

# Inspection Summary Report

Tirion Birth Centre, Royal Glamorgan Hospital,  
Cwm Taf Morgannwg University Health Board

Inspection date: 19 and 20 October 2023

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

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We found a dedicated staff team that were committed to providing a high standard of care to women and their families. Staff worked well as a team to provide women and birthing people with a positive experience that was individualised and focussed on their needs. All women and birthing people received their care in a clean, welcoming and homely environment

A midwifery management structure was in place and clear lines of reporting and accountability. Managers were visible and accessible. Mandatory training compliance was high for all staff that worked in the Birth Centre.

We saw arrangements in place to provide women and birthing people with safe and effective care. There were established processes and audits in place to manage risk, health and safety and infection control.

Area for improvement around medication storage and equipment storage were addressed and resolved swiftly during the inspection process.



## 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 Tirion Birth Centre, Royal Glamorgan Hospital, Cwm Taf Morgannwg University Health Board on 19 and 20 October 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors, two clinical peer reviewers (midwives) 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

Staff were observed providing kind and respectful care to women and their families that visited or telephoned the birth centre. We found the staff worked well as a team to provide women and birthing people with a positive experience that was individualised and focussed on their needs. All women and birthing people received their care in a welcoming and homely environment.

## Where the service could improve

- Improve the active offer of Welsh for patients
- Consider ways to attract women from diverse backgrounds to use the centre where clinically appropriate.

## What we found this service did well

- Offer of breastfeeding support for women, including those that did not give birth at Tirion
- Homely and welcoming birth environment, with a high standard of furnishing
- Opportunity for women to discuss their birth options available with discussion around risk of options that may be outside of guidance
- Good processes in place to enable women and birthing people, with the opportunity to provide feedback on their care.

# Delivery of Safe and Effective Care



## Overall Summary

We found robust arrangements were in place to provide women and birthing people with safe and effective care. There were well established processes and audits in place, to manage risk and health and safety. Patient records we reviewed were well organised and promoted appropriate patient choice. We found there were clear processes in place for the management of clinical incidents, ensuring that information and learning is shared across the service.

## Where the service could improve

Immediate assurances, resolved during the inspection:

- There were some improvements that were needed in relation to the safe storage of medicines
- There was a requirement to move an item of clinical furniture to a more appropriate clinical area.

This is what the service can improve:

- Ensure that a rolling programme of maintenance is in place to enable effective cleaning
- Perform a drill to ensure that mechanisms in place for baby safety continue to be effective.

## What we found this service did well

- An effective system to ensure transfers of care from the Birth centre to the obstetric unit were done in a safe and timely manner
- Effective escalation processes in place to keep women and babies safe
- Comprehensive risk management processes in place.

# Quality of Management and Leadership



## Overall Summary

We found a positive ethos on the ward, with strong leadership. The staff were very enthusiastic, and committed to providing women and birthing people with a positive experience. A management structure was in place with clear lines of reporting. Midwifery managers were visible and accessible to staff.

## Where the service could improve

- Raise awareness of the birth centre outcomes and satisfaction levels with colleagues from across the health board.

## What we found this service did well

- High levels of mandatory training compliance amongst staff
- Offering women opportunities to feedback on their care at multiple points in their journey and then using that feedback to improve patient care in a timely manner
- Offering all women, the opportunity to debrief after their birth experience, should they wish.

## 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.

