

# Inspection Summary Report

University Hospital of Wales, A7  
Gastroenterology / Cardiff / Cardiff and Vale  
University Health Board  
Inspection date: 12 and 13 June 2023  
Publication date: 13 September 2023



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

Digital ISBN 978-1-83504-682-1  
© Crown copyright 2023



Patients provided very positive feedback about the care and treatment provided to them on Ward A7.

We found staff treated patients with respect and kindness and patients appeared well cared for. Information for patients and their carers was available, however, there was lack of health promotion information available.

We saw arrangements were in place to provide patients with safe and effective care. We found good arrangements were in place to prevent patients from developing pressure and tissue damage and to prevent falls.

We found suitable arrangements for assessing risks and infection prevention and control. However, improvement was needed in ensuring medications were safely stored.

A suitable management structure was in place and clear lines of reporting and accountability were described and demonstrated.

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 University Hospital of Wales, Ward A7 on 12 and 13 June 2023

Our team, for the inspection comprised of two healthcare inspectors, two clinical peer reviewers and a 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

Patients provided very positive feedback about the care and treatment provided to them.

We found staff treated patients with respect and kindness, and overall made efforts to protect their privacy and dignity when providing care.

Patients appeared well cared for and we found staff responded promptly to patients' requests for assistance.

While we saw information displayed on notice boards, this did not include health promotion information or signposting to specific services.

## Where the service could improve

- Provide health promotion information on both wards

## What we found this service did well

- We saw many examples of staff treating patients with respect and kindness
- We were told about the Katie's Wish initiative to assist patients with cognitive impairment
- We saw staff promoting patients independence whilst in hospital.

# Delivery of Safe and Effective Care



## Overall Summary

We found the hospital wards to be providing safe and effective care to patients. We found good arrangements in place to prevent patients from developing pressure damage and prevent patient falls. We also found good arrangements were in place to meet the nutritional and hydration needs of patients.

We saw the ward was accessible to patient, staff and visitors. There was level access to the hospital with lifts to access all wards which were located over several levels.

We saw evidence of timely and robust mental health and capacity referrals.

The equipment was cleaned in between patient use and placed in a designated store room. We saw personal protective equipment and hand gel was available throughout the ward and staff were seen to be using it appropriately.

We found that the ward needed to improve the discharge planning process to include multi-disciplinary team (MDT) meetings to facilitate safe discharges and transfer to other areas of care provision.

## Where the service could improve

- The health board must improve the planning of safe discharge and referral process and increase the frequency of MDT meetings
- The health board must review the storage of intravenous fluid within the drug storage room
- The health board must perform a deep clean of the ward to remove surface dust.

## What we found this service did well

- We found good arrangements were in place to prevent patients from developing pressure damage and patient falls
- We saw good medicines management processes
- We saw comprehensive record keeping.

# Quality of Management and Leadership



## Overall Summary

We found a suitable management structure was in place with clear lines of reporting and accountability were described and demonstrated.

Senior staff described a system of audit to monitor the quality and safety of services provided on the wards. We found the quality and safety arrangements on the wards were appropriate.

The health board had a comprehensive mandatory training programme. However, compliance needed to be improved.

We saw that the majority of available staff had received an up-to-date appraisal.

## Where the service could improve

- The health board must ensure mandatory training is completed by all staff
- The health board must display the safety cross or equivalent information for patients and visitors to view.

## What we found this service did well

- We found a good management structure in place with clear lines of reporting and accountability
- We found the Safe Care programme a reliable tool to ensure there were safe staffing levels on the ward
- We saw a variety of clinical audits were regularly completed.

## 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.

