

# Healthcare Inspectorate Wales and Mental Health

**Ann Bateman**  
**Head of Inspection**

## Overview

- Role of HIW
- HIW's activities and how they touch mental health
- What this tells us about mental health
- Way forward for HIW in mental health

## Our purpose:

- Make a significant contribution to improving the safety and quality of healthcare services in Wales.
- Improve the citizens' experience of healthcare in Wales whether as a patient, service user, carer, relative or employee.
- Strengthen the voice of patients and the public in the way health services are reviewed.
- Ensure that timely, useful, accessible and relevant information about the safety and quality of healthcare in Wales is made available to all.

## Our statutory basis as at 2004

- Health and Social Care (Community Health and Standards) Act 2003
- Powers delegated to HIW by the Welsh Assembly Government

Patients and Public

HIW

NHS and  
independent  
Healthcare

Welsh  
Assembly  
Government

## Part 2 Chapter 4 of the Act

- The availability of, and access to health care
- The quality and effectiveness of health care
- The financial or other management of health care and the economy and efficiency of its provision
- The availability and quality of information provided to the public
- The need to safeguard and promote the rights and welfare of children

## Our powers enable us to

- Conduct inspections & investigations
- Require documents & information
- Interview people
- Publish reports

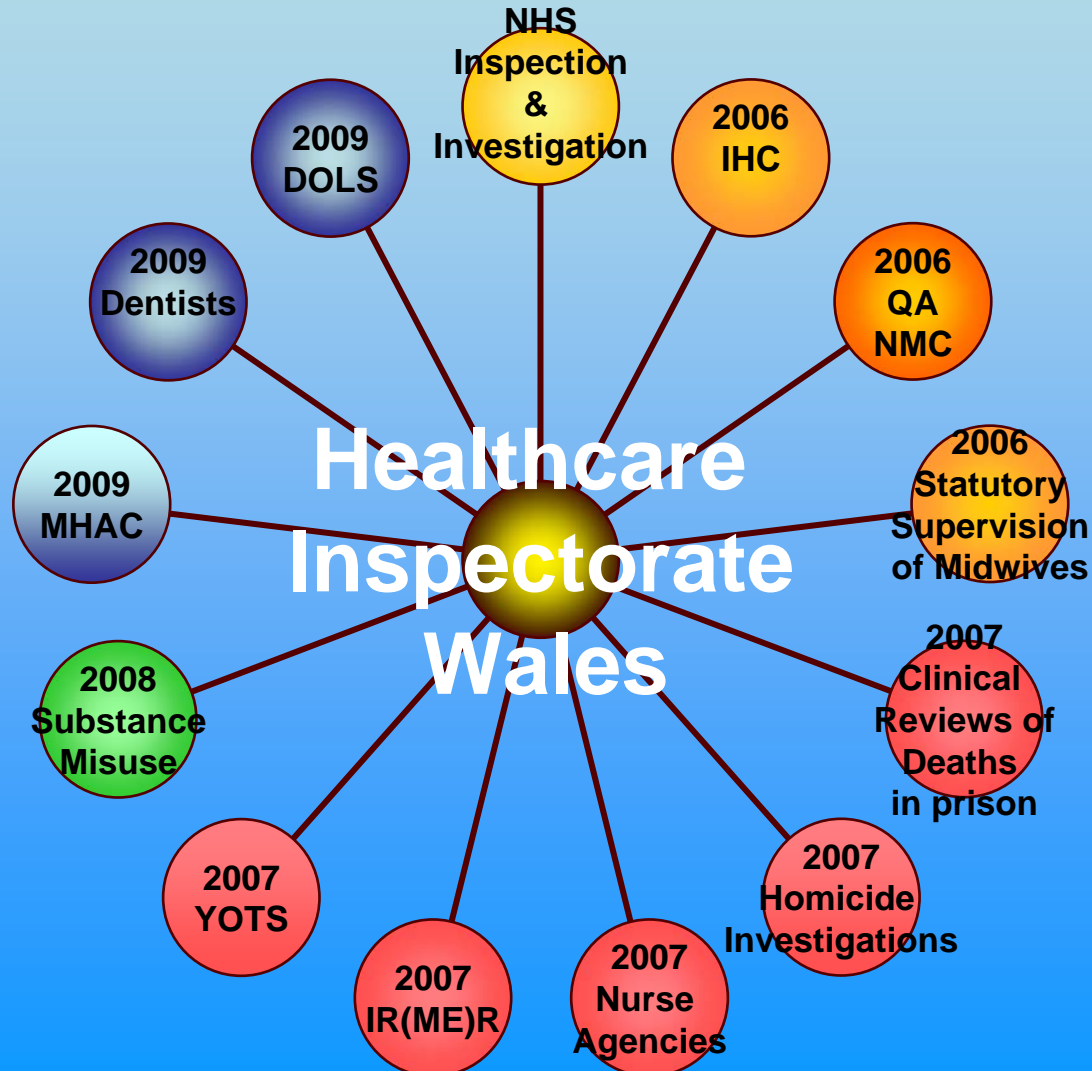
## The organisations we have access to

- NHS commissioners and providers
- Primary and community care practitioners – health visitors, district nurses etc.
- Primary care contractors – GPs, dentists, ophthalmologists, pharmacists
- Independent healthcare providers

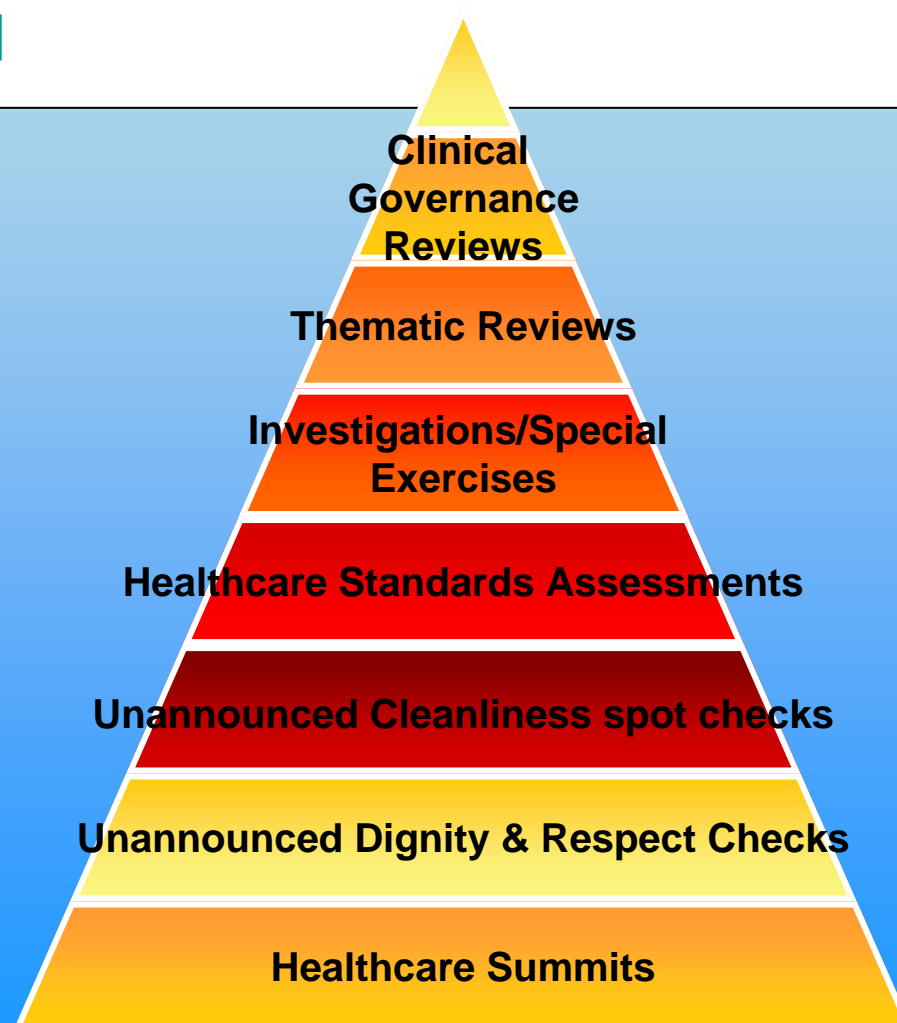
## What we look for includes:

- Organisational fitness for purpose – how well are organisations managed? Is the Board fulfilling its role? Is the board receiving the right information?
- Are environments of care fit for purpose?
- Are patients, service users, carers etc being provided with the information they require? Are they appropriately involved in decisions about their care?
- Are services fit for purpose – is the care provided safe and of a good quality? Is dignity safeguarded? Are patients treated with respect?
- Does the organisation learn from complaints and incidents?

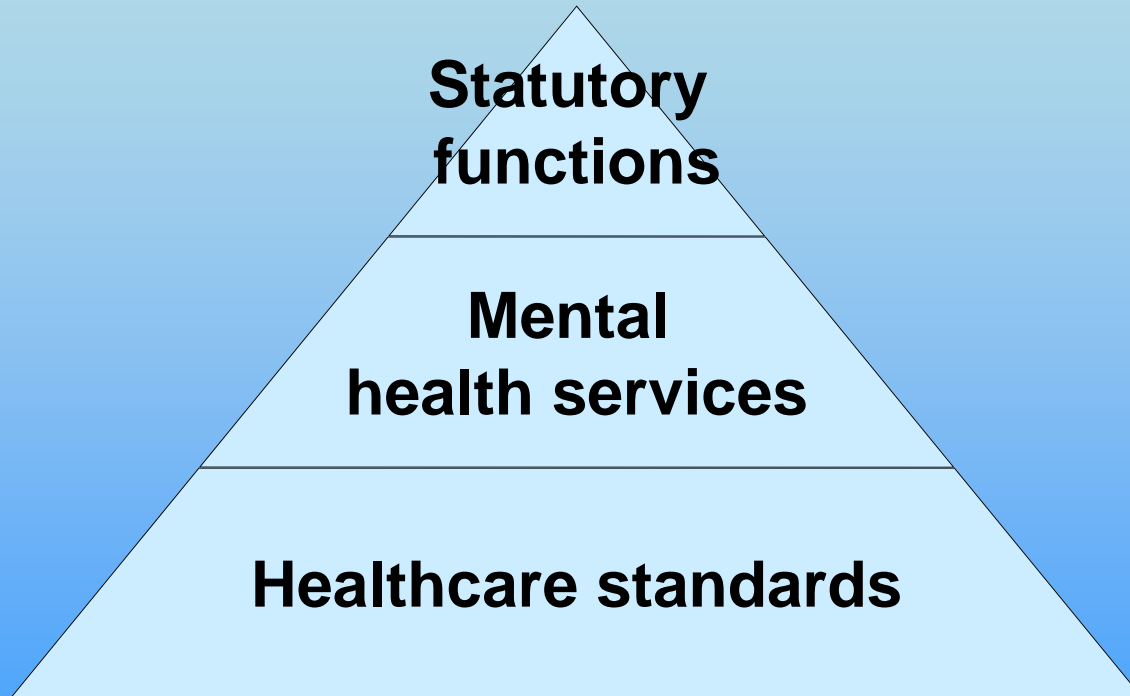
## Our Powers and Responsibilities have kept on growing



## Our basket of tools and approaches has expanded and developed



- Focused: CAMHS, older people's NSF, substance misuse
- Toolkit reviews: privacy and dignity, cleanliness, discharge
- Special reviews and investigations
  - Homicide reviews, review of physical healthcare provision on psychiatric wards
- Registration of independent providers
- Statutory and regulatory roles
  - mental health act monitoring, DOLS

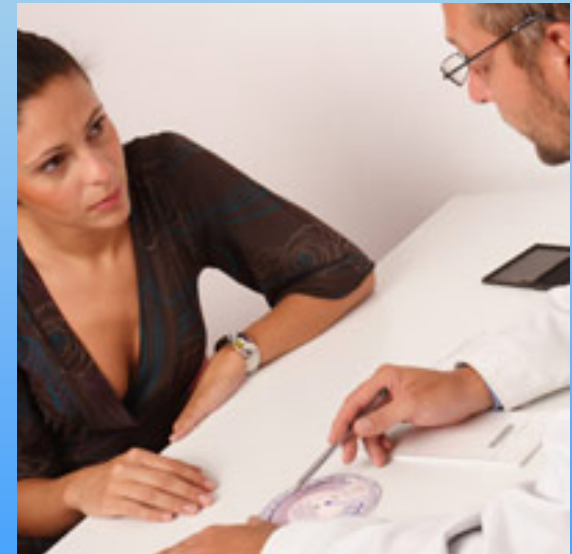


What do the reviews tell us about  
mental health services?

- Environment of care/privacy & dignity
  - Gender issues
  - Managing old estate
  - Ligature points
  - Bathrooms: access and repair
  - Dorms and single rooms



- Capacity and consent
  - Understanding of MCA throughout health
  - Changing culture
  - Specific legal issues in mental health services
  - Implications for organisations and individuals



- Physical health needs
  - Staff skills and focus on mental health wards
  - Support from and access to general medical and allied professional support
  - Managing confused or acutely mentally ill patients on general medical wards



- “nothing to do, I’m bored”
  - Lack of OT support or appropriate facilities
  - Lack of psychology or other therapeutic input
  - Lack of meaningful activities
  - Activity nurses?



- Care planning and risk management
  - DSU report
  - POVA and child protection
  - Information sharing and joint working



- Services for children
  - CAMHS report 2009  
eg eligibility, transition
  - Age appropriate accommodation  
requirements commenced April 1<sup>st</sup> 2010



- Service models
  - Functional and organic mix
  - New community teams fit with existing services, impact on inpatient services
  - Managing challenging behaviour
  - Community treatment orders
  - eligibility



- Patient and carers perspective
  - Facilities and environment for length of stay
  - Organisation of ward to suit staff not patients
  - Areas of complaints
    - Being detained and legal issues
    - Staff attitudes and communication
    - Care & treatment
    - Privacy, dignity and cleanliness

- Staffing
  - Skills and knowledge
  - Number and types



- Governance
  - Legal obligations for Boards arising from Mental Health and Mental Capacity Acts
  - Integration of mental health services into wider governance arrangements
    - Action planning
    - Incident reporting
    - Performance management
  - Role of Vice Chairs

What ought to be accepted in mental health  
that is not accepted elsewhere?

# Future of mental health review in HIW

## Influences for change

- New standards for health in Wales
- New NHS structure
- New HIW structure
- New organisations with wider role
- Existing statutory responsibilities

= new approach to assessment