

Concordat Between Bodies Inspecting, Regulating and Auditing Health and Social Care in Wales

IMPLEMENTING DELIVERY OF THE WALES

CONCORDAT

Introduction

External review bodies inspecting, regulating and auditing health and social care in Wales have developed and agreed a set of principles and practices (a Concordat) to support the improvement of services for service users and carers and to eliminate any unnecessary burdens of external review.

The Concordat¹ is consistent with the Welsh Assembly Government's aim to improve the way public services are delivered in Wales. Making the Connections: Delivering Better Services for Wales² and its action plan Delivering the Connections; From Vision to Action³ identifies the need to simplify the layers of regulation and inspection of public services in Wales to achieve clearer and more effective reporting structures. Making the Connections also suggests that bodies that are succeeding should be subject to less external scrutiny than those that are doing less well.

The Concordat, which was published on May 2005, is a voluntary agreement between the following bodies:

Main Signatories:

- Academy of Medical Royal Colleges in Wales
- Care Standards Inspectorate for Wales
- Health and Safety Executive
- Healthcare Commission
- Healthcare Inspectorate Wales
- Mental Health Act Commission
- Postgraduate Medical Education and Training Board
- Social Services Inspectorate for Wales
- Wales Audit Office
- Welsh Risk Pool

Associate Signatories

- Board of Community Health Councils in Wales
- NHS Confederation Wales
- School of Postgraduate Medical and Dental Education, Cardiff University
- Welsh Health Estates
- Welsh Local Government Association

All the signatories have agreed that they will work together to ensure that the following objectives will be adopted as part of the Concordat implementation:

External reviews:

- are co-ordinated with other reviews and collections of data.
- focus on the experience of service users and carers, where relevant and appropriate.
- support improvements in quality and performance.
- are independent, consistent and fair.
- are targeted and proportionate.
- are transparent and accountable.

External review bodies:

- continuously improve their methods.
- use co-ordinated and proportionate methods of enforcement.
- continuously monitor their practices in line with the concordat

External reviewers:

- are suitably qualified, trained and skilled.

Implementing delivery of the Concordat

The majority of the Concordat's objectives (objectives 2, 3, 4, 5, 7, 8, 10) are being implemented through signatories internal actions; indeed many of these objectives form part of signatories established practices and procedures and are widely regarded recognised as good practice.

The remaining Concordat objectives (objectives 1,6, and 9) are being addressed through collaborative working between the signatories and other stakeholder groups and organisations.

- A number of key strands of work in relation to the social services aspect of the Concordat is being taken forward through work between SSIW and CSIW and also in the Inspection sub-group of the Wales Improvement Board which is charged with improving co-ordination of inspection, audit and regulation. (The Wales Improvement Board oversees the the Wales Programme for Improvement which is designed to improve the performance of local authority services, including social services)
- Healthcare Inspectorate Wales (HIW) is leading the implementation of the healthcare aspects of the Concordat where collaborative working is required. A Healthcare Project Board, which provides overall direction and management of the implementation of the Concordat for health care services, and three working groups have been set up to take forward the specific aspects of implementing their work
 - Planning and co-ordination working group -
 - Information and communication working group
 - Training and accreditation working group

These working groups will take forward issues dealing with, for example, mapping current information flows and data collections; developing protocols and tools for sharing information; identifying and evaluating approaches to joint risk assessment and planning; identifying ways of better scheduling reviews and putting in place a web-based

scheduling tool; consulting with stakeholders to identify their views in relation to what constitutes good or bad inspection/audit practice; developing shared criteria for identification of best practice. The products of these working groups will be submitted to a Reference Group of key stakeholders for quality assurance.

- The Healthcare Commission are leading on the Concordat between bodies inspecting, regulating and auditing healthcare in England and are one of the signatories of the Wales Concordat. The Concordat work currently being undertaken in England will also be carefully evaluated for its applicability in Wales.
- The working groups will also take into account the Assembly's Local Government and Public Services Committee's Report on Inspection and Regulation⁴, and the Welsh Assembly Government's Policy Statement on the Inspection and Regulation of Public Services Serving the People of Wales that is currently being developed.
- In developing and delivering implementation of the Concordat consideration will be given to prioritising the areas of work which will yield the maximum benefit at the earliest possible stage.

Monitoring delivery the Concordat

A Concordat Steering Group, which comprises of the current signatories, has been established to monitor the implementation of the Concordat objectives.

In monitoring the implementation of the Concordat objectives the Concordat Steering Group will consider the following as aspects of work:

- The work of the Wales Improvement Board, and in particular, the work of the inspection sub- group of the Wales Improvement Board
- The recommendations of the Healthcare Project Board which provides overall direction and management of the implementation of the Concordat for health care services and the healthcare working groups led by Healthcare Inspectorate Wales and the Healthcare Project Board
- The progress made in the implementation of the English Concordat and the applicability to Wales of the recommendations made by the various work groups
- Any relevant issues and initiatives arising from wider public services regulatory forums
- The Assembly Government's aim to improve the way public services are delivered in Wales – as set out in Making the Connections: Delivering Better Services for Wales² with particular regard to
 - Strengthening the focus on service user, citizen and community interests in planning, undertaking and reporting on regulation and inspection work;
 - Enhancing the role of regulation and inspection in stimulating performance improvement and promoting the spread of good practice;
 - Improving the effectiveness of the contribution that regulation and inspection's evidence and professional expertise makes to policy development; and
 - Promoting greater collaboration between review bodies on planning their reviews, collecting data and sharing knowledge and expertise, which will improve effectiveness while reducing unnecessary burdens on inspected bodies.

Addressing the Welsh language, culture and diversity within the Concordat implementation programme

The Wales of today is a multicultural society that is enriched by the diversity of the population. It is also a bilingual society in which the Welsh language is increasingly used in all settings, including health and social care.

The Wales Concordat will take account of the principles set out in *laith Pawb*⁵ to strengthen Wales' cultural identity and create a bilingual country. Each working group will take the principles of *laith Pawb* into consideration when developing their products and include any necessary recommendations to the Steering Group for consideration by the signatories.

References

1. Welsh Assembly Government (May 2005) *Concordat Between Bodies Inspecting, Regulating and Auditing Health and Social Care in Wales*. Cardiff: Welsh Assembly Government.
2. Welsh Assembly Government (Oct 2004) *Making the Connections: Delivering Better Services for Wales*. Cardiff: Welsh Assembly Government.
3. Welsh Assembly Government (June 2005) *Delivering the Connections: From Vision to Action*. Cardiff: Welsh Assembly Government.
4. National Assembly for Wales (May 2005) *Local Government and Public Services Committee: Regulation and Inspection of Public Services in Wales*. Cardiff: National Assembly for Wales.
5. Welsh Assembly Government (Feb 2003) *laith Pawb: A National Action Plan for a Bilingual Wales*. Cardiff: Welsh Assembly Government.

Implementation key milestones

The key milestones and target completion dates focus on those objectives where signatories are taking forward implementation through collaborative working - specifically:

- Objective 1 - external reviews are co-ordinated with other reviews and collections of data
- Objective 6 - external reviews are targeted and proportionate
- Objective 9 - external reviewers are suitably qualified, trained and skilled

Milestones Healthcare related work areas being taken forward through Healthcare Inspectorate Wales	Concordat Objectives	Target Completion
<p>1. A series of stakeholder workshops was held at venues around Wales from February to May 2006. The workshops were used to seek the views of service providers and users about the way in which review bodies, who undertake healthcare inspections and reviews, work together and how this might be done better in the future. This consultation will inform the working groups set up to take forward the healthcare aspects of the Concordat.</p>	<p>Objectives 1, 6 and 9</p>	<p>Publish consultation report: June 2006</p>
<p>2. Mechanisms to better co-ordinate inspections, and monitoring activity will be developed. Proposals are to develop a web-based tool which will identify scheduling information and data in relation to signatories' programme of visits. A detailed work programme is currently being developed to take this forward. Integral to developing this web-based scheduling tool will be the knowledge and information we can draw from the work already being progressed on a scheduling tool in England. The web-based scheduling tool will help signatories to better co-ordinate and plan inspections and to highlight work which could be undertaken jointly to reduce the overall burden of inspection</p>	<p>Objective 1</p>	<p>Development: March - September 2006</p>
<p>3. The sharing of information including the use of existing data sets between signatories will be developed. Work will be undertaken to identify and summarise the types of information gathered and/or held by signatories about the healthcare providers they regulate. Work will also be undertaken to map current practices for requesting, gathering and sharing information. This work will assist in identifying duplicate information requests and gaps in information.</p>	<p>Objective 1</p>	<p>Development and feasibility: March - September 2006</p>
<p>4. The roles and remits of signatories will be mapped. This work will assist in identifying gaps and overlaps in current working practices and signpost where further collaborative working could lead to a reduction in review activity.</p>	<p>Objectives 1 and 6</p>	<p>Development and feasibility: March - September 2006</p>
<p>5. A joint risk assessment framework will be developed to help signatories plan their activities according to relative levels of risk. This works should result in more targeted and proportionate reviews.</p>	<p>Objective 6</p>	<p>Framework development: May - November 2006</p>
<p>6. Protocols between signatories for identifying and sharing best practice will be developed. This work will inform individual signatories, service providers and service users and can act as mechanism to improve clinical governance and patient safety.</p>	<p>Objective 1</p>	<p>Protocols to be agreed: September 2006</p>
<p>Social services aspects of work being taken forward through the Wales Programme for Improvement - Inspection sub group</p>		
<p>7. Development of joint guidance on implementing the inspection, regulation, and auditing aspects of the improvement programme.</p>		<p>July 2006</p>
<p>Other Social services aspects of work</p>		
<p>8. Work being conducted between CSIW and SSIW</p>		<p>July 2006</p>

Consultation and Communication

A dedicated Wales Concordat Web-site (www.wales.gov.uk/hscconcordat) went live in March 2006. This will become a one-stop-shop for all issues relating to the Wales Concordat for health and social care and will contain links to the signatories' Web-sites. The Web-site will be updated on a regular basis, and will contain progress reports on implementation which will detail the expected benefits to service providers and service users.

Measuring Success

A framework for measuring success will be developed over the coming months. This framework will include defined qualitative and quantitative, outcome based measures of success.

Further information

For further information on the aspects of the Implementation Plan please contact:

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