

# Inspection Summary Report

Spire Cardiff Hospital

Inspection date: 18 and 19 July 2022

Publication date: 18 October 2022



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



Patients we spoke with during the inspection were positive about the hospital and rated the care and treatment they had received as either very good or good.

We found evidence that the service complied with regulations and relevant healthcare and professional standards to help provide safe and effective care.

Robust governance arrangements were in place for the auditing of systems, practice and processes to help the hospital monitor the quality of service it provides to patients.

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 Spire Cardiff Hospital on 18 and 19 July 2022. The hospital was provided with a 24 hour notice period to allow for safe COVID-19 arrangements to be put in place for the duration of the inspection.

The hospital can accommodate up to 66 patients aged three and over at any one time under the terms of its registration with HIW. A range of services are provided which include outpatient consultations, diagnostic services together with a full range of surgical inpatient services. However, this inspection mainly focused on the ward accommodating patients attending for treatment.

Our team, for the inspection comprised of three HIW Inspectors, two clinical peer reviewers and one lay 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

- Patients appeared to be comfortable and cared for in a professional and dignified manner.
- There were good processes in place to enable patients to provide their views on the care they had received at the hospital and we saw improvements had been made as a result of patient feedback.

## What we found this service did well

- Patient food was of a high standard and accommodated any dietary requirements.

### Patients told us:

*“The care has been excellent from start to finish.”*

*“It was outstanding - my needs were pre-empted at all times”*

*“The care I have received ... has been excellent. I couldn't have wished for better care”*

*“Would be nice for nurse to introduce themselves on admission to the ward - waited over an hour and had to press buzzer.”*

# Delivery of Safe and Effective Care



## Overall Summary

- Suitable procedures were in place for the safe management of medicines.
- The hospital was clean and tidy.
- Appropriate protocols were in place to manage risk, health and safety and infection control.
- Emergency resuscitation equipment was available throughout the hospital in multiple locations.

## What we found this service did well

- Patient records and notes were clear, easy to navigate and being maintained to a high standard.

## Where the service could improve

- Some areas of the hospital were in need of minor repair.

### Staff told us the following improvements were needed:

*“Renovation of the outdated ward one facilities, renovation to the outpatient departments”*

*“Refurbishment of ward one.”*

# Quality of Management and Leadership



## Overall Summary

- Safer staffing tools are used to help ensure there are sufficient numbers of appropriately trained staff to provide safe and effective care.
- Staff compliance with mandatory training was high.

## What we found this service did well

- We attended a daily safety brief during the inspection and found that it was an effective way of communicating key issues and known risks to senior staff at the hospital.

## Where the service could improve

- Efforts must be continued to clear the backlog of radiology appointments at the hospital
- The hospital should reflect on the feedback provided in this report to aid any further learning or actions.

### Staff told us:

*“I enjoy working here; everyone is pleasant, hardworking and supportive, but there does not seem to be much impetus to change the various small issues that make a lot of people’s everyday roles difficult.”*

*“Spire Cardiff is a great place to work with a very supportive team.”*

*“I love my job here at Spire”*

*“... there is no incentive to progress in a role, no increments in salary for however long you have worked here or for taking on additional duties ...”*

*“In general Spire is a nice place to work ... [but] the culture has become different. It’s now a money driven business ... the ownership has changed.”*

## 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.

