



HYWEL DDA UNIVERSITY HEALTH BOARD'S SUBMISSION to the CHILDREN, YOUNG PEOPLE AND EDUCATION COMMITTEE

Date of submission: 18 February 2022

1. Hywel Dda University Health Board (the Health Board) welcomes the opportunity to contribute to the Children, Young People and Education Committee's work into the proportion of standard contact Health Visitor visits that have been completed.

About the Organisation

2. The Health Board is responsible for the health and well-being of its resident population and plans, provides and oversees delivery of NHS healthcare services for people in Carmarthenshire, Ceredigion, Pembrokeshire and its bordering counties. Our 11,000 members of staff provide primary, community, in-hospital, mental health and learning disabilities services for around 384,000 people across a quarter of the landmass of Wales. We do this in partnership with our three local authorities and public, private and third sector colleagues, including our volunteers.

Health Visitor visits

3. A breakdown of the compliance for individual contacts within Quarter 3 (October – December 2021) (Q3) is provided within the table overleaf.
4. It is important to note that there have been significant staffing challenges within the Health Board's Health Visiting service, particularly in the Ceredigion and Pembrokeshire areas, due in part to the challenges of recruiting further away from the M4 corridor.
5. In Ceredigion, reduced staffing levels are presenting challenges affecting service delivery; county-wide risk assessments are in place illustrating priorities in each area. During Q3, Ceredigion county has been prioritising the primary birth visit (10-14 day contact); families assessed as requiring intensive support are offered all core contacts as identified under the Healthy Child Wales Programme.
6. The introduction of electronic patient records initially created workload pressures for the service, but this has been resolved with the purchase of additional equipment. In addition, staffing pressures were exacerbated by COVID related absence.
7. The three counties have been working under a risk assessment this year, which has enabled the service to prioritise those contacts for primary birth visits, families seen as requiring intensive intervention and transfers into the counties. Outside of this criteria, as many other contacts as possible were completed. The decision was taken to prioritise the workload in this way as these areas were the ones where the most risk to children and families is carried. Where risk assessments are in place, each is reviewed monthly and priorities identified.

8. Following identification of the staffing challenges, and implementation of some risk mitigating actions, the Health Board recruited nine student Health Visitors, with four of these based in Ceredigion and due to qualify in October 2022.
9. A Health Visitor Response Team (HVRT) was implemented in the Aberystwyth area, staffed by Health Visitors living and working in Carmarthenshire. The HVRT work additional shifts on weekends to provide the following services:
 - A clinic-based service on weekends to deliver 15-month and 27-month developmental assessments, to include anticipatory guidance on key public health messages, along with completing relevant referrals to other agencies, such as Speech and Language if needed, and in discussion with parents.
 - A home visiting service for children aged 16-18 months (this is the cohort that were identified as not being seen for several months), to include observation and discussion with parents on their child's development, providing anticipatory guidance on key public health messages, discussing any identified unmet needs and necessary referrals to other agencies, in partnership with parents.
10. In October 2021, Health Visitor students from the 2020/21 cohort qualified, and although the majority of them lived and wished to work in Carmarthenshire, they agreed to take up posts in Ceredigion and Pembrokeshire, with the addition of incentives of mileage from Carmarthen and travel time. This has helped to sustain a level of service to children in Ceredigion and Pembrokeshire.
11. Within the service, there is always a percentage of no contacts, caused by families cancelling appointments. Some of these contacts will be rearranged for a more suitable date; however, a number of families decline all contact from Health Visiting.
12. The following tables provide the numbers due to be seen, the numbers seen, the numbers not seen and the reasons:

10 – 14 day contact (primary birth visit)

Compliance (%)	Comments
97.1%	<p>Seven hundred and eighty three (783) children were due to receive their primary birth visit during Q3. Twenty-two (22) children were not seen during the required period, but were subsequently seen in following weeks:</p> <p><u>Carmarthenshire</u></p> <ul style="list-style-type: none"> • Eight (8) children in hospital • Three (3) families wanted to rearrange or were not contactable <p><u>Pembrokeshire</u></p> <ul style="list-style-type: none"> • Two (2) children in hospital • Nine (9) families wanted to rearrange or were not contactable

6-month contact

Compliance (%)	Comments
67%	<p>During Q3, six hundred and fifty three (653) children were due their six month contacts; two hundred and thirteen (213) of these were not seen.</p> <p><u>Carmarthenshire</u></p> <ul style="list-style-type: none"> • Two hundred and fifty one (251) contacts were due • Twenty five (25) were not seen, of these: <ul style="list-style-type: none"> ○ Thirteen (13) cancelled their appointments ○ Two (2) did not attend ○ Ten (10) were not completed due to workload pressures caused by IT challenges <p><u>Pembrokeshire</u></p> <ul style="list-style-type: none"> • Two hundred and forty six (246) were due • Thirty two (32) were not seen, of these: <ul style="list-style-type: none"> ○ Seven (7) cancelled their appointment ○ Eight (8) did not attend ○ Seventeen (17) were not appointed due to the team being unable to contact them, staff sickness or the family declining the contact <p><u>Ceredigion</u></p> <ul style="list-style-type: none"> • One hundred and fifty six (156) contacts were due • Only 42% of these children were seen; ninety-two (92) children were not seen due to reasons detailed above in accordance with the county's risk assessment

15-month contact

Compliance (%)	Comments
60%	<p>Eight hundred and thirty (830) children were due their fifteen-month contact; three hundred and thirty two (332) of these were not seen.</p> <p><u>Carmarthenshire</u></p> <ul style="list-style-type: none"> • Three hundred and fifty one (351) children were due to be seen; one hundred and fifteen (115) were not seen because: <ul style="list-style-type: none"> ○ Eleven (11) cancelled their appointment ○ Two (2) transferred out of area ○ Four (4) did not attend ○ Eighty four (84) were not completed due to workload pressures ○ Fourteen (14) declined the contact or the family were not contactable

	<p><u>Pembrokeshire</u></p> <ul style="list-style-type: none"> • Three hundred and seventeen (317) were due for their visit; of these: <ul style="list-style-type: none"> ○ Four (4) did not attend their appointment ○ Ten (10) cancelled their appointment ○ One (1) transferred out of area ○ Seventeen (17) were not seen due to workload pressures ○ Twenty-three (23) were not seen because of staff sickness, families declining the contact or not being contactable. <p><u>Ceredigion</u></p> <ul style="list-style-type: none"> • One hundred and sixteen (116) children were due to be seen; the County had 32% successful contacts • One hundred and eleven (111) were not completed in line with the risk assessment referred to above.
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27-month contact

Compliance (%)	Comments
50%	<p>Seven hundred and eighty nine (789) children were due to receive their 27-month contact; three hundred and ninety six (396) were not successful.</p> <p><u>Carmarthenshire</u></p> <ul style="list-style-type: none"> • Three hundred and thirty five (335) were due; of these, one hundred and forty four (144) were not seen: <ul style="list-style-type: none"> ○ Three (3) did not attend ○ Seventeen (17) cancelled their appointment ○ Three (3) transferred out of area ○ Thirty four (34) were not seen as the team was working under a risk assessment ○ Seventy nine (79) were not completed due to workload pressures ○ Eight (8) were not seen because of staff sickness, families declining or not being contactable. <p><u>Pembrokeshire</u></p> <ul style="list-style-type: none"> • Three hundred and ninety three (393) contacts were due; of these ninety one were not successful: <ul style="list-style-type: none"> ○ Eleven (11) did not attend ○ Ten (10) cancelled their appointment ○ Six (6) transferred out of area ○ Fifty three (53) were not completed due to workload pressures ○ Eleven (11) were not seen due to staff sickness, families declining or not being contactable

	<p><u>Ceredigion</u></p> <ul style="list-style-type: none"> • One hundred and sixty one (161) contacts due; 29% success rate in that group • One hundred and sixteen (116) were not seen as per the County's risk assessment.
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3½-year contact

Compliance (%)	Comments
61%	<p>Six hundred and twenty eight (628) contacts were due; two hundred and forty five of these were not seen.</p> <p><u>Carmarthenshire</u></p> <ul style="list-style-type: none"> • Three hundred and fifty two (352) contacts were expected; one hundred and forty seven (147) of these were unsuccessful: <ul style="list-style-type: none"> ○ Ten (10) did not attend ○ Eleven (11) cancelled their appointments, ○ Thirty nine (39) were not seen due to a risk assessment being in place ○ Seventy seven (77) were not seen due to workload pressures ○ Ten (10) others were not seen as families were not contactable, families declined and staff sickness <p><u>Pembrokeshire</u></p> <ul style="list-style-type: none"> • Two hundred and seventy six (276) contacts were due; of these ninety-eight (98) were not seen: <ul style="list-style-type: none"> ○ Twelve (12) did not attend ○ Twenty two (22) cancelled their appointments ○ Three (3) transferred out of the area, ○ Nineteen (19) were not seen due to workload pressures ○ Forty two (42) were not seen as families were not contactable, families declined and staff sickness <p><u>Ceredigion</u></p> <ul style="list-style-type: none"> • One hundred and eighty six contacts (186) were due; 8.7% of these were successful • One hundred and sixty eight (168) contacts were not made due to the County's risk assessment

Conclusion

13. A series of service control measures are in place to mitigate risks; these measures include long, medium and short-term actions, which are reviewed regularly.