



Patients across primary and secondary services received good quality care and treatment. Patient and staff interactions across primary and secondary care services were very good, demonstrating courtesy and dignity at all times. Medication was well managed and safe practice was clearly evident. Significant improvements were required to the external environment of Ystradgynlais Hospital in order to make it safe and accessible for patients.

GP services should consider the provision of sufficient privacy for patients to have private discussions about treatment options. Ensure the appropriate Staffing levels and evaluations of caseloads for community mental health services. Improvements were required in relation to the provision of Welsh language.

Hospitals

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| ✓ All patients were treated with courtesy and dignity. | ✗ Significant improvements were required to the external and internal environments in order to promote safety, privacy and dignity for patients. |
| ✓ All patients received good quality care and treatment. | ✗ Security of patient information displayed in the nursing office required improvements in order to maintain confidentiality. |
| ✓ Medication was well managed. | ✗ Medication room temperature monitoring is required. |
| ✓ The ward manager was passionate and motivated to provide excellent patient care. | ✗ Patient records requires evaluation and improved organisation. |
| | ✗ Staff training and annual appraisals requires improvement. |

Mental Health

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| ✓ Patients and relatives were very positive in relation to the care, support and treatment provided | ✗ Physical Health service provision could be improved |
| ✓ Care was holistic and individual to the needs of patients | ✗ Medication management needed improvement |
| ✓ Patients records and assessments were completed to a comprehensive standard | ✗ Improvement required to Welsh language resources |
| ✓ Staff worked in a meaningful and collaborative manner | |
| ✓ Senior ward nurses provided leadership, guidance and support to all members of ward staff. | |

GP

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| ✓ Staff were kind, polite and place an emphasis on ensuring good quality and safe services to patients. | ✗ There was not enough privacy for patients to have private discussions. |
| ✓ The physical environment was of a good standard. | ✗ Improvements required in relation to the utilisation of the Welsh language resources / provisions. |
| ✓ Appointment booking was relatively easy. | ✗ All relevant staff should have disclosure and barring service (DBS) check. |

Dental

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| ✓ Practices provide a friendly and professional service to their patients. | ✗ Introduce a programme of clinical audits to ensure good practice |
| ✓ Patients are informed of the risks, benefits and alternative treatments so that they can make an informed decision prior to agreeing to treatment | ✗ Improvements needed to record keeping |
| ✓ Induction programme for all new staff | ✗ Training records should be up to date for all relevant staff |
| ✓ Procedures in place for dealing with complaints is compliant with 'Putting Things Right'. | |

IR(ME)R

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| ✓ Positive improvements since our previous inspection. | ✗ A number of the procedures would benefit from being reviewed and further revised to reflect current practice |
| ✓ A training matrix had been developed which was to be used by other departments within the health board. | ✗ The written procedure concerning reporting incidents must be updated to accurately reflect the information to be reported to HIW in the event of a reportable IR(ME)R incident. |
| ✓ Written procedures and protocols had been updated. | ✗ Further work is required to demonstrate that staff performing practitioner and operator functions are appropriately trained, competent and entitled to do so within an agreed scope of practice. |