

Inspection Summary Report

Learning Disability Inspection Report (Unannounced)

Swansea Bay University Health Board
NHS Hospital Setting

Inspection date: 24 and 25 January 2023

Publication date: 27 April 2023



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



Overall, we found evidence that the service provided safe and effective care within a pleasant and clean environment. The service demonstrated an emphasis on patient centred care.

We found a dedicated staff team that were committed to providing a high standard of care to patients. We saw staff interacting with patients respectfully throughout the inspection.

However, some improvements are required in relation to patient information and staffing rotas.

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 learning disability inspection of a hospital setting at Swansea University Health Board on 24 and 25 January 2023.

Our team, for the inspection comprised of one HIW Healthcare Inspector and one clinical peer reviewer. The inspection was led by a HIW Senior Healthcare Inspector.

The hospital is a small residential hospital providing care for up to five patients with learning disabilities.

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 environment had significantly improved since the last inspection and met all the needs of the patients. We observed that staff interacted and engaged with patients appropriately and treated patients with respect and dignity.

There was a range of suitable activities at the hospital and within the community for patients to access.

The range of information at the hospital could be improved for patients and families.

Where the service could improve

- Patient menus need to be reviewed and improved to ensure that the menu choices are meeting the nutritional requirements of the patients
- Food temperature checks need to be consistently taken and recorded
- Health information should be provided for patients and visitors.

What we found this service did well

- Staff interacted and engaged with patients respectfully
- Good team working and motivated staff.

Patients told us:

Patients provided us with the following comments:

"Staff treat us well" " we are allowed to choose or cook our own food and order take aways".

Delivery of Safe and Effective Care



Overall Summary

The hospital environment was equipped with suitable furniture, fixtures, and fittings for the patient group.

We found that staff were completing clinical processes and documentation as required.

There were established processes and audits in place to manage risk, health and safety and infection control. This enabled staff to continue to provide safe and clinically effective care.

Where the service could improve

- COSHH equipment is stored correctly
- Protect patient confidentiality.

What we found this service did well

- Care plans were detailed, individualised, and easy to navigate
- Safe and effective medicine management.

Patients told us:

Patients provided us with the following comments:

“I like the food here and get to choose what I want to eat or cook and I can order takeaway.”

Patients told us that staff were supportive and respectful.

Quality of Management and Leadership



Overall Summary

There was an established staff team with strong teamworking ethos. The staff team had a good understanding of the needs of the patients at the hospital.

Where the service could improve

- Regular staff meetings should take place and be minuted
 - Review rotas to ensure staff have sufficient rest days between shifts
 - Review and update policies
 - Improve DoLS training figures.
- **What we found this service did well**
 - Motivated and patient focussed team
 - Staff team were cohesive and were positive about the support and leadership they received.

Staff told us:

Staff provided us with the following comments:

Staff told us that they enjoyed working at the setting and all staff said they worked well together as a team.

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 board to provide documented evidence of action taken and/or progress made.

