

Inspection Summary Report

Adelina Patti Ward, Ystradgynlais Community Hospital, Powys Teaching Health Board

Inspection date: 20 and 21 June 2023

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

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We found that patients were receiving good care.

We saw staff supporting patients in a dignified and reassuring manner.

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

Patients' care needs had been assessed by staff and staff monitored patients to promote their wellbeing and safety.

We found good management and leadership on the ward with staff, in general, commenting positively on the support that they received from the management team.

Staff told us that they were happy in their work and that an open and supportive culture existed.

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 Ystradgynlais Community Hospital, Powys Teaching Health Board on 20 and 21 June 2023. The following hospital wards were reviewed during this inspection:

- Adelina Patti Ward - 20 beds providing general medical and rehabilitation services.

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 the quality of patient experience to be good.

Patients and their relatives spoken with during the inspection expressed satisfaction with the care and treatment received. Patients told us that staff were kind and caring. We observed good interactions between staff and patients, with staff supporting patients in a dignified and respectful manner.

We saw staff attending to patients in a calm and reassuring manner.

What we found this service did well

- Good interactions between staff and patients with staff attending to patients' needs in a discreet and professional manner
- Patients were treated with dignity, respect, and compassion
- Patients were attended to promptly when they needed assistance.

Patients told us:

"The hospital is spotlessly clean, all the staff are polite, friendly, helpful, professional."

"Excellent in every way. Staff, food, care, availability to discuss with staff."

Delivery of Safe and Effective Care



Overall Summary

We found the provision of care on Adelina Patti ward to be safe and effective.

The staff team were committed to providing patients with compassionate, safe, and effective care.

Suitable equipment was available and being used to help prevent patients developing pressure sores and to prevent patient falls.

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

There were formal medication management processes in place.

Patients' care needs had been assessed by staff and staff monitored patients to promote their wellbeing and safety.

Where the service could improve

- Repair the locks to store room and sluice doors
- Storage of cleaning fluids
- Review and update the blood transfusion policy
- Improve access to medication out of hours
- Review the hospital security arrangements.

What we found this service did well

- Provision of person centred care
- Care plans and supporting documentation detailed and easy to navigate
- Medication management
- Infection prevention and control.

Quality of Management and Leadership



Overall Summary

We found good management and leadership on the ward, with staff, in general, commenting positively on the support that they received from the management team.

Staff told us that they were happy in their work and that an open and supportive culture existed.

Where the service could improve

- Some aspects of staff training
- Review the out of hours GP cover
- Ensure the confidentiality of patients' records
- Communication from senior managers.

What we found this service did well

- Good support and oversight by ward manager
- Good auditing and reporting processes.

Staff told us:

“Person centred care is practiced really well on the ward and every member of the team practices this well and understands that every patient is individual so are their needs.”

“The ward staff mostly work well as a team, however communication can sometimes not be as good as it should.”

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.

