

**Easy Read**



# Interim Learning Report

National Nosocomial COVID-19 Programme

March 2023



## How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words mean on page 9.



Where the document says **we**, this means **NHS Wales**.

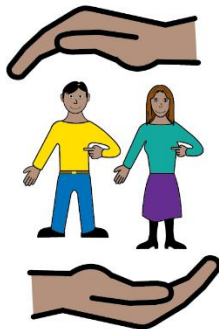
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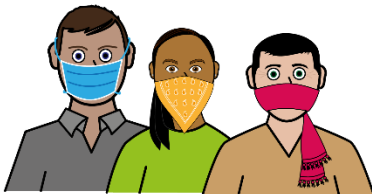
## Background



The pandemic had a big impact all over the world.



Healthcare had to quickly change to try and keep people as safe as possible.



COVID-19 was a new virus and we did not know much about it. This made it difficult to stop it spreading.

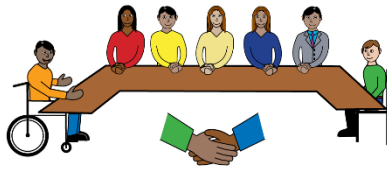


Lots of people caught COVID-19 in the community and in hospitals.



When people catch COVID-19 in hospitals this is called **nosocomial COVID-19**. Sometimes when this happens it may need to be **investigated**.

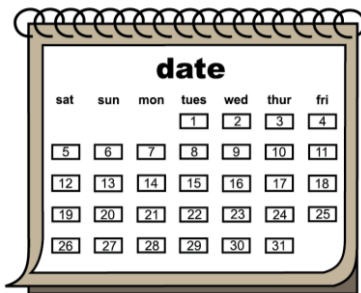
## What is the National Nosocomial COVID-19 Programme?



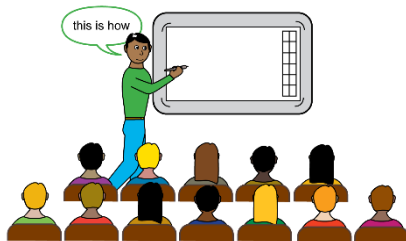
A programme has been set up to help NHS Wales organisations with investigations into cases where COVID-19 might have been caught in hospitals.



The investigations aim to provide answers to patients and families about how they might have caught COVID-19.

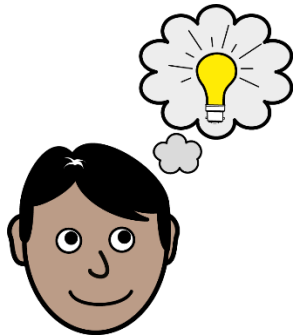


The investigations in the programme cover cases that happened between March 2020 and April 2022. Cases after these dates will still be reviewed/investigated by NHS Wales organisations as usual.

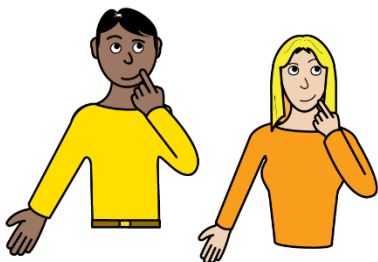


The programme investigations also aim to help the NHS learn and improve.

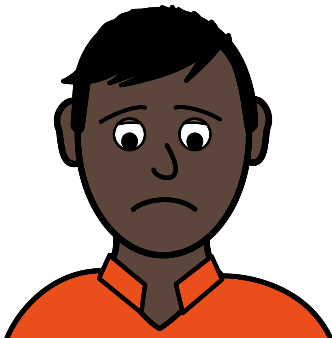
## What we learned



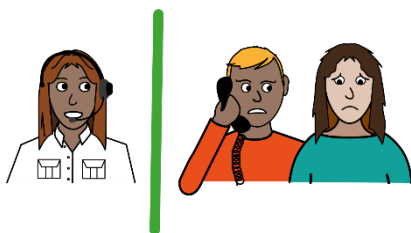
What we learned has been broken down into key topics.



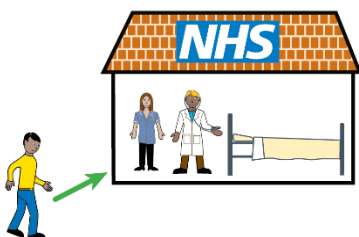
We have looked at people's experiences of care.



We learned that people who had lost family members were not always offered **bereavement support** as soon as possible.



People also thought having a **single contact** to go to when going through a **concerns process** is very helpful.



Hospital visiting restrictions had a big impact on patients, families and carers. Visitors are a big support with patient care. NHS Wales will remember this, especially the value of carers.



We have also looked at **patient safety incidents** and **concerns**, particularly some of ways we do things.



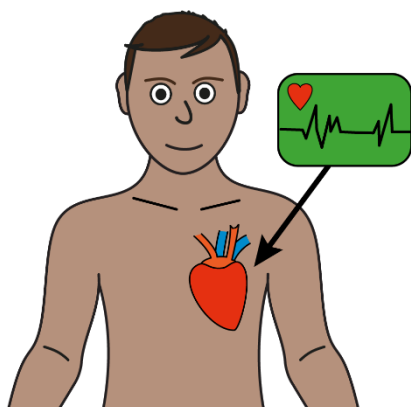
We learned that people who get sent for care outside of the NHS (such as a care home) do not always know that they have different rights when they have a concern.

Guidance has been updated to help NHS Wales improve.



When people catch infections in hospitals they are sometimes reported in different ways.

Updates have been made to the way infections are reported.



Sometimes a decision is made to not revive a patient using **CPR**. Families like to be involved in discussions where possible.

We are working with staff to help improve communication with families.

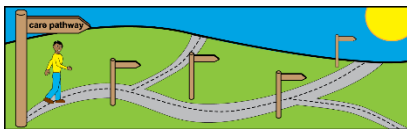


We have also looked at **infection prevention and control guidance**. This is the steps we take to reduce the spread of infections in hospitals.



As we learned more about COVID-19, guidance to keep people as safe as possible in hospitals changed quickly. This was difficult to communicate with busy staff.

In future we should think about how quickly we update guidance. We should also continue to improve how we communicate with staff.



Hospitals were organised into zones to help reduce the spread of COVID-19. Sometimes people were moved lots of times and families were not told.

There is now better communication with families when patients are moved.

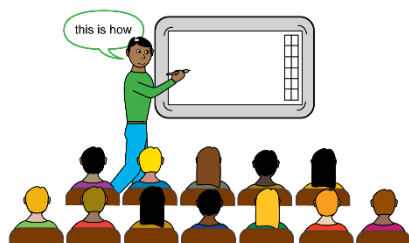


[More information on what we have learned can be found in the full Interim Learning Report.](#) You may want to ask someone you know to read it with you and talk about it.

## What we do next



We still have lots of investigations to do over the next year.



We will also continue to share what we have learned across the NHS in Wales.



In Spring 2024 we will share another report about what we have learned and what we have done.



Please contact us if you would like to discuss the contents of this report:

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## Hard words

NHS Wales	This is made up of local Health Boards and Trusts.
Nosocomial COVID-19	COVID-19 caught in hospital.
Investigated	Looking at facts and feedback to try and find out what happened.
Bereavement support	Support after someone dies.
Single contact	A person or team that can help you.
Concerns process	The process for dealing with complaints.
Patient safety incidents	This is when a patient may have been harmed.
Concerns	When someone is unhappy with care provided.
CPR (Cardio-Pulmonary Resuscitation)	A technique used when someone stops breathing or their heart stops.
Infection prevention and control guidance	Ways to reduce the chances of infections spreading. Examples include face coverings, hand washing and social distancing.