

# Inspection Summary Report

Tŷ Gobaith Children's Hospice

Inspection date: 17 and 18 January 2023

Publication date: 19 April 2023



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



We found evidence that the service provided safe and effective care.

Children and their parents/guardians who participated in the inspection commented positively on the care and treatment received.

We observed very positive interactions between staff and children, with staff supporting children in a dignified and respectful manner.

The whole of the hospice environment was clean and tidy.

We found that the staff team were committed to providing children with safe and effective care.

We found good management and leadership at the hospice with staff commenting positively on the support that they received from their line managers.

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 at Tŷ Gobaith Children's Hospice Hospital, on 17 and 18 January 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors, one clinical peer 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

We found evidence that the service provided safe and effective care.

Children and their parents/guardians who participated in the inspection commented positively on the care and treatment received. They told us that staff were kind and caring. We observed very positive interactions between staff and children, with staff supporting children in a dignified and respectful manner.

We saw staff treating children with complete dignity and compassion.

The whole of the hospice environment was well maintained, clean and tidy.

## What we found this service did well

- Quality of the environment and equipment
- Staff interaction with patients
- Provision of activities and therapy services
- Provision of food and drink
- Family engagement and support.

### Patients told us:

Patients provided us with the following comments:

*“Everything and everyone is great, it is a huge help to our family.”*

*“Very caring, always there if I need any advice even if not in respite.*

*Amazing staff who have always got time for family as well as taking such good care of our child. A very special place for very special children.”*

# Delivery of Safe and Effective Care



## Overall Summary

We found that the staff team were committed to providing children with safe and effective care.

Suitable equipment was available and being used to assist in the transfer of children.

The hospice was clean and tidy, and arrangements were in place to reduce cross infection.

There were formal medication management processes in place.

Care needs had been assessed by staff and staff monitored the children to promote their wellbeing and safety.

## Where the service could improve

- Implement the use of safer Sharps devices.

## What we found this service did well

- Personalised provision of care through person centred care plans
- Multidisciplinary care both within and outside of the hospice.

### Patients told us:

Patients provided us with the following comments:

*“Ty Gobaith have been a lifeline for my family. Ty Gobaith acted immediately to ensure my child received hospital care and I cannot praise the Team enough for their support. They maintain high standards which is reassuring, and I trust them implicitly. Ty Gobaith have the most amazing Team and ethos.”*

*“The staff always take my child’s abilities into consideration when communicating and engaging in activities. They also always take their interests into consideration.”*



# Quality of Management and Leadership

## Overall Summary

We found very good management and leadership at the hospice with staff commenting positively on the support that they received from their line managers.

Staff told us that they were treated fairly at work and that an open and supportive culture existed. Staff also told us that they were aware of the senior management structure within the organisation and that the communication between senior management and staff was generally effective.

## Where the service could improve

- Display audit results.

## What we found this service did well

- Management overview and visible management team
- Staff training
- Staff support and supervision
- Auditing and reporting systems.

### Staff told us:

Staff provided us with the following comments:

*“I do truly believe that all employees are treated fairly and that and have equal access to workplace opportunities.”*

*“The organisation respects any protected characteristic an employee may identify with.”*

*“I believe the organisation to be fully supportive of equality and diversity. Everyone is welcomed onto our team equally.”*

## 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.

