

## **Report on the 2019 National Audit of Quality Standards for Children's Audiology (Wales)**

### **Purpose of this document:**

To provide an overview to Powys Teaching Health Board on the performance of their South Powys Children's Audiology service against the Quality Standards for Children's Audiology (Wales) version 2. These standards are included on the NHS Wales National Clinical Audit and Outcome Review Plan Annual Rolling Programme.

### **Background**

Quality Standards for Children's Audiology (Wales) have been in place since endorsement by the Minister for Health and Social Services in 2010. Although, Children's Audiology Standards are completed on a two year cycle, South Powys has participated in annual audits as the service continues to fall short of the target performance. The service was visited by an external Audit team consisting of Audiology and Medical peers and a 3<sup>rd</sup> sector representative on 13<sup>th</sup> June, 2019. The target for the 2019 audit was 80% in each individual standard and an overall target of 85%.

### **Outcome for South Powys Children's Audiology service 2019**

The Powys Teaching Health Board's South Powys Children's Audiology Service **met** the 80% target in **three of the nine individual** standards. It **did not** meet the **overall target of 85%**.

**23** out of **86** individual criteria were identified as very low scoring as outlined below;

- Acoustical conditions
- Earmould replacements
- Repairs
- Postal / drop off service
- Competency Checks for Clinical Staff
- Departmental Policy regarding Competency
- Competency Checks for Assistants
- Coordination of the Multi-agency Team
- Ongoing Sharing of Information by Audiology

Information from others informs the IMP  
Multi agency support plan for pre-schoolers initiated within three months of diagnosis  
Stakeholder Surveys  
Results of Surveys widely disseminated  
Audiology reporting to CHSWG  
Local pathways for aetiological investigations  
Communication options  
Multiagency plans are informed by information gathered during the multi-agency assessment  
Multiagency support plan in place by 12 weeks  
Multiagency planning for school age children  
Each agency performs assessment and information gathering  
Identified needs, agreed actions and timescales in the MASP  
Multi-agency plan circulated

### **Concluding Remarks from the Audit Team**

The local team has made significant efforts to develop the Paediatric Audiology service over the past year, but there remain clear areas where key improvement is still much needed, as identified within the scoring. The Panel is also mindful of imminent changes to staffing at the service, which will present challenges that will need to be appropriately planned for and managed.

Detailed scoring and improvement actions will be available at the request of the Head of Service/Paediatric Medical Lead.

If there are further queries relating to the above please do not hesitate to contact me.

Further communication with regard to the next round of paediatric audiology service audits, will be circulated to Heads of Services/Paediatric Audiology Medical Leads following consideration by ASSAG, and the Welsh Government.

Report prepared by Sarah Theobald, Audit Coordinator 2019

Date: 30<sup>th</sup> July, 2019