

# Inspection Summary Report

Hillview Hospital

Inspection date: 15, 16 and 17 August 2022

Publication date: 12 January 2023



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



We saw improvements had been made in several areas since our previous inspection at the hospital. The clinic rooms were cleaner and tidier and procedures had been put in place for the safe management of medicines. The quality of care and treatment plans for the young people had also improved and was now in line with best practice guidance.

Feedback from the family member and carer questionnaires issued by HIW was mixed, with both positive and negative views and experiences received.

Due to the number and severity of the issues we identified on our previous inspection in November 2021, Hillview Hospital was designated as a Service of Concern in line with our Escalation and Enforcement process for independent healthcare services. Despite the improvements we saw during this inspection, we found that serious issues remained in relation to quality of incident reporting, and the frequency of incidents occurring at the hospital. As a consequence, the setting remains a Service of Concern and we will continue to monitor the service to ensure all improvements required are addressed.

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 independent mental health inspection at Hillview Hospital on 15, 16 and 17 August 2022. The hospital has 21 beds and provides child and adolescent Mental Health Services to females aged between 13 (thirteen) to 18 (eighteen) years of age who are diagnosed with a mental disorder and who are detained under the Mental Health Act 1983. At the time of the inspection, the hospital was supported by the management and organisational structures of Regis Healthcare. The following hospital wards were reviewed during this inspection:

- Tŷ Seren
- Ebbw Ward.

Our team, for the inspection comprised of four HIW Inspectors, three clinical peer reviewers (one of whom was the nominated Mental Health Act 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

- The young people we spoke with during the inspection were positive about the care they received and about their interactions with staff.
- The young people could engage and provide feedback to staff on the provision of care at the hospital in a number of ways.
- A mental health advocate was available to the young people to provide them with support and information.

## What we found this service did well

- Work had been completed since our previous inspection to make both wards look more appealing and pleasant.

## Where the service could improve

- We were told that therapeutic activities often get cancelled at short notice. The service must ensure activities go ahead as scheduled.
- Communication by the hospital to family members and carers in relation to the care and wellbeing of the young people could be improved.
- A review of the visiting arrangements in operation at the hospital should take place to ensure it appropriately meets the needs of the young people and family members and carers.

When asked how the setting could improve the care and service it provides, family members and carers told us:

*“This is a very hard question to answer, I’ve marked as poor as although I do believe the staff have the best interests of my daughter at heart in terms of direct care, the setting has a high turnover of staff and a lot of vacancies, as a result my daughter has been put at risk on more than one occasion.”*

*“Overall the setting has been amazing for our daughter, she’s really had the best multidisciplinary team we’ve experienced in the 2 years of her hospital admissions.”*

*“Encourage more family visits and make them less intimidating. Family room had some dirty plates on side for 2 visits in a row.”*

# Delivery of Safe and Effective Care



## Overall Summary

- We were assured that processes were in place to manage and review risks to help maintain the health and safety of the young people, staff, and visitors at the hospital.
- We saw improvements had been made in several areas since our previous inspection to help ensure the hospital provided safe and effective care. For instance, the quality of care and treatment plans were now in line with best practice guidance.
- However, as noted during our previous visit, we identified issues in relation to infection prevention and control procedures. Stains occurring from incidents must be cleaned more quickly to protect the young people and staff at the hospital from the risk of cross infection and to promote a safe and secure environment.

## What we found this service did well

- The clinic rooms were organised, clean, and tidy and procedures were now in place for the safe management of medicines.
- The electronic system in place to maintain patient records was comprehensive, well organised and easy to navigate.

## Where the service could improve

- Some staff members undertaking observations could make more effort to have meaningful interactions with the young people.
- All weekly checks undertaken on the resuscitation and emergency equipment must be documented.
- Ensuring all staff are aware of, and follow, the procedures for escalation in line with National Early Warning Scores guidance to help protect the health and safety of the young people.
- All care and treatment plans identified as necessary for the young people upon their admission must be subsequently created and acted upon.

# Quality of Management and Leadership



## Overall Summary

- All staff members that responded to the HIW questionnaires recommended the hospital as a place to work and agreed that they would be happy with the standard of care provided for their friends or family.
- Some staff members did raise some issues with us and we have asked the service to consider these; for instance, comments were received asking for better communication from senior management to staff.

## What we found this service did well

- We saw that procedures were in place to ensure recruitment followed an open and fair process and that staff are fit to work at the hospital.

### Staff provided us with the following comments:

*“There needs to be better communication between staff and management. There seems to be systemic issues surrounding communication throughout the setting at all levels.”*

*“Staff/managers do not respond to my complaints or concerns.”*

*“More staff is needed to handle difficult times safely.”*

*“Our staff are caring and loving but we need to look at better ways for young people to learn skills for themselves.”*

## 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.

