

Inspection Summary Report

Hillview Hospital - Focussed Inspection

Inspection date: 9 and 10 May 2023

Publication date: 10 August 2023



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

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There were some positives identified during this inspection. These included, the engagement by management with the inspection process, the complaints and safeguarding processes and generally the care plans were of a good standard. Additionally, our improvements were accepted.

Due to the number and severity of the issues we identified on our previous inspections in November 2021 and despite some of the improvements identified in August 2022, Hillview Hospital was designated as a Service of Concern in line with our Escalation and Enforcement process for independent healthcare services. Following this inspection, we found that serious issues remained in relation to a number of specialist staff that had left the hospital due to the provider having issued a notice to end the contract, quality of incident reporting and the frequency of incidents occurring at the hospital. As a consequence, the setting remains a Service of Concern and we will continue to monitor the service to ensure all improvements required are addressed. HIW has taken the decision to issue an Urgent Notice of Decision to suspend the registration of Hillview Hospital.

We were told that the service inspected is no longer provided at this site and there are currently no patients in the service.

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](#).

Following concerns identified with this service regarding the number and reporting of incidents, and the safe and effective care of the patients, HIW completed an unannounced independent mental health inspection at Hillview Hospital on 9 and 10 May 2023. The inspection did not use HIW's full methodology and only focussed on areas that affected safe and effective care and leadership and governance.

Elysium Healthcare served notice on the contract for the provision of children and adolescent mental health services (CAHMS) at Hillview Hospital on 3 January 2023 and gave more than the contractual requirement of 28 days, with an end date to 30 March 2023. There were four young patients in the hospital at the time of the inspection.

Our team for the inspection comprised of two HIW Healthcare Inspectors and one clinical peer reviewers (who concentrated on patient care notes). The inspection was led by a HIW Senior Healthcare Inspector.

Note the inspection findings relate to the point in time that the inspection was undertaken.

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 provided as much privacy and dignity as their care plans allowed.

The building work at the setting did not appear to affect the care of patients on the remaining ward.

Delivery of Safe and Effective Care



Overall Summary

The environment was generally well maintained internally, with no major work required in the ward area used by patients and no trip hazards. However, the fire exit route shown required staff and patients to re-enter the premises before safely exiting the premises, from the rear first floor bedrooms. The exterior garden areas and walkways appeared unkempt.

We were satisfied that the safeguarding process was now well managed.

Care plans were considered to be generally of a good standard with some areas for improvement required.

Due to the loss of specialist staff at the location the provision of safe and effective care could be improved.

Non-compliance notice:

The following areas that required a non-compliance notice to be issued, were noted:

- Number of specialist staff had left the hospital due to the provider having issued a notice to end the contract
- Programme of events not being completed
- Lack of opportunities for fresh air for patients
- Not meeting the care needs of the patients.

Where the service could improve

- Confirm re-entry to building on fire risk assessment
- Further work required to improve the care notes and plans.

What we found this service did well

- Internal environment generally well maintained
- Safeguarding process has improved
- Staff working collaboratively
- Care plans generally of a good standard



Quality of Management and Leadership

Overall Summary

Senior management at the setting engaged well with the inspection team and other staff within the hospital.

The management of the complaints process ensured that complaints were managed in a timely manner.

There were a number of qualified agency staff at the hospital and the setting ensured there was evidence to support the management of these staff.

Following our previous inspections in November 2021 and August 2022, Hillview Hospital was designated as a Service of Concern in line with HIW's Escalation and Enforcement process for independent healthcare services. This was due to the number and severity of the issues we identified. We saw that issues remained in several areas that affected safe and effective care and the number and recording of incidents. As a result of these concerns, HIW took the decision to issue an Urgent Notice of Decision to suspend the registration of Hillview Hospital. This took effect on Friday 12 May 2023. This arrangement will remain in place until such a time that HIW is satisfied that the risks to individuals have been addressed.

Non-compliance notice:

The following areas that required a non-compliance notice to be issued were noted:

- Length of time and management of restraints with seven instances of restraints lasting over 60 minutes
- Lack of immediate life support trained staff.

Where the service could improve

- Updating the statement of purpose and registration certificates in a timely manner
- Mandatory training compliance.

What we found this service did well

- Regular conference calls to manage the patients at the hospital

- Management of the complaints
- Ensuring there was evidence to support the recruitment of 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 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.

