

Inspection Summary Report

Angharad Ward, Bronglais Hospital, Hywel Dda
University Health Board

Inspection date: 4 and 5 October 2022

Publication date: 5 January 2023



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



We found that patients and their relatives/carers were provided with a positive experience. Patients and their relatives told us that they were happy with the level of care and treatment they received and were complementary of the way staff had interacted with them.

We found that patients were provided with care and treatment according to their needs. This was delivered in a child friendly manner, with individual needs at the forefront to ensure that care and treatment is delivered effectively.

A small number of recommendations were made in order to fully promote the delivery of safe and effective care.

We found effective ward management and leadership and all staff engaged positively with the inspection process. It was evident that staff are patient focused and are motivated in their roles to provide patients and their relatives/carers with a good standard of care and a positive experience.

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 Bronglais Hospital, Hywel Dda University Health Board on 4 and 5 October 2022. The following hospital wards were reviewed during this inspection:

- Angharad Ward - paediatric (children's) ward with 11 beds, which include 4 assessment beds and 1 high dependency bed for patients who require more intensive observation, treatment and care.

We also viewed the paediatric outpatients area and the paediatric space in the Emergency Department to understand the patient journey and interaction between these clinical areas, but these did not form part of the inspection.

Our team for the inspection comprised of two HIW Senior Healthcare Inspectors, two Clinical Peer Reviewers 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 that patients and their relatives/carers were provided with a positive experience.

Patients and their relatives told us that they were happy with the level of care and treatment they received and were complementary of the way staff had interacted with them.

We observed kind, compassionate, and meaningful engagement with patients and their relatives/carers at all times during the course of the inspection and this was reflected in patient feedback.

What we found this service did well

- Effective communication and engagement with patients and relatives/carers
- Positive feedback from patients and relatives/carers.

Where the service could improve

- Timely access to children’s mental health services (CAMHS).

Patient comments included the following:

“Breakfast is nice but I’m not keen on lunch or dinner”

“I like the playroom because it is really nice. It was fun sleeping in the bed last night”

Comments from relatives/carers included:

“[Play therapist] is an asset to the hospital and to Angharad ward. We felt very well looked after and my daughters additional needs were taken into account and provided for...”

“The ward is a calming space (for parents especially). We felt welcomed and I feel that my concerns are listened to and valued...”

Delivery of Safe and Effective Care



Overall Summary

We found that patients were provided with care and treatment according to their needs. This was delivered in a child friendly manner, with individual needs at the forefront to ensure that care and treatment is delivered effectively.

A small number of recommendations were made in order to fully promote the delivery of safe and effective care.

What we found this service did well

- Child centred approach to care and treatment
- Positive engagement with patients to deliver care and treatment in an individualised and non traumatic manner
- Visibly clean and well organised ward environment.

Where the service could improve

- Aspects of medicines management
- Child friendly nutrition.

Quality of Management and Leadership



Overall Summary

We found effective ward management and leadership and all staff engaged positively with the inspection process. It was evident that staff are patient focused and are motivated in their roles to provide patients and their relatives/carers with a good standard of care and a positive experience.

The health board may wish to reflect upon the staff comments provided in response to the HIW questionnaire to identify areas of good practice, as well as any potential areas to strengthen.

What we found this service did well

- Passionate ward management and leadership
- Motivated and patient focused staff team
- Positive audits and implementation of learning.

Where the service could improve

- Reflecting on aspects of staff feedback.

No immediate improvements or concerns for patient safety were identified during this inspection.

Staff told us:

“A great place to work. Friendly supportive staff and Management.”

“There is burden on this hospital paediatrics department and staff shortages are mostly responsible for it. These are leading to early burn out and that is hampering patient care at times...”

“BGH can function independently and effectively if enough support is available for local leaders to implement changes...”

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.

