

Inspection Summary Report

Princess of Wales Hospital / Paediatric Ward /
Bridgend / Cwm Taf Morgannwg University
Health Board

Inspection date: 25 & 26 September 2023

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

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Patients and relatives provided very positive feedback about the care and treatment provided.

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.

We found both the PAU and paediatric wards to be providing safe and effective care to patients. We found good arrangements in place to plan and implement care. We also found good arrangements were in place to meet the nutritional and hydration needs of patients.

We found that improvements were required in the storage of medications and issues an immediate assurance notice as we found some medications to have expired.

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



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 Princess of Wales Hospital, Bridgend Paediatric Ward on 25 and 26 September 2023.

Our team for the inspection comprised of two HIW Healthcare Inspectors, two clinical peer reviewers and a 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

Patients and relatives provided very positive feedback about the care and treatment provided.

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.

We saw a variety of health promotion information displayed on notice boards. However, this did not include information or signposting to specific services such as healthy eating.

We saw that meals were provided at regular intervals throughout the day. However, the choices of meals did not provide much variety. In addition, parents and carers did not have an allocated area where they could easily obtain drinks and snacks whilst staying with their children.

Where the service could improve

- Provide a wider variety of health promotion information
- Provide an area where parents and carers can access drinks and snacks
- Utilise the outdoor area for patients.

What we found this service did well

- We saw many examples of staff treating patients with respect and kindness
- We found literature available in a variety of formats and languages including Welsh
- There was a Welsh Language Champion on the ward.

Patients told us:

Patients provided us with the following comments:

“Really quick pathway through from A&E to ward”

“Everyone is very nice the people make me feel comfortable”

“Staff are friendly and informative”

Delivery of Safe and Effective Care



Overall Summary

We found both the PAU and paediatric wards to be providing safe and effective care to patients. We found good arrangements in place to plan and implement care. We also found good arrangements were in place to meet the nutritional and hydration needs of patients.

We found patient records to be well maintained and securely stored. However, there was lack of use of a formalised tool for the recognition and treatment of sepsis.

We found that improvements were required in the storage of medications and issues an immediate assurance notice as we found some medications to have expired.

Where the service could improve

- Develop a system where medication and stock is checked regularly for expired items
- Consistently use a tool to aid the recognition and treatment of sepsis.

What we found this service did well

- Comprehensive record keeping
- Appropriate infection control processes
- Swift pathway from the emergency department to the ward.



Quality of Management and Leadership

Overall Summary

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

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

The health board had a comprehensive mandatory training programme with appropriate staff compliance.

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

Where the service could improve

- Consider the recruitment of a ward clerk to reduce workload for staff.

What we found this service did well

- We found a good management structure in place with clear lines of reporting and accountability
- Staff training compliance was good for all topics
- We found the Safe Care programme a reliable tool to ensure there were safe staffing levels on the ward.

Staff told us:

Staff provided us with the following comments:

“Very proud to work within an excellent team that looks after each other as well as the patients”

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.

