

## Maternity and Neo-natal Service – quality issues

<REDACTED>

### 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 last December
- We are working with the health board to ensure that they can meet the required de-escalation criteria,
- The health board commissioned an independent review of its maternity and neonatal services last December 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.
- Service users and families' experiences are key to the independent review commissioned by the health board and we encourage them to try and find a way to work with the review team.
- The health board have given us clear assurances that the Independent Review is on track and will deliver by May 2025. They have confirmed that the clinical reviews have commenced, the feedback on the first tranche of reviews took place on the 11 November. Two reports are scheduled to go to the November Board meeting, one covering the governance review and the second incorporating the work Llais have been undertaking.
- We are aware the health board are investigating a number of cases of MRSA connected to the neonatal unit.
- The reopening of both the birth centre and home birth services is a very welcome and positive step forward which has been well received by expectant mothers in the health board.

<REDACTED>

Updated / Reviewed by: <REDACTED>

Date: 18/11/2025