

# Inspection Summary Report

Ward M and Oakwood Ward, Morriston Hospital,  
Swansea Bay University Health Board

Inspection date: 17 and 18 January 2023

Publication date: 20 April 2023



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



We found that staff provided patients and their relatives with an overall positive experience during their admission. Patients and their relatives commented in an overall complementary manner of the way care and treatments had been delivered.

Staff had made efforts to maintain an environment which was suitable for children, young persons, and their relatives. However, this was limited by a tired environment and lack of suitable space which does not reflect a modern paediatric service.

Staff provided patients with an overall responsive and timely level of care and treatment. They demonstrated a good knowledge in relation to providing appropriate care specific to the needs of children and young patients.

Staff we observed and interacted with demonstrated a clear patient focus and were keen to provide patients and their relatives with 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 Morriston Hospital, Swansea Bay University Health Board on the 17 and 18 January 2023. The following hospital wards were reviewed during this inspection:

- Oakwood Ward - a 17 bed medical ward, inclusive of 4 high dependency beds
- Ward M - a 24 bed surgical ward

We did not review the Paediatric Assessment Unit (PAU) as part of this inspection, but we did invite staff to complete a HIW questionnaire due to staff often providing cover to each of these areas.

Our team for the inspection comprised two HIW Healthcare Inspectors, three 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 staff provided patients and their relatives with an overall positive experience during their admission. Patients and their relatives commented in an overall complementary manner of the way care and treatments had been delivered.

Staff had made efforts to maintain an environment which was suitable for children, young persons, and their relatives. However, this was limited by a tired environment and lack of suitable space which does not reflect a modern paediatric service.

## Where the service could improve

- Provide HIW with a timeline for the proposed refurbishment works
- Consider how to effectively communicate the CAMHS process to patients and their relatives.

## What we found this service did well

- We observed staff providing kind and respectful interactions with patients and their relatives
- There were generally good mechanisms for patients and their relatives to provide feedback and for this feedback to be acted upon.

### Patients and their relatives told us:

*“Care is very good”*

*“Play nurses and all nurses were good, they sit and chat with us”*

*“The nurses have been very friendly and have made me feel comfortable”*

# Delivery of Safe and Effective Care



## Overall Summary

- We found that staff provided patients with an overall responsive and timely level of care and treatment. Staff demonstrated a good knowledge in relation to providing appropriate care specific to the needs of children and young patients.

We have made several recommendations for the service to fully improve the delivery of safe and effective care.

## Where the service could improve

- Ensure that all ward areas are able to be effectively cleaned and that actions from infection prevention and control (IPC) related audits are acted upon in a timely manner
- Strengthening aspects of record keeping in relation to fluid monitoring, medication administration and individualised care
- Ensure that staff training and knowledge in relation to sepsis is strengthened, including giving consideration towards implementing a sepsis tool
- Reflect on its processes for the recognition and escalation of an unwell patient to enhance existing methods.

## What we found this service did well

- Staff explained clinical matters to patients and their relatives in a clear and age appropriate manner
- Staff demonstrated a good knowledge in areas including IPC and medicines management
- There were robust governance processes in place for the management of safeguarding matters.

# Quality of Management and Leadership



## Overall Summary

- We found effective ward management and leadership, and all staff engaged positively with the inspection process. Staff we observed and interacted with demonstrated a clear patient focus and were keen to provide patients and their relatives with a positive experience.

## Where the service could improve

- Reflect on the staff responses and comments provided in the main report.

## What we found this service did well

- Staff overall were supportive of the managerial support provided.

## 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.

