

Mr Kevin Shields  
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Ein cyf / Our ref New Hall

18 March 2013

Dear Mr Shields,

**Re: Visit undertaken to New Hall on the 21 and 22 February 2013**

As you are aware Healthcare Inspectorate Wales (HIW) undertook an unannounced visit to New Hall independent hospital, Ruabon on 21 and 22 February 2013. The visit highlighted areas that are noteworthy which included:

- The range of activities offered to patients.
- A good level of family involvement which was encouraged by all staff at the hospital.
- General satisfaction with the catering and choices of food offered.
- A good and supportive level of advocacy throughout the hospital.
- Good engagement by staff in the inspection process.

However, the visit also highlighted a number of issues that require attention. We provided a verbal overview of our concerns to your registered manager and other members of the multi-disciplinary team at the end of our visit, on the 22 February 2013 and a summary of these and identified regulatory breaches is now set out overleaf:

Issue of concern	Regulation
1. An urgent review of the staffing levels on Glaslyn ward is required. The staffing on this ward is not adequate as a patient was on 3:1 observation.	Regulation 20 (1) (a)
2. Arbitrary decision making was still in place, despite reassurances following our previous visit that this had been addressed. On Clwyd ward patients were restricted to having no more than 10 CDs/DVDs in their bedroom and on Glaslyn ward the number of discs allowed was 20. Decisions should be based on individual risk assessment and not a blanket approach.	Regulation 15 (1) (a) (b) & (c) & 19 (1) (a) & (b)
3. Staff training is required in a number of key areas, including Protection of Vulnerable Adults (PoVA), health and safety, crisis prevention and physical restraint. All staff must receive up to date training in the areas identified.	Regulation 20 (1) (a) & (2) (a)
4. The security levels on Clwyd and Adferiad wards seemed inappropriate given that they were rehabilitation wards. A review of the security levels is required to ensure they are not overly intrusive.	Regulation 19 (1) (a) & (b) 26 (2) (a)
5. There were a number of environmental issues noted during our visit. Clwyd and Adferiad wards were in need of redecoration, specifically, the walls required painting, flooring needed replacing, grouting in the bathrooms was mouldy, some light fixtures needed to be removed and some furniture was broken and badly repaired. A complete programme of redecoration, refurbishment and general repairs must be put in place that addresses the issues on both wards in a timely manner.	Regulation 26 (2) (b)
6. There was no Occupational Therapist (OT) employed on Glaslyn ward. It is important that an OT is appointed as a matter of priority to ensure that patients receive sufficient levels of occupational therapy .	Regulation 20 (1) (a)
7. Some agency staff had worked a significant amount of hours in a week, one agency worker recorded 73 hours and 50 minutes. Staff must not work excessive hours.	Regulation 18 (2) (a) & (b)

You are required to submit a detailed action plan to HIW by **2 April** 2013 clarifying the action you intend to take to address each of the above issues. The action plan should set out timescales and details of who will be responsible for taking the action forward. When the plan has been agreed by HIW as being appropriate you will be required to provide monthly progress updates.

On receipt of your action plan, a copy of this management letter, accompanied by your action plan will be published on our website.

We may undertake a further visit to ensure that the above issues have been properly addressed and we will undertake more frequent visits if we have concerns that necessary action is not being taken forward in a timely manner.

Please do not hesitate to contact me should you wish to discuss the content of this letter.

A copy of this letter is being sent to Mr Sean Holcroft, at New Hall Hospital.

Yours sincerely

**Mr John Powell**  
Head of Regulation

cc – Mr Sean Holcroft, New Hall Independent Hospital, New Hall Road, Ruabon, LL14 6HB