

Inspection Summary Report

British Pregnancy Advisory Service (BPAS),
Cardiff

Inspection date: 28 March 2023

Publication date: 28 June 2023



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



We found the staff at BPAS Cardiff were all committed to providing a positive experience for patients. All patients that completed a HIW questionnaire rated the service provided by the clinic as very good.

Staffing levels were appropriate to maintain patient safety within the clinic at the time of our inspection. The majority of staff who completed questionnaires provided positive feedback about working at the hospital.

Suitable processes were in place to manage and review risks to help protect the health and safety of patients, staff and visitors at the clinic.

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 announced inspection of the British Pregnancy Advisory Service (BPAS), Cardiff on 28 March 2023.

Our team for the inspection comprised of one HIW Senior Healthcare Inspector, who led the inspection, one clinical peer reviewer and one patient experience reviewer.

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

Staff were sensitive and compassionate when speaking to patients which helped create a calm environment of care. Patients could provide feedback on their experiences to the clinic in a number of ways. Patients were provided with sufficient information before and after their treatments.

Where the service could improve

- A portable ramp would improve the accessibility of the building for patients with mobility difficulties
- The service should display outcomes of patient feedback in the waiting area for patients to see.

What we found this service did well

- Appropriate consent was being obtained from all patients, including those aged under 18, before providing treatment.

Patients told us:

"All staff were very friendly and looked after me very kindly. It was a lovely atmosphere to be in which helped me relax."

"Very lovely staff. Treated me with so much attention and care. I felt respected and assured throughout my stay."

"The staff were compassionate and understanding and made me feel comfortable throughout."

Delivery of Safe and Effective Care



Overall Summary

Appropriate infection prevention and control measures were evident, and the clinic appeared clean and tidy. Robust procedures were available to help ensure staff safeguarded patients appropriately, which was particularly important due to the nature of services offered at the clinic. We saw medication was being managed, administered and stored safely.

What we found this service did well

- The patient records we reviewed were being maintained to a very good standard and helped evidence the good standards of care being provided to patients.



Quality of Management and Leadership

Overall Summary

We saw that suitable processes were in place for senior staff to monitor staff compliance with mandatory training and that overall compliance was high. The day-to-day management of the clinic was the responsibility of the registered manager, who we found to be very committed to providing high quality patient care. Recruitment was being undertaken in an open and fair process with appropriate employment checks being carried out prior to employment.

Staff provided us with the following comments:

“Training always available and we are encouraged to complete additional courses.”

We asked staff in the questionnaires if they would find any other training useful for their roles. We received the following responses:

“Conflict management, to deal with aggressive escorts of clients.”

“Standardised HCA training pathway.”

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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

