

National Assembly for Wales  
Health and Social Care Committee  
The work of the Healthcare Inspectorate Wales  
Evidence from the Royal College of Paediatrics and Child  
Health – HIW 09

September 2013

**RCPCH response to the National Assembly for Wales' Health and Social Care Committee's short inquiry into the work of Healthcare Inspectorate Wales (HIW)**

The Royal College of Paediatrics and Child Health (RCPCH) is pleased to respond to the inquiry into the work of HIW. As the professional body for paediatricians in the UK but also holding a wider remit for child health, and working closely with specialist professional groups, RCPCH is keen to work closely with HIW in development of an effective regulatory and inspection model that recognises the specific issues relating to acute and community children's health services. In particular our Invited Reviews programme provides independent expertise to support acute community and independent providers and commissioners with monitoring and design of services, and our research and policy division focusses on development of standards and tools to assist clinicians and those that work with them to improve clinical practice, quality and outcomes.

**1. The effectiveness of HIW in undertaking its main functions and statutory responsibilities**

1.1 We welcome the reference to UNCRC in HIW's standards: 'rights of children in accordance with the United Nations Convention on the Rights of the Child (UNCRC)'.

**2. The investigative and inspection functions of HIW, specifically its responsibility for making sure patients have access to safe and effective services, and its responsiveness to incidences of serious concern and systematic failures**

2.1 Inspections should be tailored to the service type i.e specifically on services for children. We have found, for example from our reviews and listening to our members, that small child-focussed services such as community child health or paediatrics services can be 'lost' within a high performing organisations. We have seen that there may be insufficient attention given to the very different requirements of these services which may not fit the mainstream objective of the host provider. The use of clinical experts is important and ensures that professional standards and outcomes specific to child health are assessed.

**3. The overall development and accountability of HIW, including whether the organisation is fit for purpose**

3.1 No comment

**4. The effectiveness of working relationships, focusing on collaboration and information sharing between HIW, key stakeholders and other review bodies**

4.1 RCPCH is keen to work with HIW and explore how our Invited Review programme can complement their work. Any recent inspections and reviews (such as those conducted by Royal Colleges) should not be duplicated and information can be shared with the provider's permission.

## **5. Consideration of the role of HIW in strengthening the voice of patients and the public in the way health services are reviewed**

- 5.1 The RCPCH believes patients and their families are not only beneficiaries of healthcare but also key stakeholders and therefore need to be involved in all reviews of health services. Children and young people must be involved in their care and communicated with in a way that is understood – including parents/carers when appropriate. This is pertinent for very young children and infants, but also for those with impaired capacity.
- 5.2 The RCPCH is committed to the meaningful involvement of patients, families and the wider public in developing health services<sup>1 2</sup>. The RCPCH UK Youth Advisory panel and UK Parent and Carers Group actively advise the RCPCH in its work to improve healthcare for children, young people and their families. The RCPCH also works closely with organisations representing patient and carer views and experiences of the NHS to develop standards for paediatric healthcare.

## **6. Safeguarding arrangements, specifically the handling of whistleblowing and complaints information**

- 6.1 We would also like to emphasise the importance of safeguarding and ensuring that health practitioners and organisations are equipped to recognise and act on suspicions of abuse or neglect by others, not just preventing abuse or harm occurring within the organisation itself.
- 6.2 Health Inspectorate Wales should consider it an essential requirement that children and young people are safeguarded. The inspections undertaken should be rigorous in ensuring all health care services in Wales have robust policies, procedures and protocols in place for safeguarding.
- 6.3 This includes clear accountability for the commissioning and provision of safeguarding services, senior leadership accountability and responsibility and an organisational of embedding children's rights; including listening to children and taking their wishes and feelings into account.
- 6.4 HIW should also ensure that information sharing protocols both internally and with other agencies are clear, that organisations have designated safeguarding professionals, that safe recruitment practices are in place and that all staff are appropriately trained, supported and supervised to ensure competent practice.
- 6.5 HIW may wish to use existing documentation as baseline data for their inspections, including *Safeguarding Children and Young people: roles and competences for health care staff*<sup>3</sup>, which outlines exactly what competences are expected of all health professionals across the UK.

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<sup>1</sup> RCPCH, NHS Confederation, Office for Public Management (2011) Involving children and young people in health services <http://www.rcpch.ac.uk/system/files/protected/page/Involving%20CAYP%20in%20Health%20Services.pdf>

<sup>2</sup> RCPCH (2010) Not Just a Phase - a guide to the participation of children and young people in health services [http://www.rcpch.ac.uk/system/files/protected/page/RCPCH\\_Not\\_Just\\_a\\_Phase\\_0.pdf](http://www.rcpch.ac.uk/system/files/protected/page/RCPCH_Not_Just_a_Phase_0.pdf)

<sup>3</sup> RCPCH (2010) Safeguarding Children and Young people: roles and competences for health care staff [http://www.rcpch.ac.uk/sites/default/files/asset\\_library/Education%20Department/Safeguarding/Safeguarding%20Children%20and%20Young%20people%202010G.pdf](http://www.rcpch.ac.uk/sites/default/files/asset_library/Education%20Department/Safeguarding/Safeguarding%20Children%20and%20Young%20people%202010G.pdf)

6.6 HIW should work towards a multi-inspectorate inspection system, as advocated by the Munro Review of Child Protection<sup>4</sup>.

Please send any responses or enquiries to [health.policy@rcpch.ac.uk](mailto:health.policy@rcpch.ac.uk)

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<sup>4</sup> Department for Education (2011) Munro review of child protection: final report - a child-centred system  
<https://www.gov.uk/government/publications/munro-review-of-child-protection-final-report-a-child-centred-system>