care is undertaken to understand what had caused the infection, including reviewing the prescribing of antibiotics and understanding if there has been evidence of cross contamination. This has allowed improvements to be implemented which have led to a sustained reduction in cases over a number of years and led to the Health Board meeting its reduction target in 2019/20. To further improve the rate of C-diff acquisition, Antibiotic Pharmacists have been appointed to ensure appropriate antibiotic prescribing is evident in Primary Care and in hospital. The Health Board has been appointed an Infection Control Nurse to review not only C-diff but all cases of health care acquired infections in Community and Primary Care.

## Infection Prevention and Control

### Clostridium Difficile

- The Health Board was successful in reducing cases by 6% and exceeding its target

### MRSA/MSSA

- The Health Board narrowly missed the target but was successful in reducing cases by 21%

### E coli

- The Health Board narrowly missed the target but successful in reducing cases by 3%

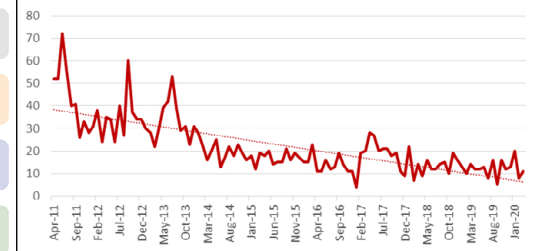
### Pseudomonas

- The Health Board noted a 16% increase in cases and did not meet its target

### Klebsiella

- The Health Board noted a 27% increase in cases and did not meet its target

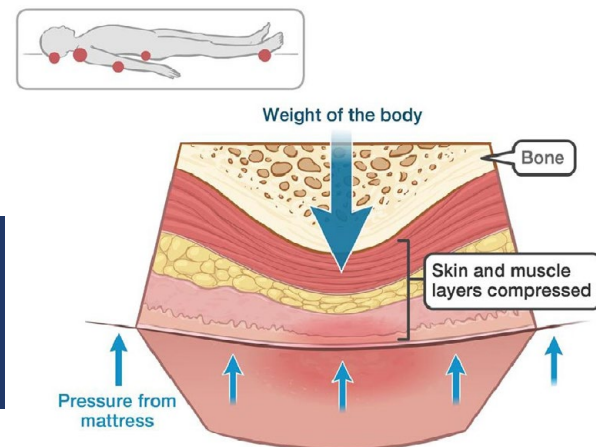
Overall HB Performance  
C difficile



## Pressure Ulcers

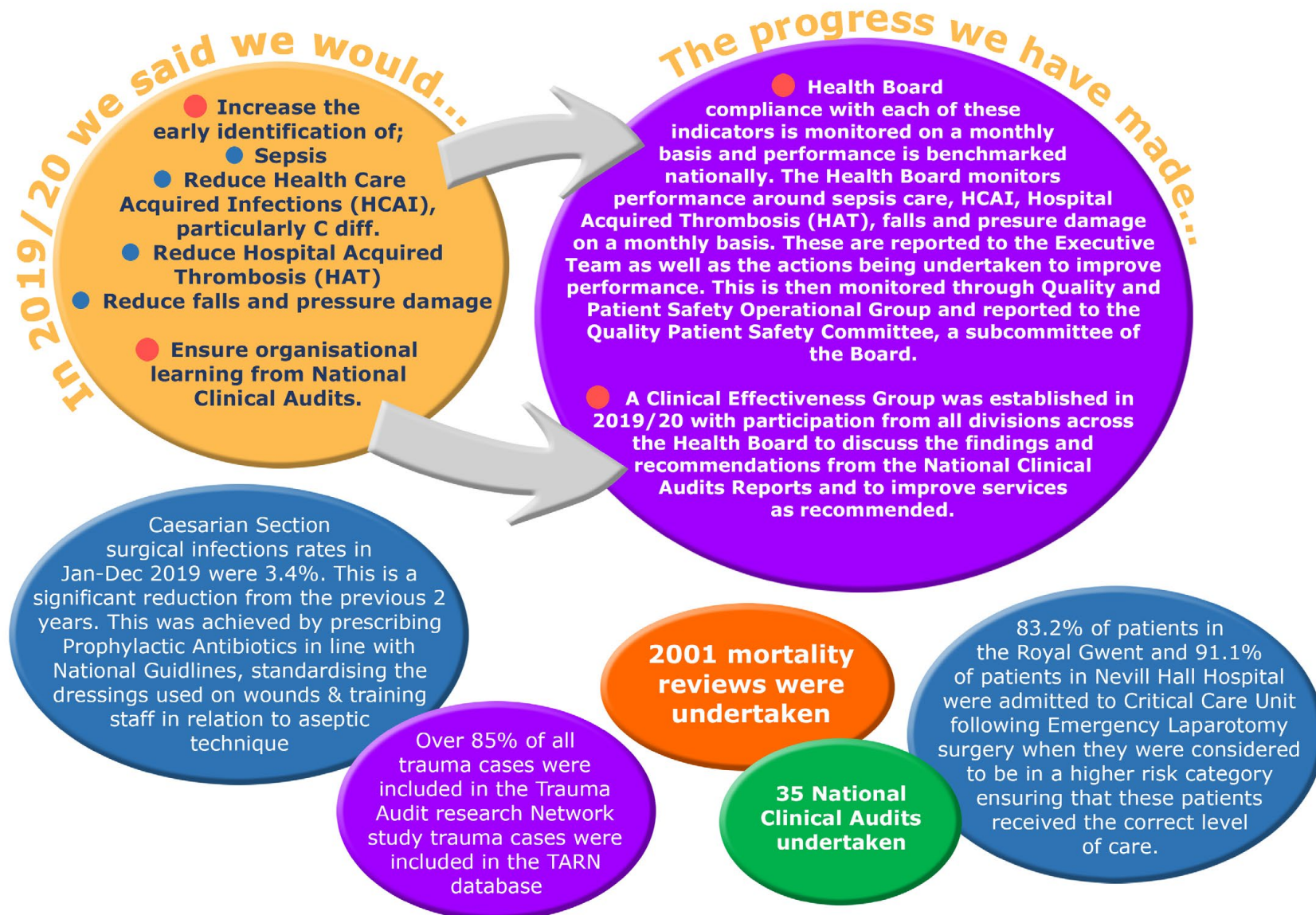
Following a successful pressure ulcer reduction collaborative in 2017/18 that included an informed approach to investigating all cases of pressure ulcers and then implementing the necessary improvements, this work has now been embedded in the Divisions to enable them to continue this approach and to progress the work. The Tissue Viability Team undertake monthly pressure ulcer training for staff to raise awareness of prevention, management and assessments.

In addition, a specialist Tissue Viability Nurse has been appointed to support nursing homes in delivering pressure ulcer care




# Effective Care: *The principle of effective care is that people receive the right care and support as locally as possible and are enabled to contribute to making that care successful.*

In this section we describe what the Health Board has achieved in 2019 /20 to ensure that the care that we provide reflects best practice and is always based on evidence.



## National Early Warning Score (NEWS)

NHS Early Warning Score Wales	
NEWS	RISK
0-2	
3-5	<b>3 = THREAT!</b> Acute illness or unstable chronic disease?
6-8	<b>6 = SICK!</b> Likely to deteriorate rapidly
9	<b>9 = NOW!</b> Immediately life threatening critical illness
Note of caution: Frequency of observations can be increased at the discretion of the clinical team. Equally concern about a patient should lead to escalation, regardless of the score.	
<b>SUSPECT SEPSIS?</b> <b>2 OR MORE OF THESE:</b> Temperature $<36$ or $>38.3^{\circ}\text{C}$ Heart rate $>90$ bpm Respiratory rate $>20/\text{min}$ WCC $>12$ or $<4 \times 10^9/\text{l}$ Acutely altered mental state Hyperglycaemia ( $>7.7$ mmol/L) <b>Plus new infection = SEPSIS!</b>	
<b>1000 LIVES</b> <b>O FYWYDAU</b>	
	

NEWS is a system of recording and scoring patient's vital signs, including temperature, respiratory rate and blood pressure. Scores are attributed according to how close to the normal range the measurements are. These scores assist in the identification of patients who are more unwell and who need increased monitoring or urgent review. In 2019 a project was undertaken on the respiratory ward in Nevill Hall Hospital to start using a different early warning score, Chronic Respiratory Early Warning Score (CREWS) for patients with type 2 respiratory failure. CREWS takes into account the different oxygen levels that would be recorded for patients with respiratory disease. The plan is to introduce this system across the Health Board in 2020/21.

Sepsis awareness across the Health Board has been an area of high priority for a number of years. Timely recognition of the condition is vital to prevent serious harm or even death.

The Health Board is committed to improving identification and treatment of sepsis by constantly monitoring performance across all areas.

The Sepsis 6 intervention bundle is a set of actions that should be undertaken if a patient is suspected of having sepsis. These include giving oxygen when necessary, taking specific blood tests, giving antibiotics and intravenous fluids and measuring urine output.

In 2019/20, 3401 patients had the sepsis 6 bundle completed. Of these patients 52% had the necessary care completed within 1 hour and 65% had their care completed within 2 hours. In 2020/21 we will work to further increase the number of patients who have the sepsis 6 bundle completed.



Healthcare Inspectorate Wales provide an important function, inspecting health services to ensure that the public receive good quality health care. Inspections range from GP practices to large hospitals. HIW also ensures that vulnerable people receive good care in mental health services. In 2019 /20 Healthcare Inspectorate Wales undertook a number of inspections across the Health Board, including 3 hospital inspections, 2 mental health inspections, 5 General Practice inspections and 13 dental inspections. In all reviews it was identified that staff were professional and provided safe and dignified care. You can read all of the Health Board inspection reports and improvement plans [here](#).

In June 2019 HIW launched a National Review of Maternity Services in Wales. The review has included inspections of inpatient maternity services and maternity units. Health Board inspections have included:

- Nevill Hall Hospital – *Pen-y-Cwm Ward and Birth Centre*
- Royal Gwent Hospital – *Maternity Services*
- Ysbyty Ystrad Fawr Hospital – *Midwifery Led Unit*



## Findings from these maternity inspections included:

- There were high standards of care and communications.
- There was strong leadership and good support offered to staff.
- There were professional and kind interactions between staff and patients observed and care was provided in a dignified way.
- There was oversight and management of medical staffing issues facing the department.

It was noted that there were some improvements required and these included;

- Availability of health promotion information.
- Some areas of patient record keeping.
- Regular checking of resuscitaires equipment.

Following inspections action plans are developed to support the necessary improvements and this is monitored to ensure the improvements are progressed and sustained.

**Mental Health**  
There were 2 mental health inspections during 2019-2020 –  
Mandifft Court and County Hospital

**Positive findings:**

1. Dedicated and motivated staff
2. Patients complimentary about care received
3. Good team working
4. Good individualised care

**Most significant areas where improvements were required:**

1. Medicines management
2. Application of the Mental Health Act
3. Issues with joint learning and implementation of commitments following outcomes of inspections

**Hospitals**  
There were 3 hospital inspections in Anaurin Bevan during 2019-2020 –  
Nevill Hall Hospital, Ysbyty Ystrad Fawr, Royal Gwent Hospital.

**Positive findings:**

1. Safe and effective care was found
2. Staff treated patients with dignity and respect
3. Most patients said happy with care received
4. Good evidence of MDT working
5. Good levels of patient privacy on wards

**Most significant areas where improvements were required:**

1. Issues with infection control and prevention measures
2. Checks on emergency equipment
3. Record keeping
4. Medicines management

**GPs**  
There were 5 GP inspections during 2019-2020 – Llanymorfa, White Rose Medical Centre, Tudor Gate Surgery, Bryntirion, Ty Bryn Surgery.

**Positive findings:**

1. Overall, safe and effective care was found
2. Staff treated patients with dignity and respect
3. Good access to patient information
4. Good access to appointments

**Most significant areas where improvements were required:**

1. Patient and information on chaplains
2. Staff training records
3. Record keeping
4. Checking emergency resuscitation equipment

**Dentists**  
There were 13 Dental inspections during 2019-2020.

**Positive findings:**

1. Patient feedback was regularly sought and acted upon
2. Practices were overall clean and well maintained
3. Evidence of good management and leadership

**Most significant areas where improvements were required:**

1. Medical devices in equipment
2. Storage and security of waste
3. Standard of clinical record keeping and patient notes

## *End of Life Care*

The National Audit of Care at the End of Life helps organisations to understand the quality of care that is provided to patients in their last days. The audit captures how well we communicate with the dying person and with their families and how well the care was planned. It also examines if families felt that they had enough emotional, practical and spiritual support.

The audit showed that our staff were very good at discussing with families the likelihood of the patient dying and what care would be provided. It demonstrated that the necessary medication to keep patients comfortable at the end of their lives was prescribed and administered. However, it also demonstrated that we need to improve our communication with families, helping them to understand the side effects of some medications and the risks and benefits of nutrition and hydration in the last days of life. In order to achieve this we will work to increase attendance at the Sage and Thyme palliative care study days to improve communication skills with patients and their families.

We have been successful in securing funding from the Community Lottery Fund via Help Force, to pilot an end of life care Companion Service on 3 areas at the Royal Gwent Hospital (gastroenterology, care of the elderly and respiratory wards). These Companions will support patients who may have no family or friends visiting and who may have no-one to hold their hand or be with them at the end of their life. We have recruited over 30 companions to date.



### *Chaplaincy End of Life Support*

In 2019 the service to support patients at the end of their lives was strengthened with a dedicated chaplain working in the south of the Health Board with the Palliative Care Team. Chaplaincy in Nevill Hall already had a strong involvement in this area of work but the additional resource meant pastoral and emotional support to patients regardless of their faith, was available more widely. The Chaplaincy visits provide an opportunity for supportive conversations about matters that were important to those patients. These conversations were often around issues that the patients found difficult to articulate to their own families, including their anxieties and fears for themselves and their relatives after their death.

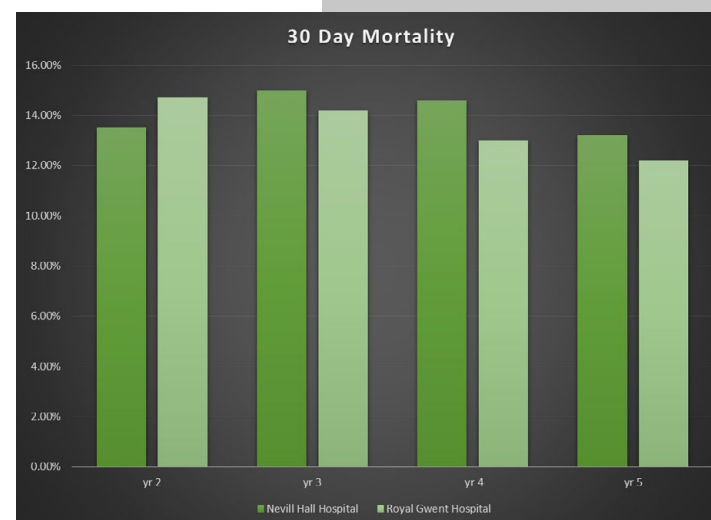


## National Emergency Laparotomy Audit (NELA)

The majority of patients that require emergency laparotomy surgery have potentially life threatening conditions that require prompt investigations and treatment. Delays in treatment can lead to increased complications and increased risk of death.

The latest NELA report demonstrated that while the majority of patients recover, nationally 9.6% of patients undergoing Emergency Laparotomy surgery will die within 30 days of their operation.

While the Health Board 30 day mortality rate is higher than this, 13.2% in NHH and 12.2% in RGH, they are within the normal range and there has been a sustained improvement in 30 day mortality since NELA started. The clinical team continuously review the information generated from NELA to improve the quality of the service being provided including how quickly patients arrive in theatre in relation to their risk and the proportion of higher risk patients that are admitted directly to critical care following their surgery. In 2020 emergency laparotomy surgery will be centralised in the Grange University Hospital which will allow new opportunities to improve Health Board performance further.



## Stroke Care

The Health Board participates in the Sentinel Stroke National Audit Programme to help us to understand performance around stroke care. Good stroke care relies on a system wide approach, timely admission to a stroke unit relies on the availability of a bed; this in turn is dependent on patients being discharged within an appropriate time and this is supported by the treatment and rehabilitation that is provided during their stay in hospital.

Physiotherapists and Occupational Therapists undertook a project on one ward in St Woolos Hospital to increase the intensity of the rehabilitation provided to patients by working jointly with the nursing staff to support the morning routines of the patients.

The project aimed to support patients to complete their personal care as independently as possible, to spend more time out of bed and to support nursing staff to increase their rehabilitation skills and techniques. The project was successful in increasing the intensity of the rehabilitation being provided to patients on the ward.

**In January to March 2020 58.3% of stroke patients in the Health Board receive a scan within 1 hour This is comparable with the UK.**

**In January to March 2020 32% of stroke patients were admitted to an acute stroke unit within 4 hours compared to 54% of patients across the UK.**

**In January to March 2020 87.6% of stroke patients had been assessed by a physiotherapist within 72 hours.**

**In January to March 2020 87% of stroke patients had been assessed by a an Occupational Therapist within 72 hours.**



**PARCH**  
—  
**RESPECT**



**PARTNERIAETH**  
—  
**PARTNERSHIP**



**CWELA AC**  
**ARLOESI**  
—  
**IMPROVEMENT**  
**& INNOVATION**

## *WHSSC – Welsh Health Specialised Services*

Specialised services support people with a range of rare and complex conditions which are provided in relatively few hospitals accessed by comparatively small numbers of people. They are not available in every local hospital because they have to be delivered by specialist teams of doctors, nurses and other health professionals who have the necessary skills and experience. Unlike most healthcare, which is planned and arranged locally, specialised services are planned nationally by Welsh Health Specialised Services (WHSSC) on behalf of the seven Health Boards in Wales.

Health Specialised Services (WHSSC) on behalf of the seven Health Boards in Wales. The quality of care that patients and their families receive, and their experience is central to the commissioning of specialised services driving quality assurance and improvement. One of the key features of the quality assurance framework is the strengthening of the relationships between Health Boards and the role of their Quality & Patient Safety Committee. This is core to ensuring that each Health Board is assured regarding the quality of the services commissioned for their population but also to facilitate shared learning.

Our strategic aim is, on behalf of the Health Boards, to ensure that there is equitable access to safe, effective and sustainable specialist services for the people of Wales, as close to patients' homes as possible, within available resources.

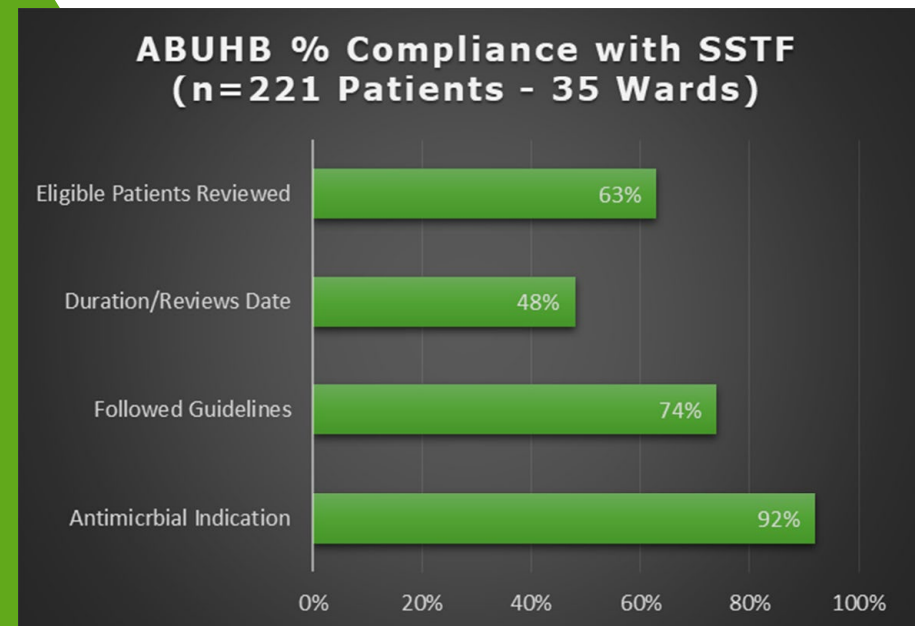
# Antibiotic Use

## *Start Smart Then Focus Audit*

Globally, the overuse of antibiotics has resulted in this group of medications becoming less effective and in some bacteria becoming resistant. The Health Board follows Start Smart and Then Focus guidelines. The principles of this programme includes:

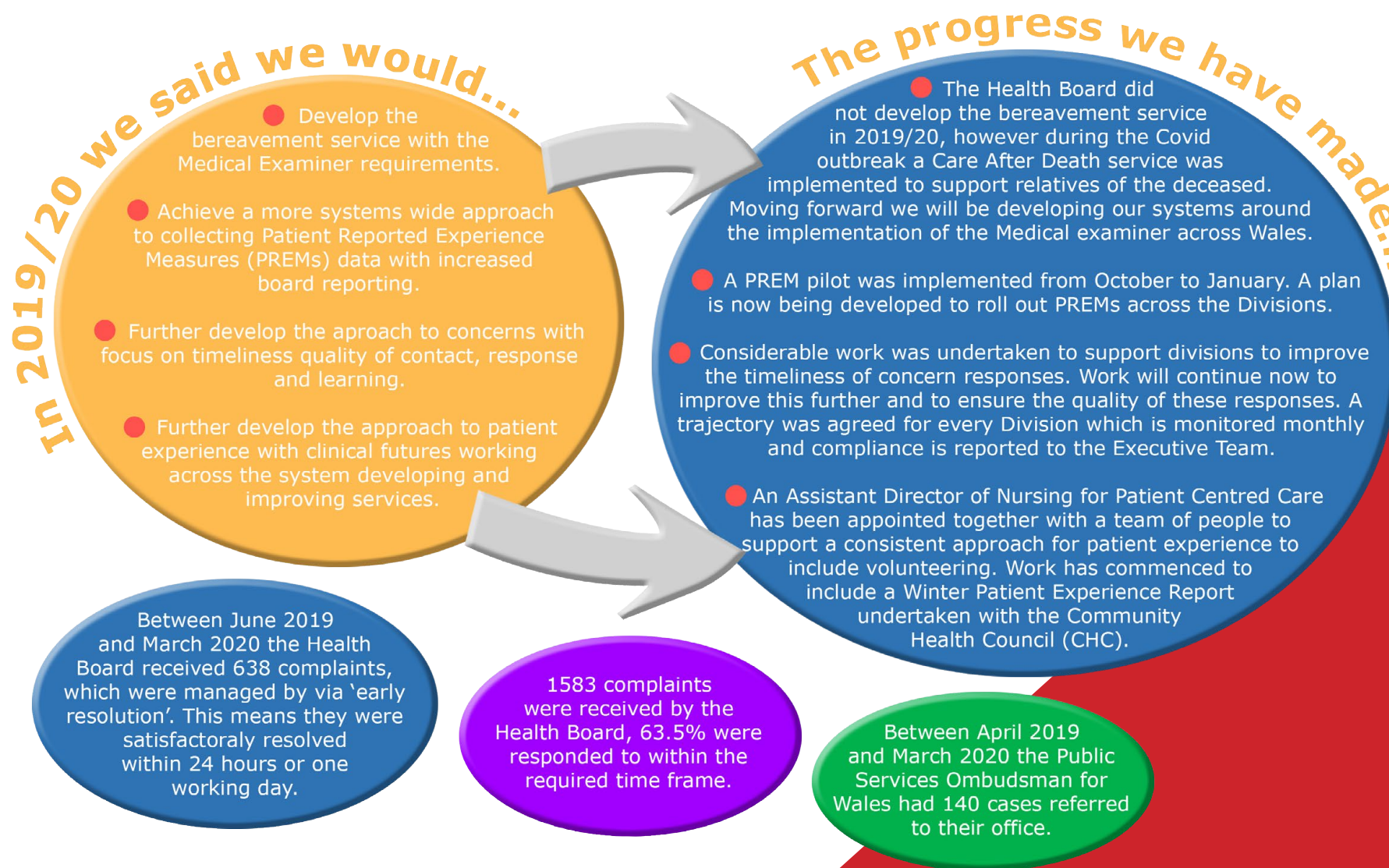
- Ensuring that antibiotics are not prescribed unless there is a clear reason why the patient needs them.
- Ensuring the appropriate antibiotic is prescribed.
- Ensure that antibiotic treatment is started within 1 hour of diagnosis for patients with severe sepsis or life threatening infections.

In 2019 an audit was undertaken to review the prescribing in relation to the guidance, it was found that 74% of cases reviewed followed the guidance. In 2020/21 the Health Board will implement an ongoing programme of audit of antibiotic prescribing across all of the Divisions that will allow the Health Board to measure performance against other health organisations.



# Individual Care: *The principle of individual care is that people are treated as individuals, reflecting their own needs and responsibilities.*

In this section we describe what the Health Board has achieved in 2019 /20 to ensure that the way that we provide care to patients respects their individual choices and ensure that all patients are treated equally.



## Our Veterans

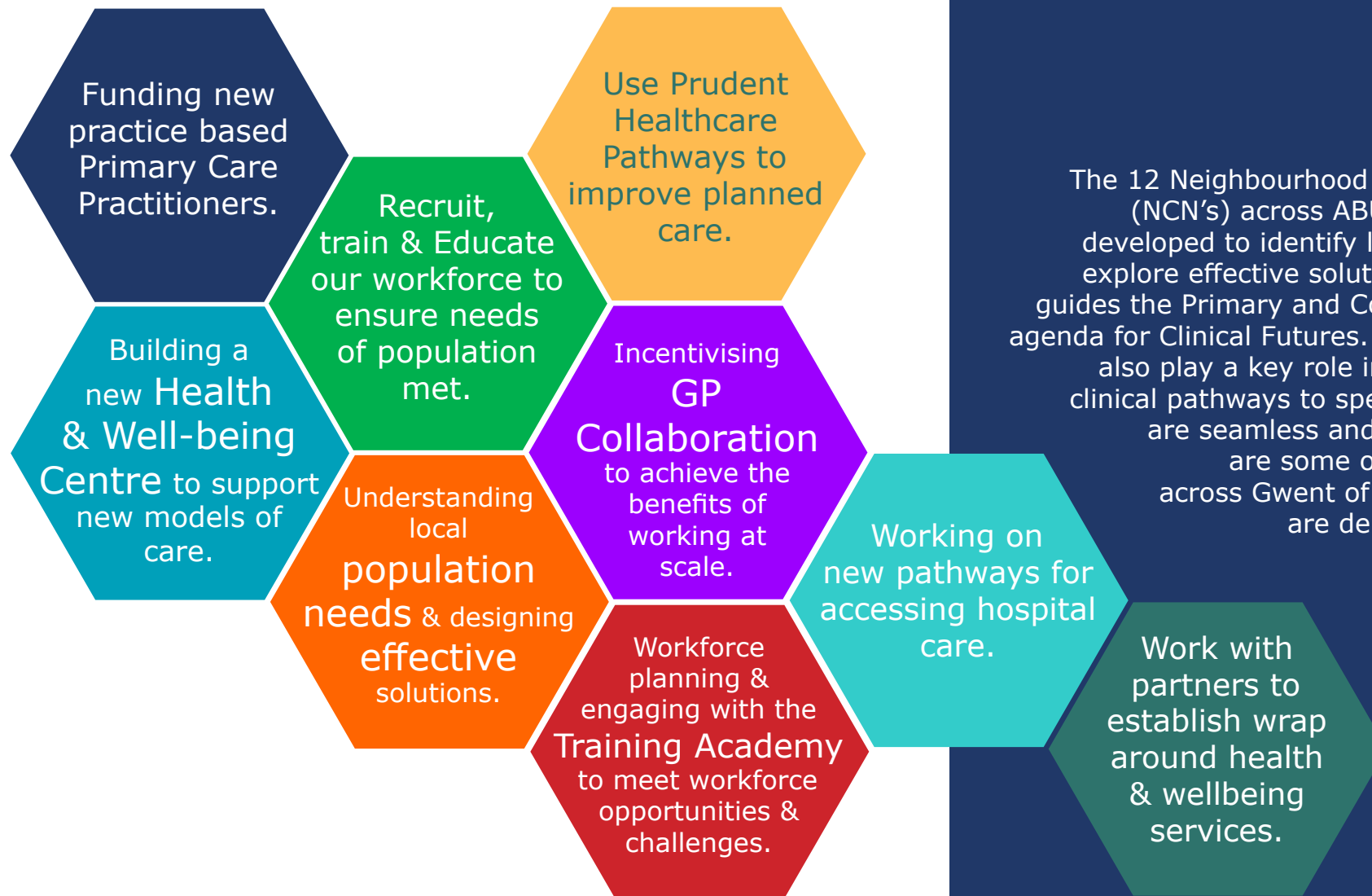
The Armed Forces Covenant allows all veterans who formerly worked in the armed forces, as a regular or a reservist to have priority access to NHS treatment for any conditions which results from their time in military service. High on the agenda is help for those suffering from mental health difficulties. In the Health Board we have specialised experts in military mental health who provide therapy services. The Health Board has launched a Peer Mentor service supporting military veterans in the third sector linking in closely with VNHSW and promoting mental health recovery of veterans accessing the service.

The Health Board have been awarded GOLD in the Defence Employer Recognition Scheme (ERS) along with Caerphilly Borough Council and Newport City Council, for their efforts in supporting our armed forces community. Across Gwent there are many groups and clubs that veterans can attend.

If you or anyone you know could benefit from our services, please contact the team on 01873 735240 or email [AdminVnhsw.ABB@wales.nhs.uk](mailto:AdminVnhsw.ABB@wales.nhs.uk)



## Neighbourhood Care Networks (NCN)



The 12 Neighbourhood Care Networks (NCN's) across ABUHB have been developed to identify local needs and explore effective solutions. This work guides the Primary and Community Care agenda for Clinical Futures. Our NCN leads also play a key role in ensuring that clinical pathways to specialist services are seamless and efficient. Here are some of the examples across Gwent of how the NCN's are delivering change

*Please read more about the work that is being undertaken in your local Neighbourhood Care Network*



Promoting	uptake of Immunisation and Screening programmes to ensure we are preventing infectious disease and detecting disease at an early stage
Working	with Age Cymru on the Newport Older Person's Pathway to enable older people to remain socially connected and independent at home
Supporting	Extended Roles and Skill Mix in general practice to ensure people see the right professional to meet their needs, this might mean patients being seen by a nurse or a therapist when it's appropriate.
Funding	Practice Based Pharmacists to ensure that patients are being prescribed the most clinically and cost effective treatments
Developing	Integrated Community Teams that including district nurses, physiotherapists, occupational therapists and social care professionals all working together to meet the needs of the patients that they care for.
Implementing	an Urgent Care Hub to improve same day access alongside NHS 111 and Primary Care Out-Of-Hours with integrated pathways to the wider emergency and urgent care system including the minor injuries unit and acute ambulatory assessment unit at the Royal Gwent Hospital.

## *Patient Reported Experience Measures (PREMs)*



Patient Reported Experience Measures (PREMs) are questionnaires that ask patients about their experiences of the care they have received when in hospital. Between August 2019 and March 2020, the Person Centred Care Team have been piloting the National Patient Reported Experience Measures (PREMs) across hospital wards, 82 wards were visited on all hospital sites. Working closely with the Value Based Healthcare Team and the Health Board Workforce and Organisational Development Team, the PREM is being used alongside staff and relatives feedback. Covid-19 has currently interrupted the programme of work. In 2020/21 we will work with divisions to develop and implement service specific PREMs.

Our staff are working across several disciplines to improve the Patient Recorded Experience Measures (PREMs) and Family Recorded Experience Measures (FREMs) in a number of service areas including mental health, maternity and children's services.

## *Value Based Healthcare*

Value Based Healthcare maximises the value of health care for recipients; achieving the best outcomes for patients using the finite resources that the health care system has available. The programme aims to support clinicians in direct patient care by providing information including patient reported outcomes which inform shared goals and decision making.

A new workshop that encourages mental health service users to develop woodwork skills opened on 1 July 2019 at St Cadoc's Hospital, Caerleon. Run by Pillmawr Ward, the Wood Shed project aims to encourage service users to engage with activities to learn new skills and gain confidence to facilitate reintegration back into the community.

Ward Manager Liz Lawrence said: *"This project has been in the making for the last two years and it's brilliant to see it finally open to begin helping people. We think the Wood Shed will improve our service users' quality of life and give them new skills which they can take out into the community when they are discharged from us."*

Products made at the Wood Shed include bird boxes, garden planters, benches, rabbit hutches and upcycled furniture. These items will provide furniture for service users when they are discharged from hospital, or sold to members of the public with funds going back to Pillmawr Ward to keep up the running of the Wood Shed.

*service user who enjoys working in the Wood Shed, said...*

*"It's really good – it's a distraction from my mental health problems. It helps me therapeutically, I'm gaining new skills, and it gives me an incentive to lead a different life. I'm hoping to come back here to volunteer every Thursday. I would encourage other service users to come along as we can help them."*



## Patient Compliments

Thank you for being there. Thank you ABUTHB

My son was taken acutelt unwell in January 2020. Having attended our own GP we were referred to the **Children's Assessment Unit** at RGH. Just to say Thankyou to all staff involved from reffering GP to the Staff at CALL. Although the department was extremely busy - it was a long night & morning; I am so grateful for the excellent care received. I'm pleased to say that my son is now on the road to recovery.

I took my sister-in-law to the hospital yesterday. It was manic, with staff from all over the hospital helping out. The staff were so polite, helpful & happy, although they were stretched to the limit. The doctore gave us such confidence during an anxious time. Please let them know that all their efforts did not go amiss.

Thank them all

To all the wonderful staff at **Rhymney Ward YYF**, I was a recent patient who came to Rhymney Ward for a laparoscopy. From the moment I arrived on the ward I received a very warm welcome, my named nurse introduced herself to me & explained the process to me. I was very emotional due to the nature of the procedure & my ongoing fertility problems & the support was absolutely incredible.

**All staff were fantastic**, they were very professional, extremely caring & the care was first class. This is a ward that has the fundamentals of caring absolutely spot on. What occurred to me was how happy the staff were in their jobs & as a patient you feel extremely well cared for & my family know I was very well looked after.

So thank you so very much for the care & support I received whilst on the ward

Nevill Hall Hospital 2/1 Maternity Ward

I wish to thank the surgical team, anaesthetists, midwives & all the teams for going the extra mile above and beyond the call of duty which made a difference to my well-being.

I have been an inpatient on Ward D5 East 3 times this year, looked after by the same team of nurses and domestic staff.

**I cannot praise them all high enough**, the nurses understood and were sympathetic to my complex emotional needs as well as taking care of me physically.

The domestic staff do an amazing job in keeping the wards clean. I could not have stayed as long as I neded if it was not for the team. They all deserve a big pat on the back.

Thank you so much

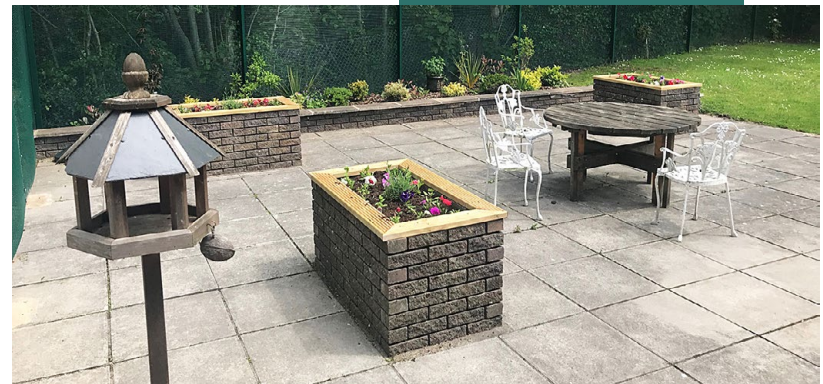
I would like to say a **massive thank you** to the nurse in the Minor Injuries Unit at Ysbyty Ystrad Fawr for all her help after injuring my foot whilst at work in July 2019. She looked after me really well by explaining the treatment & she was very caring.

well done to the NHS

## *Patient's Garden*

County Hospital have developed a patient garden on Rowan Ward. The garden is situated at the rear of the ward and overlooks the beautiful canal trail and provides a relaxing, therapeutic safe outdoor space for patients who are undergoing rehabilitation.

*"The garden refurbishment is a great addition to the ward for patients, the setting is picturesque and will hopefully bring joy to numerous patients for years to come"*



## *Emergency Departments Patient Feedback*

As part of the National Emergency Department Quality and Delivery Project (EDQDF), feedback consoles were installed in the Emergency Departments in Royal Gwent Hospital and Nevill Hall Hospital to gather patient feedback on their experience. Patients were asked to identify the reason for their response, choices include staff, environment, communication. Patients were also able to write additional comments that they felt were important.

This is just one of many ways that information and feedback around patient experience is gathered. Unfortunately it was necessary to remove the feedback consoles as a result of Covid because of infection control measures but they will be reinstated in the future to inform the way that services are delivered.

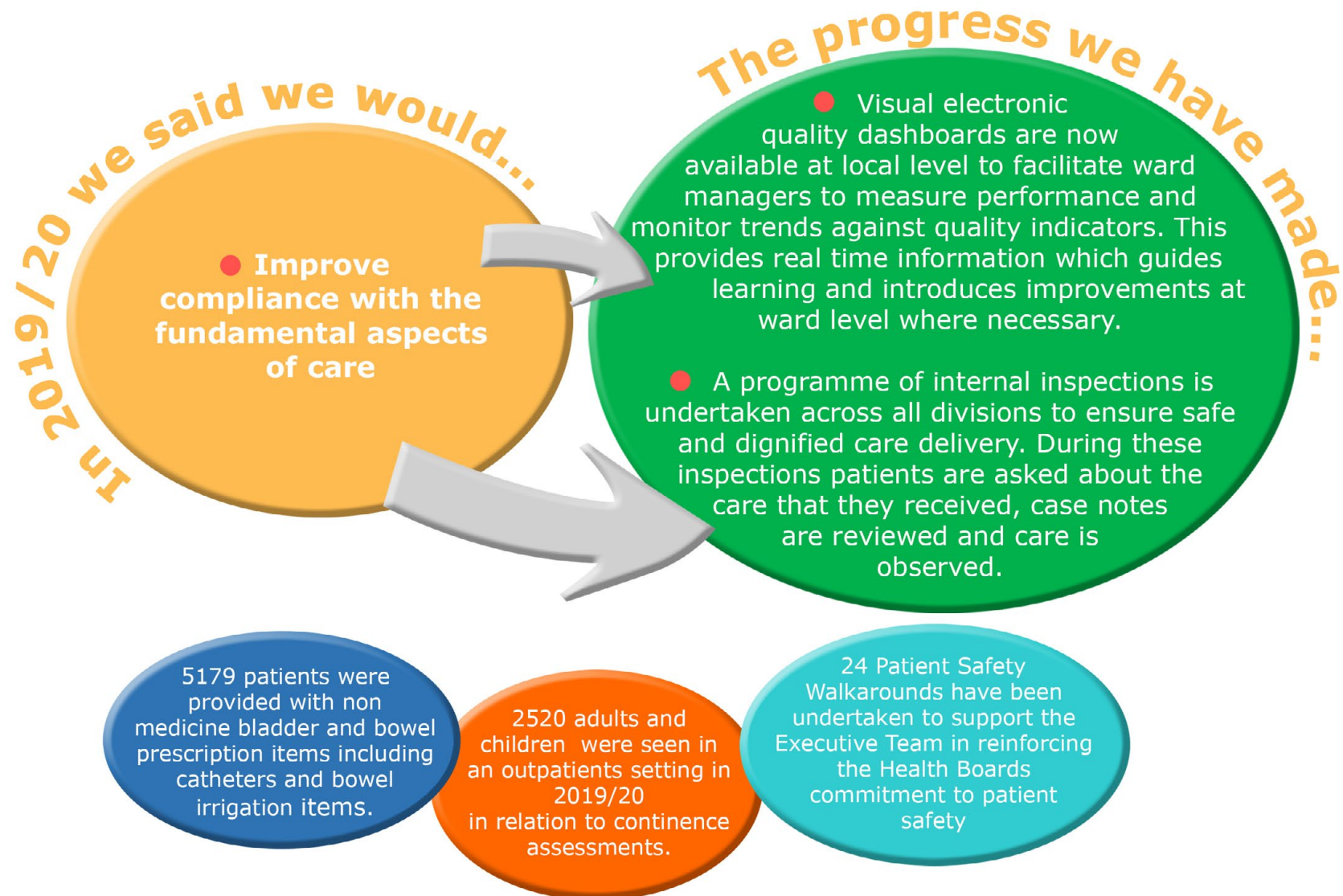


Very supportive  
staff which was very  
reassuring

Seen really  
swiftly by lovely  
staff

# Dignified Care: *The principle of dignified care is that the people in Wales are treated with dignity and respect and treat others the same*

In this section we describe what the Health Board has achieved in 2019/20 to ensure that patients in our care are treated with dignity and respect.



## What is John's Campaign?

"Giving carers and families the right to stay with people with dementia to improve everyone's experience"

### *John's Campaign*

John's Campaign is a framework that helps to make carers of people with dementia welcome on hospital wards and reflects a positive attitude towards the importance of carers and sensitivity to their needs. Whilst there are no specific 'rules' associated with John's Campaign, there is an expectation that when a person with dementia is admitted to hospital the person closest to them has a right to stay and to be exempt from any restrictions on visiting. Behind its simple statement of purpose lies the belief that carers should not just be allowed but should be welcomed and that a collaboration between the patients and all connected with them is crucial to their health and their well-being.



### *Patient Safety Leaderships Walkarounds*

The Patient Safety Leadership Walkarounds are an important way for the Health Board Executive Team and Independent Members to reinforce the organisations commitment to patient safety. They provide an informal method for senior leaders to talk to staff about patient safety issues. In 2019/20 members of the Executive Team undertook 24 visits across the Health Board. The main themes raised were relating to equipment and estates and nursing vacancies. The Executives undertaking the visits support the staff in achieving the necessary actions to address the patient safety issues identified during the walkarounds.

## *Specialist Child and Adolescent Mental Health Services (S-CAMHS)*

The Consultant Nurse in S-CAMHS undertook a project as a Bevan Exemplar to develop and deliver formulation training for practitioners in Child and Adolescent Mental Health Services. The aim was to help them to jointly develop an understanding with the young person and their family or carer as to why their symptoms were present. The first stage of the project involved teaching the nurses how to formulate a co-produced treatment plan with the young person designed to identify the individual needs and difficulties and to plan their journey through S-CAMHS.

### **Dementia Support group:**

Is a partnership between the Carers Trust and Torfaen Memory Service (TMS). It allows a group of people with dementia and their carers to meet weekly at the Carers Centre in Pontypool. Prior to Covid the sessions were open to anyone with a diagnosed memory condition and included a combination of semi-formal presentations, refreshments and discussion. The Dementia Support Group has currently ceased meeting as a result of Covid.

"The training was great & I feel a lot more confident in formulation with the young person"

"Throughout the entire assessment process, all my concerns & thoughts were taken seriously & as a parent I felt included in the process"

### **Protected Meal Times:**

Protecting meal times mean ensuring that patients are not disturbed whilst eating. All wards operate Protected Meal Times (PMT) and encourage carers and relatives to visit during this time to support with eating and drinking. Appointments, ward rounds and clinic interventions are avoided during PMT.

# National Audit of Dementia

The National Audit of Dementia allows the Health Board to monitor and benchmark the care delivered to patients who have dementia when they are required to come into the Royal Gwent Hospital, Nevill Hall Hospital and Ysbyty Ystrad Fawr. The audit has demonstrated that the Health Board is good at ensuring the nutritional needs of patients with dementia and at supporting patients to stay active and able to mobilise to the toilet to avoid incontinence. It did however show that we could be better in the way we communicate with carers. The Patient Centred Care Team are making sure this improves by asking patients and their families about their experiences and feedback is sent to the ward managers.

The Health Board use the '**This is me**' document to ensure we capture as much personalised patient information as possible, this allows the staff to provide individualised care. '**What Matters to Me**' boards are populated with patients details and preferences which provides the staff with information about each patient to make their stay in hospital more comfortable.

In November 2019 the Health Board held its first Person Centred Dementia Care Conference. Teams showcased the services they were delivering to improve dementia care for people across hospitals and in the community. This was a great opportunity for staff to learn from best practice and think about how they could improve dementia care in their own service areas. With the number of people being diagnosed with Dementia increasing year on year, it is important to ensure services are available in the communities as much as in our hospitals.



There was estimated to be 7,768 people living with dementia in the ABUHB area in 2017 and it is predicted to increase to 12,833 by 2035.

A sample of the 'This is me' leaflet. It has a purple header with the title 'This is me' and a sub-header 'This leaflet will help you support me in an unfamiliar place.' Below this is a line for 'My full name is'. The main body is pink and features a white silhouette of a person with a palm tree and a sun in the background. Text on the leaflet says 'Please attach a favourite photo of yourself here.' and 'You can also attach a recent photo of yourself on the next page.' At the bottom, it lists partnerships with the Royal College of Nursing and the Alzheimer's Society.

370,115 Carers in Wales, approximately 71,497 in the Gwent region. The Alzheimer's Society estimate that there are over 45,000 people with dementia in Wales.

Dementia affects one in fourteen people aged 65+ and one in six people aged 80+.

## Volunteering

The Person Centred Care Team have continued to recruit volunteer befrienders who support people who may be lonely and isolated. To date over 100 *Ffrind i mi* volunteers have been recruited who have befriended patients on hospital wards, people living alone and people who living in residential care or supported living. *Ffrind i Mi* volunteers have also established two friendship clubs, one in Maindee Library and one in Caerleon.

The team  
train  
approximately  
**12 new**  
volunteers a  
month



**ffrind i mi**  
friend of mine

## End of Life Care Companions

Some people who come into hospital may not have anyone to visit them. It may be because they have no family, or they may have friends and family who live far away or who can't be with them all the time. Sadly, this means that some people may die without someone holding their hand.

In October 2019 the Health Board secured funding to pilot an end of life care Companion Volunteer model. Marketed as **'Could You Hold the Hand of a Stranger'**.

We are now recruiting volunteers who would like to be Companions. For more information please contact the Person Centred Care Team on; [ffrindimi.abb@wales.nhs.uk](mailto:ffrindimi.abb@wales.nhs.uk)

"It is great for dad to have someone who he considers to be a friend and not family. Someone just for him who he can interact with and enjoy the time spent. Dad has lost a lot of friends and missed that special relationship. Despite his dementia he has never forgotten the volunteers name or who he is. He seems to come to life when he visits."

"There are so many people suffering from this horrendous and painfully sad disease. More support is always welcome....Ffrind I Mi is a vital lifeline for my mum. I cannot express the pleasure that my mum gets even though she cannot express this herself, it is invaluable to me."

## Community Health Council (CHC)

The Community Health Council are the independent consumer council for the NHS. Their role is to monitor and review the operations of local health services as well as act as a patient advocate supporting by giving advice, information and assistance when individuals want to raise a concern. In 2019/20 the CHC undertook **89** visits to sites across the Health Board, including one follow up visit. In general the visits were positive but on one ward a number of improvements were recommended. These included:

- Improvements to staffing levels  
*Following the visit additional staff were appointed and staffing levels were monitored daily.*
- A timely response to ward call bells  
*A daily buzzer audit was undertaken and intentional rounding (a formal process for checking on patients at an agreed interval) was reviewed.*
- Increased variety on patient menus  
*The patient menu was updated in March 2020 to include a wider range of sandwiches and hot meals, regular meetings were held to review patient feedback about menus.*



During the winter the Health Board experiences high pressures across the Emergency Departments (ED) within the Royal Gwent and Nevill Hall Hospitals. The CHC captured the patient experience during January to March 2020 in a way that could be used quickly by the Health Board to make improvements during the winter months.

The patients stated that they were treated with dignity and respect during their time in the ED. Some patients reported they were unsure about how to get refreshments while in the department, and since the visits, vending machines in the department have been serviced to ensure easy access to a variety of refreshments.

## Intergenerational Practice

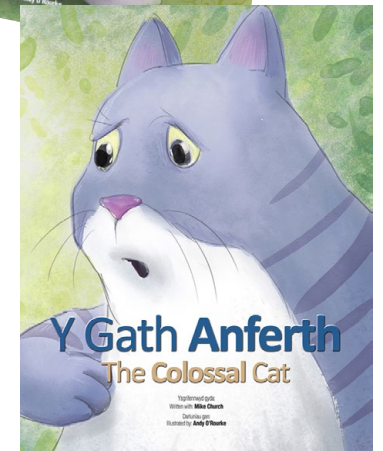
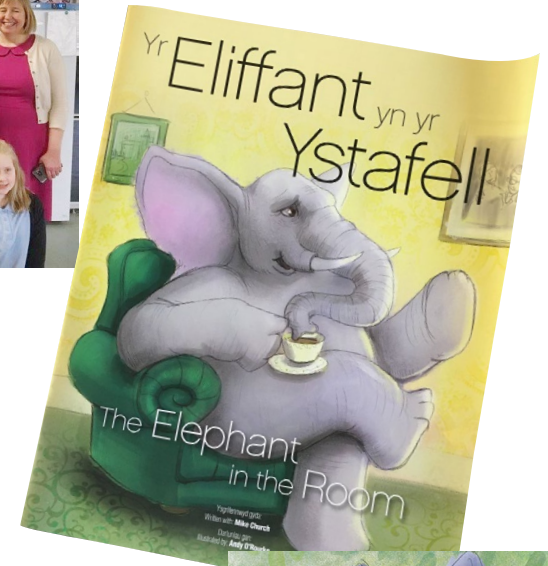
Since publishing the Intergenerational Practice Strategy in 2018, we now have 72 Primary Schools twinned with 64 care homes. Some Primary Schools also visit hospital wards. The Health Board have started to engage with secondary schools and pupils are being encouraged to participate in intergenerational practice by volunteering through the Welsh Bacallaureate.

Numerous activities are being enjoyed by older and younger participants. In partnership with Digital Communities Wales over 150 children have been trained to be 'Digital Heroes'. These children are helping older people to use I-pads, cooking and gardening together and undertaking, intergenerational excursions and pen pal schemes.

In 2018, we introduced **Billy the Superhero**, written and developed by local school children that aimed to introduce the topic of health and social care to other children across Gwent and beyond and to encourage children to think about a career in health care.

Through the ongoing intergenerational friendships we have identified two particular areas where books like Billy the Superhero may support children and their overall wellbeing. The first bilingual book **The Colossal Cat** which explores healthy lifestyle choices and the need to keep active.

With growing intergenerational friendships and the inevitable loss of older friends, the second book **The Elephant in the Room** explores how we can best help children to cope with their feelings of loss by keeping the channels of communication open and using simple, plain language. Both books have been written by children for children, with the support of a story-teller, teachers, parents and professionals.



# Timely Care:

*The principle of timely care is that people have timely access to services based on clinical need and are actively involved in decisions about care.*

**In 2019/20 we said we would...**

- **Improve Emergency Department transit time and ambulance handover time.**
- **Reduce waiting times for hip surgery.**
- **Reduce delayed transfers of care.**

**The progress we have made...**

- Health Board have recruited additional Emergency Nurse Practitioners and Middle Grade Doctors. The implementation of the Patient Offload Department (POD) has reduced handover delays. The Health Board have worked with the CHC to understand and improve the patient experience.
- Two additional hip surgeons have been appointed and the Fracture Clinic model has been revised to increase the volume of clinics. A pathway has been established to reduce the length of time to theatre for patients who fracture their hip.
- A Discharge Team has been developed and patients and carers are supported to ask these four questions;  
What do you think is wrong with me?  
What is going to happen to me?  
What needs to happen to get me home?  
When can I go home?

**During 2019/2020 our midwives delivered 5705 babies across Gwent.**

**Over 511,000 radiology investigations have been undertaken.**

**77.4% of patients attending A&E in both the Royal Gwent and in Nevill Hall Hospitals between April 2019 and January 2020 were seen within 4 hours.**

**33,853 ambulance attendances at A&E.**

**There was a total of 135,514 inpatient admissions during 2019/2020.**

In this section we describe what the Health Board has achieved during 2019/20 to ensure that people are able to access the services they require in a timely way.

## Cancer Referrals

Newly diagnosed cancer patients that have been confirmed as urgent suspected cancer should start definitive treatment within 2 months of referral to hospital. The Health Board achieved 78.7% compliance with this target between April 2019 and January 2020. There was a significant impact on performance in the last quarter of 2019/20 as a result of Covid, but this is being tracked weekly by the Executive team to accelerate recovery. In order to reduce the length of time to diagnosis there is now a focus on "a straight to test pathway" in endoscopy services with the recruitment of Nurse Endoscopists to increase capacity. Tele dermatology is a service that allows the virtual review of referrals by dermatologists to ensure a prudent use of dermatology services. An increase in the capacity of this service will ensure that patients are reviewed in a timely manner and commence treatment within an appropriate timeframe.

### *Patient Offload Department (POD)*

The Patient Offload Department is a new facility that has been installed outside the Royal Gwent Hospital's Emergency Department to ensure that patients who arrive by ambulance receive timely and dignified care. The POD was implemented as a direct result of the Health Board's inability to release ambulances in a timely manner and was a joint initiative with Welsh Ambulance Service NHS Trust, funded by Welsh Government.

The unit is staffed by a team of Welsh Ambulance staff who are dedicated to work in this area 24/7. The POD contains six hospital beds to accommodate patients at times when the Emergency Department is full. The new facility will help patients to be transferred safely, enabling ambulance crews to be released more quickly to answer 999 calls across Gwent. Treatment can be commenced in the POD and any tests required, such as X-Rays can be carried out and this is more dignified for the patient than the being delayed on an ambulance outside ED for hours.



## Home First

Home First is a project that has been set up across the five Local Authorities, working in partnership with the Health Board. Home First teams are made up of Social Workers and Occupational Therapists working within the Royal Gwent and Nevill Hall Hospitals. They aim to prevent patients from being admitted unnecessarily to hospital ward and to enable them to be cared for at home. This can mean anything from arranging for the use of low level equipment, for example, a commode if the patient is struggling to walk up the stairs, or arranging for the installation a '**life line**' alarm that the patient can use if they have a fall or become unwell.

[https://youtube/1sC\\_lr5NxnI](https://youtube/1sC_lr5NxnI)

## drdoctor

This is an electronic system used within the Health Board to communicate with patients via their tablet or smart phone.

Patients complete a form sent to them by text or e-mail and on returning the form, a clinician will review the details and decide on how the patient should be seen, whether an urgent face-to-face contact, a virtual appointment, or if no appointment is required.

Being able to send out appointment details and reminders to patients has also enabled us to reduce the number of wasted appointments in clinics, it is estimated that since starting to use **drdoctor** the Health Board have avoided wasted expenditure of approximately £3M.

Patients have said that this is a '**Fantastic**' service and that it is '**modern and should be the norm**'.

Clinicians have said that most patients using the service are impressed and we have better patient engagement as a result.

## Care Closer to Home

There has been a focus on moving care from hospitals and providing it safely in the community. This has resulted in:

- 74% reduction in the number of blood tests carried out in hospitals for patients who are able to have the INR blood tests carried out in their GP practice.
- 519 extra skin surgery contacts within a Primary Care setting since April 2019.
- 799 new and 3,534 follow up assessments for patients with glaucoma undertaken in Ophthalmic Diagnostic Treatment Centres since October 2018.
- 3,212 referrals received a year across two dental practices for minor oral surgery.

### The CWTCH Project

Project CWTCH was launched on 25 June 2019 and is run by the Child and Adolescent Mental Health Service (CAMHS) introducing video consultations to young people. This enables consultations to take place in the patient's home, school or at their GP surgery. The video consultations also allows CAMHS staff to connect to children's wards and help arrange a more timely discharge of patients. The feedback has been positive from the patients and the clinicians.

*The feedback has been positive from the patients and the clinicians*

"Much quicker than a face to face appointment but more personal than just a phone call"

"Saved us a 45 minutes car journey & having to take the young person out of school"

"Not having to go to clinic which is more than half an hour away"

"I was in a comfortable environment"

"It was great to be able to see everyone"

# Staff and Resources: *The principle is that people in Wales can find information about how their NHS is resourced.*

**In 2019/20 we said we would...**

- Engage and develop Health Board staff
- Enable Health Board staff to work productively and effectively
- Sustain services now and for the future

**The progress we have made...**

- Created a network of Clinical Futures Champions to support and facilitate communication and staff engagement aligned to the Clinical Futures Strategy and planned opening of the Grange University Hospital.
- A Primary Care Academy has been developed to support individuals to transition into primary care careers supporting providing care closer to home.
- Implemented recruitment plans for all staff groups supported by our recruitment branding and bilingual recruitment webpages ([www.abuhb-jobs.co.uk](http://www.abuhb-jobs.co.uk))
- Awarding of the Gold Corporate Health Standard Award following a two-day assessment.
- Launched Management and Leadership Development Framework and People Academy. This is a one stop shop for employees with easy access to a wide range of evidence based information and development support.

In this section we describe how staff and volunteers have worked to provide a safe and high quality services in 2019/20.

## Nurse Staffing Levels (Wales) Act

The first Nurse Staffing Levels (Wales) Act 2016 annual review report was submitted in May 2019 in line with the Welsh

Government recommended template, this will formulate the three year Welsh Government Report (2021). The report outlined the measures taken to assure the Board that the Health Board is meeting the requirements of the Nurse Staffing Levels (Wales) Act 2016 (NSLWA).

In line with the statutory guidance and the operational guidance issued, establishment reviews which include nursing, finance and workforce took place in September/October 2019. In accordance with section 25B, the duty to calculate nurse staffing levels currently applies to adult acute medical and surgical inpatient wards.

However, there are a number of All Wales work streams underway to enable the NSLWA to be extended to other settings. Aneurin Bevan University Health Board is actively engaged and progressing each work stream.

These include:

- District Nursing
- Paediatrics
- Health Visiting
- Mental Health Inpatients and Care Homes

Each Health Board has a duty to use the triangulated approach to calculate the nurse staffing level for each adult acute medical and surgical inpatient ward and to record the nurse staffing review, to evidence the method of calculation and outcome. This assessment included the requirement of sign-off by the Executive Director of Nursing as the designated person and to report to the Board.

The review exercised the triangulated approach:

- Patient acuity/workload bi-annual data collation analysis of all medical and surgical wards (utilising Welsh Levels of Care).
- Review and analysis of quality indicators.
- Professional judgement.

A requirement of the Act is to report any episodes of harm that are associated with nurse staffing levels. Since April 2018 a series of questions have been added to the Datix reporting system to ascertain whether nurse staffing levels contributed to any incidents of harm. It is positive to note that despite staffing deficits there are no identified serious incidents where staffing levels are deemed to have contributed to patient harm.

Prior to the bi-annual re-calculation, it was apparent from the acuity data provided in July 2019 by Public Health Wales, that many acute wards were not achieving the necessary Registered Nurse compliment to meet the required nurse staffing levels. The RN deficits, circa 350WTE, are a significant concern and are recorded on the corporate Risk Register

In August 2019, prior to the bi-annual re-calculation, a workshop was held to consider new roles and responsibilities suitable for acute wards promoting the principle of the 'Prudent Registered Nurse' with an emphasis on appropriate and safe delegation practice.

The outcome of the workshop was to introduce the Core Care Team Model into 12 early adopter wards, to provide resilience to our nursing workforce and deliver quality care to patients. This new ward model is a result of a collaborative approach between Divisional and Corporate Nursing, Workforce and Operational Development and Nurse Resource Bank.

Three new roles have been developed:

- *Band 4 – Assistant Practitioner (Nursing)*
- *Band 2 – Ward Assistant*
- *Band 3 – Roster Creator*

Additional Practice Educators have been employed to support the development of these new roles.

Since the workshop in July 2019 the Health Board has employed 42Wte Band 4 Assistant Practitioners with imminent plans to internally develop a further 35Wte. Significant work has been undertaken to develop a competency based programme '*Journey of Achievement*' to support learning and practical skill development.

Further actions taken to address the current vacancy factor include:

- *Overseas Nurse Recruitment Campaign*
  - *47 WTE commenced within the HB 2019-20. The Covid pandemic temporarily paused OSN recruitment in February 2020. Plans in place to recommence September 2020.*
- *Local and National Recruitment Fayres*
- *Role Re-design*
- *Health Care Support Worker – Flexi Route*
- *Retire and Return*
- *Student Streamlining*
- *Improving hiring times*
- *Block booking agencies to provide continuity and reliability.*

The Core Care Team, along with other recruitment strategies are primary enablers to filling vacant posts, taking all reasonable steps to meet the NSLWA and provide safer quality care to patients. More substantive staff will increase availability of bank and overtime to fill unfilled shifts as opposed to an over reliance on temporary staffing.

In summary, extensive nurse staffing level reviews have been undertaken within ABUHB in order to ensure compliance with the requirements of the NSLWA. Additionally, these reviews have been extended to community hospitals to provide assurance that sufficient nurses are being deployed to care for patients within our community wards. The Health Board is fully engaged in the various All Wales work streams to enhance reporting and extend the Act to other specialities.

## Staff Wellbeing

The Health Board continues to support staff during times of service and workforce change by ensuring that their wellbeing is a key priority. We have developed an interactive Employment Experience Framework and Toolkit which is based on the 6 evidenced based pillars:

My work  
has  
purpose

My work is  
valued

I have  
a sense of  
belonging

I feel  
cared for

I have  
enough  
control

I am  
fairly  
treated

### *The wellbeing of Staff during Covid-19*

An evidenced based well-being plan was introduced offering psychological well-being support through a hub and spoke model across the Health Board which includes a well-being helpline, online resources, and 14 new well-being teams staffed by redeployed psychologists.

The Health Board's Covid-19 Short Term Well-being Strategy formed the foundation of the Health Education and Improvement Wales (HEIW) Well-being Strategy and the guidance issued by the Royal College of Psychiatry. The model also informed approaches in other NHS Wales and NHS England organisations. Our work, scoping the well-being needs within Facilities Staff is pioneering within the UK and created a deeper understanding of the needs of staff within this group which directly influenced how we supported them. We have also provided other support to clinical services such as the provision of additional uniforms; the coordination of childcare provision, temporary accommodation and the extension of hot and cold food provision.

A "check in" well-being survey was launched to enable our staff to tell us how they were feeling and how we could support them now and in the future. This provided an informal way to raise concerns in addition to our formal mechanisms. Consideration is now being given to the well-being needs of staff as a result of the survey outcomes as we move through the recovery phase to support an engaged and healthy workforce.

## *COVID Volunteering*

The Health Board volunteers provided invaluable support throughout the February and March and extending into the 2020/21 year. Around 300 additional volunteers were recruited during the COVID period to support with the volunteer agenda. The current volunteer workforce was reassigned to undertake telephone befriending calls to those at risk of isolation and loneliness. In addition a message from home service was established to enable emails from families to be handed to or read to their relatives on the wards.

## *COVID Wellbeing*

During the peak of the COVID outbreak the Chaplaincy service coordinated the distribution of goods donated to the Royal Gwent Hospital. As well as distributing night clothes and toiletries to patients they opened the unused shop in the Royal Gwent Hospital where staff could stop to pick up well deserved refreshments. It also provided an ad hoc opportunity for the Chaplaincy staff to offer emotional support. This would not have been possible without the astonishing generosity shown by the people of Gwent and local businesses.

<https://abuhb.nhs.wales/news/news/the-health-boards-thank-you-to-you/>

## Winter Heroes

We value hardworking NHS staff particularly when things get tough during Winter. Because of this, we have been presenting staff that are nominated as 'Winter Heroes' with chocolates as a small token of appreciation for their hard work and dedication to **'Putting YOU First This Winter'**.



Emergency Department Reception Team, Royal Gwent Hospital

"They're the first set of eyes and ears of the A&E team, alerting clinical staff to the sometimes self-presenting very sick patients they often see."



Person-Centred Care Team, County Hospital

"This team have put an unfailing drive into increasing volunteering for befriending service Ffrind i mi. This is having significant positive impacts for our patients and volunteers too."

ward 3/3, Nevill Hall Hospital

"I've stayed on a few different wards but there's something special about the team on 3/3 - they are all amazing."

## Winter Heroes (Continued)

The YF Community Nurses based at Gelligaer GP's Surgery

"No matter how busy they are they still work together to deliver exceptional care. Supporting their colleagues and always sharing the workload."

Tŷ Cyfannol Ward, Ysbyty Ystrad Fawr

"The staff work really hard, treating patients with mental health issues. They go above and beyond to ensure a real duty of care is given."

The Stoma Team, Royal Gwent Hospital

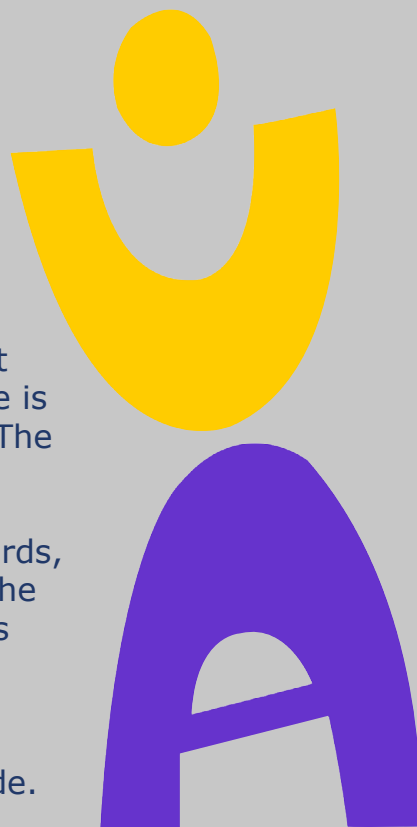
"The Stoma nurses were so kind and patient with me. At a time in my life when I was so confused I would never have got through the trauma without this team of magical people."



## Gwent Robins Volunteer Service

Age Cymru Gwent took over the Gwent Robins Service in October 2019. Funding has been secured from Charitable Funds to enable the Service to extend, expand and improve the welcoming service at the Royal Gwent Hospital. Work is being undertaken to improve the appearance of the areas where the welcoming service is available.

Currently in the Royal Gwent Hospital the welcome service is available on levels 1 and 3. The Robins Volunteers continue to help out on 4 wards at St Woolos Hospital and 7 wards, as well as A&E and MAU at the Royal Gwent Hospital. This is proving very popular with both staff and patients who appreciate the help the volunteers are able to provide.



 **Volunteering**  
**Aneurin Bevan**





## British Red Cross



The Red Cross Support Service commenced in the Royal Gwent Hospital on 20 December 2018. Currently there are 7 staff who work within the Emergency Department 7 days per week, 10 hours each day.

Offering a pathway for frail older people and vulnerable adults who require support in hospital settings and to return home after a period in hospital, the Red Cross service complements the role of hospital staff by assessing and attending to patients' non-clinical needs. The primary objectives are to:

Support the patient experience whilst in the Emergency Department; for example, providing emotional and practical support to help reduce anxiety and promote their mental well-being, sitting with someone who is confused, distressed or disorientated (providing supervision to minimise risk); talking to someone about their concerns; being a friendly face or a supportive listening ear;

-  Having a 'What Matters' conversation with the patient to establish if there are any additional support needs to maintain independent living and enhance their quality of life
-  Improve patient flow through the ED; for example, liaising with staff and arranging patients' safe transport home; Taking prescriptions to the pharmacy on behalf of patients about to be discharged;
-  Facilitate safe and timely resettlement of the patient in their own home;
-  Connect patients into community-based services to support their well-being and reduce their risk of readmission.

Since the outset the team have assisted 39,587 people within the hospital and supported 491 people who were discharged back home.

## *Welsh Language Standards*



In May 2019 the new Welsh Language Standards replaced the existing Welsh Language Scheme. The standards set out the specific requirements for the Health Board when dealing with the public, including how we deal with correspondence, telephone calls, meetings, events and external communication channels. In addition to increasing the use of Welsh within the Health Board's internal administration.

The Welsh Language Strategic Group provides leadership, commitment and operational support for Welsh language service provision, supporting the embedding of the Welsh language into service delivery and coordinating the Health Board's approach to the implementation of the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

The Health Board remains committed to treating the Welsh and English languages on the basis of equality. We are working towards offering services wherever possible in the language of choice, without the need for the patient to make a specific request for it. This 'active offer' of Welsh is a key component of the Welsh Government Strategic Framework: More than just words. A new bilingual Health Board website was launched in March 2020.

A Welsh Language Policy has been established in line with the Welsh Language Standards and are supported by a suite of protocols. The Welsh Language Unit continues to support and train staff and disseminate best practice across the Health Board to support the implementation of the standards.

A 3 year review of the 5 year plan for increasing the offer of Clinical Consultations within the Health Board has been undertaken. A 12 month pilot of Welsh Language Translation Service for patients is planned to commence September 2020.

The Health Board are leading collaborative working with other Health Boards and Public sector bodies to learn lessons, share best practice and develop an all Wales approach to the Standards where relevant. We have launched our 'PartnerIAITH' language buddy scheme working in partnership with Gwent Police colleagues to support each other and improve our skills.

Feedback from staff ...

"Excellent opportunity for education"

"Will be a better role model leading by example"

"Massive insight into what it is like to nurse in another country"



## *Namibia leadership project*

The Namibia leadership project supports a buddy scheme between senior nurses in Namibia and Aneurin Bevan University Health Board, facilitating the sharing of information, knowledge and skills and providing nurses with insight into other cultures.

The Health Board has formed links with 3 University sites in Namibia, Windhoek, Oshakati and Rundu. 3 fantastic films have been made to share with the nurses in Namibia outlining what it is like to nurse working in District Nursing services, Intensive Care and the Accident and Emergency Unit in our Health Board.

## *The SAFE Operating Room (SAFE OR)*

Dr Tei Sheraton is the anaesthetic lead for a multidisciplinary team working on a project called SAFE Operating Room.

The SAFE OR course is a multi-disciplinary two-day course for teams of surgeons, obstetricians, nurses and anaesthetists who frequently work together, but rarely train together. These courses have been run in Ethiopia, Uganda and Rwanda. The focus of the course is to discuss the major issues which occur in the operation theatre. The teams discuss leadership and communication, anaesthetic emergencies, the prevention of surgical site infections and the use of antibiotics.

## *Care for Uganda and Hernia International*

For the past 3 years Dr David Hepburn has travelled to Luwero in central Uganda as part of a surgical charity team performing hernia repairs. The team have performed around 350 hernia operations on 270 adults and 80 children in often challenging circumstances such as intermittent power, lighting, and sometimes unreliable oxygen supply.

Care for Uganda funds sustainable infrastructure projects in rural communities such as building schools, funding and training local healthcare workers and improving sanitation and clean water. Good relationships have been forged with the local healthcare team and they have played a role in education and training.



# Looking Forward

The consistent delivery of safe, high quality and compassionate care relies on everyone contributing. That contribution is wide ranging and includes organisations such as Wales Audit Office, Internal Audit, Health Inspectorate Wales and the Community Health Council, all Staff working in Aneurin Bevan University Health Board as well as the patients and the public who use our services.

In March 2020 a new Quality Assurance Framework was developed to mitigate and manage risk which may occur with regards to the achievement of our priorities as set out in the Health Board's Integrated Medium Term Plan. The Board of Aneurin Bevan University Health Board has the overall responsibility for ensuring the systems and controls in place, are working well and are sufficient to mitigate any significant risks which may occur. The framework will inform the Board in its focus on quality and quality improvement and will also substantively inform the approach of the Quality and Patient Safety Committee. Over the next 12 months we will review the governance and reporting arrangements that are set out in The Framework to strengthen our systems and controls and thereby ensuring that patients and their families receive high quality, safe and compassionate care from staff who are supported to work in a culture of openness and transparency.

The Health and Social Care (Quality and Engagement) (Wales) Act 2020 became law on 1st June 2020. The Act strengthens the duty of quality and establishes a duty of candour for health and social care organisations. The Health Board will work with Welsh Government over the next year to ensure we are prepared to implement the Act by spring 2022.

Finally the Health Board will continue to work toward the priorities set out in the 2019/20- 2020/21 Integrated Medium Term Plan and identified at the beginning of each chapter throughout the Annual Quality Statement.

If you would like to contact the Health Board in relation to anything you have read in the Annual Quality Statement or in relation to anything else, then our contact details are:

Email: [abhb.enquiries@nhs.uk](mailto:abhb.enquiries@nhs.uk)

Twitter: [www.twitter.com/aneurinbevanhb](https://www.twitter.com/aneurinbevanhb)

Letter: Aneurin Bevan University Health Board Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport. NP18 3XQ

Facebook: [www.facebook.com/AneurinBevanHealthBoard](https://www.facebook.com/AneurinBevanHealthBoard)