

Inspection Summary Report

St Joseph's Independent Hospital Limited,
Newport

Inspection date: 15 and 16 August 2023

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

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Patients rated the care and service provided as very good. Patients were cared for in a professional and dignified manner. The 'Freedom to Speak up' for staff initiative was working well

The hospital was clean and tidy with a number of new innovative changes made recently to the set-up of the hospital. There were suitable procedures in place for the safe management of medicines.

Appropriate protocols were in place to manage risk and health and safety. Emergency resuscitation equipment was available, but had not been checked daily in every location. Staff understanding of certain processes was mixed, this included infection prevention and control and management of a deteriorating patient. These were dealt with under HIW's non-compliance notice process.

Robust management and governance arrangements were in place, including senior management leadership and the layers of control exercised by the various committees.

Staff compliance with mandatory training was high with sufficient numbers of appropriately trained and skilled staff to provide safe and effective care.

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 St Joseph's Independent Hospital, on 15 and 16 August 2023. The following hospital wards were reviewed during this inspection:

- St Patrick's Ward - 15 post-operative beds
- St Andrews's Ward - 8 post-operative bed
- Day Surgical Unit - 7 rooms and 4, day surgical chairs

Our team, for the inspection comprised of one HIW Senior Healthcare Inspectors, two clinical peer reviewers and one patient experience reviewer. 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

All patients who completed a questionnaire rated the care and service provided by the hospital as very good. Patients appeared to be comfortable and cared for in a professional and dignified manner. There were good processes in place to enable patient to provide their views on the care they had received at the hospital.

Patients and their relatives or carers were treated with dignity and respect.

The ‘Freedom to Speak up’ initiative, which was a confidential service that offered staff an alternative way of voicing matters which they did not feel they could raise through conventional reporting lines was working well.

Where the service could improve

- The availability of information in Welsh.

What we found this service did well

- Positive patient and staff feedback
- Ensured the privacy and dignity of patients
- ‘Freedom to Speak Up’ initiative.

Patients told us:

“Outpatient staff were all professional”

“Absolutely brilliant”

Delivery of Safe and Effective Care



Overall Summary

There were suitable procedures in place for the safe management of medicines. The hospital was clean and tidy with a number of new innovative changes made recently to the set-up of the hospital.

Appropriate protocols were in place to manage risk and health and safety. Emergency resuscitation equipment was available throughout the hospital in various areas. However, some of these had not been checked daily as required. This was dealt with by our non-compliance notice process.

The facilities were fit for purpose with ample storage available. The environment was clutter free with no trip hazards noted and environmental hazards had been considered in all areas of the hospital.

Staff understanding of certain processes was mixed, this included infection prevention and control and management of a deteriorating patient. This led to a non-compliance notice being issued, which was dealt with under HIW's non-compliance notice process.

That being said the standard of housekeeping was very good.

Immediate assurances:

- Emergency resuscitation trolleys not being checked on a daily basis
- Management of deteriorating patient.

Where the service could improve

- Staff knowledge of various areas of infection prevention and control
- Risk assessment of patients being transferred to other hospitals.

What we found this service did well

- The standard of housekeeping
- Overall facilities at the hospital
- The gift bag given to patients in the ward contained hand gel which encouraged patients to decontaminate their hands.



Quality of Management and Leadership

Overall Summary

Robust management and governance arrangements were in place at the hospital. This included the management and leadership for the senior management and the layers of control exercised by the various committees at the hospital.

There were sufficient numbers of appropriately trained and skilled staff at the hospital to provide safe and effective care. Staff compliance with mandatory training was high.

Where the service could improve

- Completing appraisals for all staff on a regular basis.

What we found this service did well

- A strong leadership team
- Pre-employment checks were in place
- Positive staff feedback.

Staff told us:

Staff provided us with the following comments regarding what other training would you find useful:

“Always very supportive in any training I wish to do as long as relevant to role.”

“Some extra role specific training would be useful.”

“Mental Health First Aid, due to increase in patients with MH conditions.”

“Progressing in role for instance training to be a nurse. There is no funding from the hospital to be able to do part time nursing degree.”

“I have been sent on many courses during my time at SJH.”

“Training as outlined in most recent appraisal to progress managerial skills. To be in progress shortly.”

“Undertaking a project manager course in September.”

“Workshops to further knowledge and development.”

“I am new to the role so still under going some training. But so far all training has been very good, helpful and informative of my role.”

“Azure and more development in management training.

“ECG training as I do ECGs numerous times throughout every shift.”

Staff told us:

Staff provided us with the following general comments:

“Very friendly hospital, all staff very friendly and work together as part of a large team putting the patient first at all times.”

“Reporting of any worries or concern are a strong Priority for St Joseph’s as well as feedback on changes implemented as a result of the report.”

“St Joseph’s Hospital is a lovely place to work.”

“St Joseph’s provides an enjoyable and hugely supportive working environment which offers fantastic patient care. Definitely the best hospital I have worked in, by miles!”

“SJH staff work well as a team. Staff get complemented on how happy, helpful and professional they are and this is reflected on our feedback cards, nothing appears to be too much trouble for any of them. Personally, I feel quite privileged to be a part of such a wonderful caring team. On the odd occasion we do have negative feedback, it is acted upon quickly and measures are put in place to rectify this. Having unannounced visits from HIW is a good thing, as we all want the best nursing care when we have to use these services. Not only that there is always room for improvement wherever we go.”

“This is a great hospital to work at, staff are proactive when it comes to trying to improve services for our patients.”

“Bullying is accepted amongst many areas of the hospital and line managers discard this. Staff wear uniforms in and out of work even to the supermarket and out walking their dogs. Line managers are aware but turn a blind eye. Troublemakers within a department get away with making others miserable... and feeling upset.”

“I find that our organisation is extremely proactive in all its practices.”

Staff told us:

“Management in theatres is excellent, thoroughly enjoy working with this team and feel extremely supported. Much welcomed after moving from other health settings.”

“Company has looked after staff effectively with salary increases in line with cost of living increase and a number of other perks.”

“Overall I'm very happy here and feel supported. Our managers organise regular staff meetings to give us updates and ask for our input on how things are going. Managers also admit they are not perfect and are open to feedback. I'd feel comfortable talking to my manager about anything, but if I didn't there are clear routes via the Freedom to Speak Up service that are always promoted. As a relatively new staff member from the NHS I'm happy with what I see here.”

“Patients feedback forms are used in other depts but not my department which I would like them to be used for Praise or where to improve.”

“Overall St Joseph's is a great hospital to work in. From my experience we provide excellent patient care and I am very proud of that. I feel very well supported by senior management. I do feel communication with in the hospital could be improved as information is not often trickled down from senior management to the patient facing staff unless we are directly told face to face by senior management ourselves, often finding out about changes long after they have happened. The department I work in also does not receive patient feedback, which is unfortunate as it is vital to know where we are doing well and where we could improve. I also feel training should be offered to staff via email rather than going through a manager as often we are not informed of any training on offer.”

“Implementing the early discharge time of 930 is not always feasible. With patients being booked into those beds afterwards, even if the patient is not ready to be discharged. There is very little to no room for manoeuvre, putting extra pressure on staff to make things happen.”

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.

