

Inspection Summary Report

Heatherwood Court Hospital

Inspection date: 21, 22 and 23 June 2022

Publication date: 26 September 2022



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



We found staff were dedicated to providing a high standard of care.

Suitable protocols were in place to manage risk, health and safety and infection control.

Improvements had been made in a number of areas since our previous inspections at the hospital.

This included better oversight of clinical and operational issues by senior management. We did identify areas for improvement, but no areas of non-compliance with the regulations were identified.

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 Heatherwood Court, on the evening of 21 June 2022 and following days of 22 and 23 June.

Our team, for the inspection comprised of two HIW Inspectors, 2 clinical peer reviewers. 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 observed staff interacting with patients respectfully throughout the inspection.
- Staff showed a caring, compassionate, and understanding attitude to patients.
- Staff also showed that they had a desire to improve quality of services and care delivered to patients. However, the level of cleanliness in some patient areas required improvement.

What we found this service did well

- The appointment of patient representatives was a positive initiative that helped promote patient engagement and ensure the voice of patients is heard
- Nursing staff were knowledgeable about patients, and we saw good rapport between staff and patients.

Where the service could improve

- Some patient areas require redecorating
- Cleanliness of the hospital.

Delivery of Safe and Effective Care

Overall Summary

- Staff appeared committed to providing safe and effective care.
- Patient care and treatment plans were being kept to a good standard and were easy to navigate.
- Safe and therapeutic responses were in place to manage challenging behaviour and promote the safety and wellbeing of patients.
- Suitable protocols were in place to manage risk, health and safety and infection control. However, we found that some staff were unfamiliar with hand hygiene and cleaning audits.

What we found this service did well

- The sample of patient records reviewed evidenced that physical health assessments and monitoring were being completed.

Where the service could improve

- The cleanliness and maintenance of the hospital to ensure safe and effective care
- Review current policies around patient access to bedroom areas and food beverages to take account of individualised care planning and risk assessments
- The use of anti- ligature clothing and the therapeutic benefits of its use were unclear. A review of current policy and justification for use needs to be undertaken.

Quality of Management and Leadership

Overall Summary

- We saw a committed staff team who had a good understanding of the needs of the patients at the hospital
- Recruitment was undertaken in an open and fair process with appropriate employment checks being carried out prior to and regularly during employment
- There was dedicated and passionate leadership displayed by the hospital director who is supported by a committed multidisciplinary team.
- Mandatory training, supervision and annual appraisal completion rates were generally high. However, improvements were needed in training compliance for physical intervention and breakaway training.

What we found this service did well

- Staff were positive about the support and leadership they received
- We found an effective governance structure in place in terms of regular audit activities and meetings to discuss incidents, findings and issues related to patient care.

Where the service could improve

- Completion of some mandatory training
- Recruit staff to vacancies which will reduce the reliance on unfamiliar agency staff.

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.