

Inspection Summary Report

First Floor Ward, Velindre Cancer Centre,
Velindre University NHS Trust

Inspection date: 12-13 July 2022

Publication date: 12 October 2022



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



Overall, we found that patients were provided with a positive experience. We observed kind and respectful interactions between staff and patients, and there were effective processes in place to capture, respond to and learn from patient feedback.

We found that the ward and wider Trust was committed to maintaining patient safety, which was evident through its audit and governance processes. Some of the improvements that we identified, such as falls prevention, had already been recognised by the Trust and we saw evidence that work is underway in these areas.

We found good management and leadership on the ward with staff commenting positively on the support that they receive from the ward manager.

We also obtained feedback from patients who expressed positive views about the service and treatments that they had received.

We identified a small number of areas for improvement, but no immediate assurance / urgent patient safety issues were identified



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 announced inspection of the First Floor Ward, Velindre Cancer Centre on 12-13 July 2022.

Our team for the inspection comprised of 2 HIW Inspectors, 2 clinical peer reviewers and 1 patient experience reviewer.

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

Overall, we found that patients were provided with a positive experience. We observed kind and respectful interactions between staff and patients, and there were effective processes in place to capture, respond to and learn from patient feedback.

What we found this service did well

- We found all interactions between staff and patients to be kind and respectful
- There were effective processes in place to capture, respond to and learn from patient feedback.

Patients told us:

Patients provided us with the following comments:

“Patient feels ward is very friendly. Good choice of food”

“Nice and peaceful for recovery. Patients encouraged to go outside”

“A hospital like no other”



Delivery of Safe and Effective Care

Overall Summary

Overall, we found that the ward and wider Trust was committed to maintaining patient safety, which was evident through its audit and governance processes. Some of the improvements that we identified, such as falls prevention, had already been recognised by the Trust and we saw evidence that work is underway in these areas.

What we found this service did well

- Aspects of infection prevention and control (IPC) in helping to maintain a clean and safe environment
- The service managed, stored, and administered its blood products effectively
- Audit activity was completed regularly and acted upon to help maintain safe and effective care

Where the service could improve

- There needs to be a continued focus on falls prevention to promote the safety and wellbeing of patients
- Aspects of medicines management could be strengthened
- Individualised care planning and aspects of record keeping could be strengthened



Quality of Management and Leadership

Overall Summary

We found good management and leadership on the ward with staff commenting positively on the support that they receive from the ward manager.

What we found this service did well

- We found there be positive ward management and leadership

Where the service could improve

- Aspects of staff feedback provided in the main report could be reflected upon by the Trust.

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.

