

Cafodd yr ymateb hwn ei gyflwyno i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol](#) ar [Flaenoriaethau'r Chweched Senedd](#)

This response was submitted to the [Health and Social Care Committee](#) consultation on [Sixth Senedd Priorities](#)

HSC PSS 108

Ymateb gan: | Response from: Arolygiaeth Gofal Iechyd Cymru | Healthcare Inspectorate Wales

Blaenoriaethau cychwynnol a nodwyd gan y Pwyllgor **Initial priorities identified by the Committee**

Mae'r Pwyllgor wedi nodi nifer o flaenoriaethau posibl ar gyfer ei waith yn ystod y Chweched Senedd, gan gynnwys: iechyd y cyhoedd a gwaith ataliol; y gweithlu iechyd a gofal cymdeithasol, gan gynnwys diwylliant sefydliadol a lles staff; mynediad at wasanaethau iechyd meddwl; arloesi ar sail tystiolaeth ym maes iechyd a gofal cymdeithasol; cymorth a gwasanaethau i ofalwyr di-dâl; mynediad at wasanaethau adsefydlu i'r rhai sydd wedi cael COVID ac i eraill; a mynediad at wasanaethau ar gyfer cyflyrau cronig tymor hir, gan gynnwys cyflyrau cyhyrsgerbydol.

The Committee has identified several potential priorities for work during the Sixth Senedd, including: public health and prevention; the health and social care workforce, including organisational culture and staff wellbeing; access to mental health services; evidence-based innovation in health and social care; support and services for unpaid carers; access to COVID and non-COVID rehabilitation services; and access to services for long-term chronic conditions, including musculoskeletal conditions.

C1. Pa rai o'r materion uchod ydych chi'n credu y dylai'r Pwyllgor roi blaenoriaeth iddynt, a pham?

Q1. Which of the issues listed above do you think should be a priority, and why?

Healthcare Inspectorate Wales (HIW) welcomes the opportunity to comment on the priorities for the Sixth Senedd identified by the Committee.

Health and Social Care Workforce

HIW believes that the most pressing issue for the Committee to address is the health and social care workforce, including organisational culture and staff wellbeing. Supporting staff wellbeing and recognising the continued impact on them as services recover and resume pre-pandemic activity will be of critical importance to the success of healthcare going forwards. It is critical that the NHS workforce is supported.



HIW's [COVID-19 National Review](#) highlighted some key issues with regards to workforce governance arrangements such as;

staffing levels and the reliance on the use of temporary agency staff across many health boards
significant concerns regarding the levels of stress, anxiety and fatigue across staff teams; and
staff not completing mandatory training and the risk of unsafe practice and/or an increased risk to patient safety as a consequence.

More information about workforce governance can be found on pages 26-29 of our [COVID-19 National Review](#).

Public health and prevention

Another area we believe the Committee should look at as a priority is public health and prevention. We saw through our work in 2020-2021 that waiting times for some services will have been significantly extended as a result of COVID-19 and the pause and / or reduction in non – essential care. As a result of this, patient conditions are likely to be at a more advanced stage once they reach the top of waiting lists and their care more complex as a result. Patients being added to surgical waiting lists today for example, will face a longer wait than they may have done pre-pandemic. Further focus on prevention with the aim of reducing both the number of patients who go on to develop chronic conditions and / or who require surgical intervention would be highly beneficial.

Non-essential care was either reduced or stopped to help provide the beds required and utilise staff availability to care for patients with suspected or confirmed COVID-19. This had a significant impact on some areas of service delivery, which has resulted in severely extended waiting times to access a number of services.

Access to mental health services

Access to mental health services, and in particular child and adolescent mental health services, is also a key area we feel the committee should focus their attention.

During our most recent Quality Check of Ty Llidiard, Cwm Taf Morgannwg, we were told that there were some issues with availability of the community based CAMHS due to staff re-deployment and changes to working practices which prevented patients from moving on. We were told that this was not confined to Cwm Taf Morgannwg University Health Board alone, and that other health boards who place young people at Ty Llidiard were experiencing similar problems. We were also told that there was an increase in admissions of patients with learning disabilities due to closure of specialist services such as schools. Further information regarding this can be found within our [Quality Check Summary](#), published October 2020.

Blaenoriaethau allweddol ar gyfer y Chweched Senedd

Key priorities for the Sixth Senedd

C2. Yn eich barn chi, pa flaenoriaethau allweddol eraill y dylai'r Pwyllgor eu hystyried yn ystod y Chweched Senedd mewn perthynas â:

- a) gwasanaethau iechyd;**
- b) gofal cymdeithasol a gofalwyr;**
- c) adfer yn dilyn COVID?**

Q2. In your view, what other key priorities should the Committee consider during the Sixth Senedd in relation to:

- a) health services;**
 - b) social care and carers;**
 - c) COVID recovery?**
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Gwasanaethau iechyd

Health services

The impact on healthcare of changes to accessing services

It is clear, from our work, that many of the changes introduced to deal with the challenges of COVID-19 have altered the way patients access healthcare services beyond recognition. The fast pace in which these changes have been introduced is impressive and has only been made possible due to the dedication and innovation of staff leading and working within Welsh healthcare. There are risks and challenges associated with rapid change and services will now need to take forward the best of the innovation and change introduced during the pandemic, in order to tackle the unprecedented demand on services which has not gone away. Healthcare services will need to ensure effective consultation with patients and communities who may not have had the opportunity to input into changes introduced at the start of the pandemic to ensure they are inclusive and effective.