

Hywel Dda UHB

Overall, patients told us they were happy with the care they received, and we saw patients being treated with dignity and respect. Medicines management was in issue in some hospitals, mental health inspections and in the community mental health team.

Record keeping was an issue across many inspections including community mental health, dental practices and in our surgical inspection. We identified environmental improvements were required in many areas including dental practices, learning disability residential units and community mental health.



Hospitals

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| ✓ Patients were treated with dignity and respect | ✗ Mechanisms for patient feedback need to be strengthened |
| ✓ Services were patient focused | ✗ Prescribing and management of oxygen needs to be improved |
| ✓ Considerable effort to prevent pressure damage was evident at our surgical inspection | ✗ Infection control procedures need to improve |
| ✓ A reminiscence room had been developed on Sunderland ward. | ✗ Issues were noted with the management, transfer, prioritisation and discharge of elderly trauma patients |
| ✓ The Executive team were focused on the quality of care patients receive and were very willing to work with HIW to improve patient care. | ✗ Immediate assurance was required in relation to medicine management |
| | ✗ Improvements are needed in continence care planning. |
| | ✗ Staff and skill mix needs to be reviewed. |

Mental Health

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| ✓ Staff were knowledgeable and caring and there are good multi disciplinary relationships between teams | ✗ Learning disability units need to improve the management support offered to staff |
| ✓ Legal documentation was completed to a the required standard | ✗ More effort needs to be made to offer independent advocacy. |
| ✓ Care is individualised and patient focused | ✗ Immediate assurance in relation to medicine management at one learning disability setting |
| ✓ Both learning disability units had demonstrated significant improvements since our last inspections | ✗ An audit of medication charts is required |
| | ✗ Immediate assurance was required in relation to some environmental issues including securing fencing |
| | ✗ Robust alarm systems are required to support staff and patients. |

GP

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| ✓ Patients were treated with dignity and respect at all practices | ✗ Chaperone facilities and training needed to be improved |
| ✓ Friendly staff teams | ✗ Staff were not always trained in child protection |
| ✓ Good record keeping | ✗ Practices were not always providing information about how to make a complaint |

Dental

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| ✓ Patients were informed about the risks, benefits and alternatives treatments in all practices. | ✗ Various issues with record keeping |
| ✓ All practices had processes for seeking feedback from patients. | ✗ All relevant staff should have disclosure and barring service (DBS) check |
| ✓ All practices had premises which were fit for purpose and did regular health and safety checks. | ✗ All practices need to consider providing patients with feedback following suggestions submitted. |