

Inspection Summary Report

Dan Danino Ward, Morriston Hospital, Swansea
Bay University Health Board

Inspection date: 25, 26 May and 1 June 2022

Publication date: 30 August 2022



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



Overall, we found evidence that the service provided safe and effective care. Staff were focussed on care of the patients and patients felt well cared for and looked after.

Patients we spoke with during the inspection were very satisfied with the care and treatment received on the ward.

The wards were well maintained, clean and tidy and arrangements were in place for infection prevention and control.

Staff were maintaining skilled and compassionate care in challenging circumstances. Staff were cheerful and welcoming during our inspection.

The staff appeared to be well led and this reflected on the care of the patients.

However, we found some evidence that the ward was not fully compliant with all Health and Care Standards in all areas.

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 Morriston Hospital, Swansea Bay University Health Board on 25, 26 May and 1 June 2022. The following hospital wards were reviewed during this inspection:

- Dan Danino Ward - 18 beds providing Cardiac Surgery services

Our team, for the inspection comprised of three HIW Inspectors, one clinical peer reviewer and one patient 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

- Feedback from patients about the services they received was very positive
- Patients we spoke with during the inspection were very satisfied with the care and treatment received on the ward
- Patients told us that staff were kind and caring
- We observed good interactions between staff and patients, with staff supporting patients in a dignified and respectful manner
- There were a number of information boards on the ward that helped patients understand their care and treatment.

What we found this service did well

- Very positive feedback from patients about the services they had received
- Staff supported patients in a dignified and respectful manner with good interactions observed between staff and patients.

Where the service could improve

- Publicising the Welsh language ‘active offer’ to patients.

Patients told us:

Patients provided us with the following comments:

“Overall, an outstanding service.”

“This service is wonderful considering how overworked the staff are.”

“All the staff are fantastic made the stay so much better.”

“Staff are wonderful.”

Delivery of Safe and Effective Care



Overall Summary

- We noted efficient and effective arrangements were in place for medicines management and mandatory checks were completed on resuscitation equipment
- Staff were evidently committed to providing patients with safe and effective care
- The wards were well maintained, clean and tidy and arrangements were in place for infection prevention and control
- There was clear evidence that the ward was safe and provided clinically effective care.

What we found this service did well

- Complete cardiac telemetry sheets for relevant patients
- Carry out intentional rounding on the ward.

Where the service could improve

- The new pre-assessment process on the ward to ensure that patients can be admitted on the day of surgery
- Medicine management was generally of a high standard.

Patients told us:

Patients provided us with the following comments about how the setting could improve the service it provides. Some comments received are shown below:

“I can’t say, service is so good.”

“The food, not enough fresh salad or veg, same food every week, veg is frozen and over cooked, not good for a cardiac ward.”

“Too hot and can’t turn heating down, open window with heating on waste of money. Patient /nurse should be able to turn it on or off as needed.”

Quality of Management and Leadership



Overall Summary

- We found evidence of good teamwork and support. Staff were professional and committed to delivering a high standard of patient care
- Staff also told us that they were aware of the senior management structure within the organisation and that the communication between senior management and staff was generally effective
- Overall, feedback from staff indicated that they were happy with the level of support and engagement from both their immediate and senior managers
- We found that management and leadership was focused and engaged with the inspection process.

What we found this service did well

- Mentoring and training of student nurses
- Training opportunities for staff
- Clear management and leadership on the ward.

Where the service could improve

- Mandatory training compliance levels.

Staff told us:

Staff provided us with the following comments:

“Bed areas could be bigger; they are very small especially when the curtains are drawn and leave very little space for carrying out procedures and dressing changes etc. The layout of each area could also be improved, the poor layout means you have to stretch behind the beds to reach suction ports and oxygen outlets. There are also not enough power points to support various machinery used in patient care or for patient use with the technology there is now.”

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.

