

# Inspection Summary Report

Hafan Wen

Inspection date: 23, 24 and 25 October 2023

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

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The quality of patient experience was good, and patients spoken with during the inspection expressed satisfaction with the care and treatment provided.

The care and support provided was person centred and well documented.

There was a good skill mix with staff committed to providing patients with compassionate, safe and effective care.

We found that improvements were required in relation to some aspects of infection prevention control and general upkeep of the accommodation.

There was good management and leadership evident with staff commenting positively on the support that they received from the management team. However, we found that improvement was required around clinical supervision and the use of agency staff.

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 of Hafan Wen on 23, 24 and 25 October 2023.

Our team, for the inspection comprised of two HIW inspectors, two clinical peer reviewers and a patient experience reviewer. The inspection was led by a HIW Senior Healthcare Inspector.

Hafan Wen provides drug and alcohol detoxification services for a maximum of 25 patients aged 18 years and older.

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 evidence that the service provided safe and effective care. There was a focus on least restrictive care to aid rehabilitation and recovery, supporting patients to maintain and develop skills.

We found that improvements were required in respect of the accommodation, which was in need of refurbishment, and in the standard of cleanliness.

Throughout our inspection, we observed staff treating patients with respect and dignity.

We received positive feedback about the care and treatment patients were receiving.

## Where the service could improve

- Refurbishment of the accommodation to include the replacing carpets in many areas
- Provision of activities and improve the use of outside space.

## What we found this service did well

- Therapy and recovery support
- Good staff interaction with patients and with each other
- Person centred care supported by detailed care plans and robust risk assessments
- Documentation and record keeping
- Multidisciplinary team working.

Patients provided us with the following comments:

*" Very happy."*

*"Needs to be a gardening scheme. More to do especially outdoors."*

*"More activities."*

# Delivery of Safe and Effective Care



## Overall Summary

We found that systems were in place to keep patients safe and to provide effective care.

There were established processes and audits in place to manage risk, health and safety and infection control. This enabled staff to continue to provide safe and clinically effective care.

Meals were prepared on site and patients told us that they enjoyed the food provided.

Clinical treatment was led by a psychiatric consultant, and we found effective multi-disciplinary team working.

## Where the service could improve

- Some aspects of Infection prevention and control
- Review the role of the therapy support worker with regards to cleaning duties
- Move ahead with plans to secure pharmacy support.

## What we found this service did well

- Therapeutical services
- Medication management
- Safety huddle
- Registered nurses skill mix
- Documenting of one to one care
- Provision of food and drink.

**Patients told us:**

Patients provided us with the following comments:

*" Staff always available."*



# Quality of Management and Leadership

## Overall Summary

Through discussions with staff and observations, we concluded that there was good leadership and management within the unit. We saw good team working taking place and staff spoke positively of the support offered by senior managers, unit managers and colleagues.

We found that staff were committed to providing patient care to high standards and throughout the inspection were receptive to our views, findings and recommendations.

There were processes in place for staff to receive an annual appraisal and complete mandatory training.

The multi-disciplinary team were having a positive effect upon patient care and treatment on the unit.

Staff were positive about the support that they received, and the training opportunities made available.

We found that there was good management overview of the service and comprehensive policies and procedures in place to support safe delivery of care.

## Where the service could improve

- Reduce reliance on agency staff
- Clinical supervision
- Reg 28 visit report.

## What we found this service did well

- Staff training
- Recruitment and induction programme
- Policies and procedures with a specific focus on policy of the month
- Incident management, reporting and recording
- Communication with patients and staff
- Auditing and reporting
- Management overview.



Staff provided us with the following comments:

*“I feel privileged to work at this setting and feel grateful for the opportunity to work with patients, making a difference in their lives.”*

*“There is a lot of support available to staff in addition to occupational health referral if needed in the form of cadw’n iach, details of which have been provided to the inspectors, so I won’t list the offer here, but I just wanted to add as I know it’s well utilised and an effective service for staff. I am proud to work for an organisation that looks after its staff so well.”*

*“I have never worked anywhere so supportive and such a caring team.”*

*“Staff are supportive amazing team. Manager is so supportive and lead team.”*

*“The building requires some attention. Decorating and garden maintenance lets it down. Cleaning hours need to be enhanced.”*

## 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.

