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5th August 2014

Dear Ms Hamblett,

Re: Healthcare Inspectorate Wales announced visit on 22nd May 2014

As you are aware Healthcare Inspectorate Wales (HIW) undertook an unannounced visit on 3rd April 2014 and announced visits on 9th May 2014, 21st May 2014 and 22nd May 2014. The purpose of the announced inspection on the 22nd May 2014 was to understand the views of patients and their families on their care and experiences at the hospice. The opportunity was also taken to follow-up on progress and action required from previous visits.

Background

This inspection focused on discussions with a number of patients and their families to ensure their views were obtained and to observe interactions between staff and patients, as part of the wider inspection carried out by HIW in the preceding weeks.

This announced inspection was undertaken separately to give patients and family members/carers notice of the inspection and the choice and opportunity to speak to HIW on the day. It was hoped this would aid with the promotion of a calm ambience within the hospice and reduce pressure on staffing. As the inspection was focused on one aspect, this allowed staff the opportunity to express their views, without affecting patient care and treatment.

Description of Healthcare Service

The Marie Curie Hospice provides specialised care for the people of Cardiff and surrounding areas of South East Wales, who have cancer or other life limiting illnesses, such as motor neurone disease, heart disease, and renal failure. The hospice has a 30 bed in patient facility providing respite, palliative care, symptom control, pain management, and a day care service. The day care provides group

activities, individual appointments depending on patient needs, and a range of services, for example emotional support, practical advice, and complementary therapies. Clinical nurse specialists and other staff also visit patients in their homes and provide advice, emotional support, and practical information on other available services.

Quality of Patient Care

Patient and Family View of the Service

Patients were highly complementary of the care they had received during their stay and of other support services at home, or in the day centre. Families spoke of the support and help they also received.

One family member said it was a privilege to have their father cared for in such a beautiful environment (overlooking the sea and Cardiff Bay) with the kindest, most compassionate and highly skilled staff looking after him, and couldn't praise the care and the staff enough.

Patients said the food was "first class" and anything they fancied to eat would be made especially for them.

Families commented that they could come at any time, and that nothing was too much trouble. They felt safe and confident knowing they were leaving their loved ones in the care of the staff when they had to leave.

One patient stated he was grateful to have the opportunity to speak with HIW and said he couldn't find the words to express his gratitude or praise for the staff and all they had done for him and his family and he would give them "100 out of 10!".

All patients spoken to were very positive about their experience and had found the staff professional, helpful, cheerful, and always made people feel special.

Patients and families said they felt involved in the decision making about care and treatment.

One family were impressed that in any interaction with staff, the conversation was aimed at the patient and not leaving them out of the decision making, so any choices made were very much theirs. They also spoke of staff being attentive and never having to wait for someone to come when they called or needed anything.

All patients spoken to commented on the high standards of cleanliness of the wards. Patients also said that the location of the hospice couldn't be improved on, because the views were stunning and they felt better just looking out of their windows at the sea.

One patient thought that the hospice should have more nursing staff as they were working a lot of extra time to cover shifts. On speaking to the acting hospice manager, it was established that three new nurses had just been recruited.

It was observed that patient bed tables were positioned so that patients could reach everything they needed. It was also observed that staff reported on what patients had eaten and drank. Input and output observations were recorded, as required.

The atmosphere on the ward was relaxed and friendly and there was an air of calm throughout. Staff were observed to be warm, welcoming and helpful with everyone.

Privacy and Dignity

Patients commented that dedicated staff always had time to spend with them, and respected their privacy and dignity and that of their family. There is a privacy curtain on the inside of the room doors, in order that when staff knock and enter bedrooms, they do not walk straight in to a patient's space, or expose patients to the outer corridor (this practice was observed during inspection).

Staff were observed to treat patients and their families with the utmost courtesy, dignity, and respect. When speaking to patients, or carrying out a procedure, staff were very sensitive to maintaining privacy for both patients and families.

Issues Identified from Previous Inspections

There was ongoing progress in a number of areas identified in the two previous inspections in April and May 2014. Some actions had been completed and others, such as staff training programmes, had been implemented.

A new member of staff had been specifically employed to review systems, such as policies and procedures, and implement and/or re-establish programmes including mandatory training updates.

With reference to Human Resources (HR) issues, such as unavailability of staff Criminal Records Bureau/Disclosure Barring Scheme (CRB/DBS) checks and photographs, a full audit of files is being undertaken by HR to replace any missing information.

Environment and Facilities Issues

The following issues previously identified at the May 2014 inspections have been actioned:

- Attend to defective frames: various fixes to frames and glazing panels made - completed
- Correct rotation of call points – completed
- Fire risk assessment works – awaiting quotes for the ventilation. All other actions completed
- Full load generator test – completed
- Showers – isolated - completed
- Clinical waste certificate – completed
- Boiler flu – one quote received, awaiting another, after which the work will be ordered

Feedback was given to staff at the end of the visit.

The responsible individual and registered manager are required to forward an updated progress and action plan to HIW with regard to any outstanding and/or on-going requirements.

HIW wish to thank all the patients, family members, carers, and staff for their time and co-operation during this visit.

Please do not hesitate to contact me should you wish to discuss the content of this letter.

Yours sincerely



Phil Price
Inspection Manager