

Maternity and Neo-natal Service – quality issues

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Swansea Bay University Health Board

- Following a number of serious concerns related to the quality and safety of the Swansea Bay University Health Board maternity and neonatal service, they were escalated to level 3 in December 2023.
- We are working with the health board to ensure that they can meet the required de-escalation criteria and they presented an update report on progress to their Board in November 2024.
- The health board commissioned an independent review of its maternity and neonatal services in December 2023 to enable an in-depth analysis of its maternity and neonatal services to be undertaken including complaints, incidents, family feedback, governance and patient case note reviews to ensure any systemic lessons are identified.
- The Independent Review into maternity and neonatal services remains under significant scrutiny, a number of progress updates have been presented to the Board which highlight the self-referral process remains open, letters to families to notify them of the planned review of cases have all been sent and 25% of the clinical case reviews have been completed (to date, from the families contacted, there have been no opt outs of the clinical review process). Confidential psychology support is available for services users to access via Ty Elis Counselling Services.
- The Oversight Panel Chair has made a new appointment to the Oversight Panel, **Redacted**, to provide additional oversight of the family engagement work. In addition the health board has confirmed **Redacted** as the substantive Chair of the oversight panel.

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Updated / Reviewed by: <Redacted

Date: 03/01/2025