

Inspection Summary Report

Tawe Ward / Ystradgynlais Community Hospital
Powys University Health Board

Inspection date: 9 - 11 January 2023

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

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We found a dedicated staff team that were committed to providing a high standard of care to patients.

We observed staff interacting with patients respectfully throughout the inspection.

Staff were positive about the support and leadership they received. However, some improvements are required in relation to mandatory training compliance, the hospital environment and quality of patient care records.

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 Tawe Ward, Ystradgynlais Community Hospital, Powys University Health Board on the evening of 9 January 2023 and the following days of 10 and 11 January 2023. Tawe Ward provides mental health services for older adults of both genders, experiencing organic or functional disorders.

Our team for the inspection comprised of one HIW Healthcare Inspector, 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 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.

Where the service could improve

- Provide health information on the ward for patients and visitors
- Upgrade the appearance of the garden and to make it safe for patients to use.

What we found this service did well

- Staff interacted and engaged with patients respectfully
- Good team working and motivated staff.
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Patients told us:

Patients provided us with the following comments:

Patients told us that they were happy at the hospital and family members confirmed that patients were well looked after.

Delivery of Safe and Effective Care



Overall Summary

The hospital environment was equipped with suitable furniture, fixtures, and fittings for the patient group, however, there were outstanding environmental issues that needed to be resolved.

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. However, some improvements are required in relation to updating policies and compliance with mandatory training.

Where the service could improve

- Maintenance of the hospital facilities
- Organisation and completion of patient records
- Care plan documentation

What we found this service did well

- Safe and effective medicine management.



Quality of Management and Leadership

Overall Summary

We observed a committed staff team who had a good understanding of the needs of the patients at the hospital. There was dedicated and passionate leadership displayed by the ward manager.

Where the service could improve

- Completion of mandatory training
- Completion of supervision and appraisals
- Regular staff meetings should take place and be minuted.

What we found this service did well

- Staff were positive about the support and leadership received
- Motivated and patient focussed staff team.

Staff told us:

Staff provided us with the following comments:

“The ward manager is very supportive and hands on when required”

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.

