

Inspection Summary Report

Ty Cyfannol and Annwylfan Wards, Ysbyty
Ystrad Fawr Hospital

Inspection date: 05, 06 and 07 September 2022

Publication date: 13 December 2022



This summary document provides an overview of the outcome of the inspection



We found staff were committed to providing safe and effective patient care. Care and treatment plans were being completed adequately. However, some improvements were required in relation to document completion and record keeping. Suitable protocols were in place to safely manage risk, health and safety and infection control.

We found that some staff were not compliant with their Prevention and Management of Violence and Aggression training (PMVA) but had engaged in incidents of restraint on the wards. Therefore, we were not assured that staff and patients were being fully protected and safeguarded against injury. Our concerns regarding this were dealt with under our immediate assurance process.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an unannounced inspection at Ysbyty Ystrad Fawr Hospital, Aneurin Bevan University Health Board on 05, 06 and 07 September 2022. The following hospital wards were reviewed during this inspection:

- Ty Cyfannol - 23 beds, providing recovery focused care for patients with wide ranging mental health issues, between the ages of 18 and 65
- Annwylfan - 16 beds, providing assessment and treatment interventions for older people with dementia.

Our team for the inspection comprised of three HIW Inspectors, two clinical peer reviewers, one Mental Health Act reviewer and one expert by experience reviewer. The inspection was led by a HIW Senior Healthcare Inspector.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience

Overall Summary

- We witnessed respectful interactions between staff and patients
- Patients we spoke to told us that they were receiving good care at the hospital
- The environment of both wards and the wider hospital was clean and uncluttered
- Patients had access to a mental health advocate who provided information and support with any issues they may have regarding their care.

What we found this service did well

- Staff demonstrated a good level of understanding of the patients they cared for
- Staff interacted and engaged with patients respectfully.

Where the service could improve

- A wider range of therapeutic and physical activities for patients on Ty Cyfannol needs to be provided, including activities outside of weekday working hours and opportunities to exercise
- The garden area of Ty Cyfannol should be cleaned, and individuals encouraged to maintain the area
- The security of the main and internal doors of Ty Cyfannol should be reviewed in light of recent patient breaches
- Appropriate measures must be put in place to protect the privacy of patients by ensuring the patient bedroom vision panels are kept closed between patient observations
- A process should be implemented to obtain feedback from patients, carers and families on Annwylfan.



Patients told us:

“Nursing staff are very supportive”

“First class treatment here. Food first class”

“Everything's been fine 100%”

The setting can improve the service provided to patients by providing:

“More opportunities to exercise, perhaps a good net for football”

Delivery of Safe and Effective Care



Overall Summary

- Staff were committed to providing safe and effective patient care
- Patient care plans were regularly reviewed by staff and updated to reflect current needs and risks
- Patients received physical healthcare assessments that were regularly monitored
- The statutory documentation we saw verified that the patients were legally detained.

What we found this service did well

- Medication records were comprehensive and complete, and we saw evidence of audits taking place

Where the service could improve

- All staff should be issued with access cards for the wards to ensure the safety of staff, patients and visitors
- A structured policy must be put in place regarding the use of the Extra Care Area (ECA) for both wards. We further recommend improvement in the documentation and daily records entries for patients who spend time in the ECAs so that a clear picture of their time spent on the ECA can be established
- Medication must always be stored securely inside the clinic room and never left unattended on the wards
- Controlled drugs must be administered correctly on Ty Cyfannol, and the frequency of stock checks must be aligned with health board policy
- Patient call bells must be made more accessible to patients on Annwlfan.

Quality of Management and Leadership



Overall Summary

- The leadership team was approachable and supportive to staff and had a good understanding of patient needs
- Established governance arrangements were in place to provide oversight of clinical and operational issues
- Recent staff recruitment has improved working practices, but there is a high use of agency staff which puts pressure on regular staff members
- Some staff members were found to be non-compliant with mandatory training
- The health board has introduced a new fully electronic health record system and is working towards improving filing systems and processes, but some improvements are needed in this area.

What we found this service did well

- We saw good team working and motivated individuals providing dedicated care for patients
- The health board is working towards putting good systems and processes in place by introducing an electronic health record system.

Where the service could improve

- The completion and filing of patient records during the transitional period to the new electronic health record system must be improved
- The Electronic Staff Record (ESR) system needs improvement so that an accurate staff training status can be obtained and reviewed to ensure all staff are up to date with their training in order to provide safe care and treatment to the patient group
- The health board should take steps to reduce the high use of agency staff on Annwylfan, which is putting pressure on regular staff
- The health board must ensure that all staff mandatory training is completed and up to date.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

