

Inspection Summary Report

St David's Hospice

Inspection date: 21 and 22 September 2022

Publication date: 23 December 2022



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

Digital ISBN: 978-1-80535-166-5
© Crown copyright 2022



We found the quality of patient experience to be very good.

Patients and their relatives spoken with during the inspection expressed satisfaction with the care and treatment received. 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.

The whole of the hospice environment was well maintained, clean and tidy.

We found the provision of care to be safe and effective.

The staff team were committed to providing patients with compassionate, safe and effective care.

We found good management and leadership at the hospice with staff commenting positively on the support that they received from the management team.

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 announced inspection at St David's Hospice, Llandudno on 21 and 22 September 2022.

Our team, for the inspection comprised of two 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

We found the quality of patient experience to be very good.

We saw staff attending to patients in a calm and reassuring manner.

The whole of the hospice environment was well maintained, clean and tidy.

Patients and their relatives spoken with during the inspection expressed satisfaction with the care and treatment received. 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.

What we found this service did well

- Clean, well maintained, and welcoming environment
- Staff engagement with each other, patients, and their relatives
- Use of volunteers
- Retention of beds for those patients cared for in the community by St David's Hospice at Home staff.

Delivery of Safe and Effective Care



Overall Summary

We found the provision of care at St David's Hospice to be safe and effective.

The staff team were committed to providing patients with compassionate, safe and effective care.

Suitable equipment was available and being used to help prevent patients developing pressure sores and to prevent patient falls.

The hospice was clean and tidy, and arrangements were in place to reduce cross infection.

There were formal medication management processes in place.

Patients' care needs had been assessed by staff and staff monitored patients to promote their wellbeing and safety.

What we found this service did well

- Multi-disciplinary approach to the assessment, planning and provision of care
- Provision of holistic care
- Infection prevention and control
- Hospice at Home care service.

Where the service could improve

- Implement the use of the National Early Warning Score (NEWS)¹ process
- Implement the Sepsis Pathway²

¹ The National Early Warning Score (NEWS²) is a system for scoring the physiological measurements that are routinely recorded at the patient's bedside. Its purpose is to identify acutely ill patients, including those with sepsis.

² Sepsis is a life-threatening reaction to an infection. It happens when your immune system overreacts to an infection and starts to damage your body's own tissues and organs. The sepsis six care pathway is a part of the UK Sepsis Trust's recommended approach to diagnosing and treating sepsis.

- Some aspects of mandatory training
- Conduct Mental Capacity assessments on all patients on admission
- Review the medication within the anaphylaxis kit to ensure that they reflect current Resuscitation Council UK guidelines.



Quality of Management and Leadership

Overall Summary

We found good management and leadership at the hospice with staff commenting positively on the support that they received from the management team.

Staff told us that they were happy in their work and that an open and supportive culture existed.

What we found this service did well

- Good management overview
- Trustee engagement and overview
- Policies and procedures
- Communication.

Where the service could improve

- Staff appraisals
- Move ahead with development of electronic records management system
- Formalise the process for collecting and collating concerns and comments
- Update the environmental risk assessment
- Team meetings.

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 registered person to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the registered person 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 registered person to confirm action has been taken in line with management responses documented in the improvement plan. We also ask the registered person to provide documented evidence of action taken and/or progress made.

