

Inspection Summary Report

Noah's Ark Childrens Hospital
Island Ward, Cardiff

Cardiff and Vale University Health Board

Inspection date: 27 & 28 November 2023

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

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We found the ward 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 immediate improvements were required in the recording of fridge temperature checks and emergency equipment checks.

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 Noah's Ark Childrens Hospital, Island Ward on 27 and 28 November 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. This included comments in our questionnaire to highlight the staff on the ward, where the staff were described as ‘exceptional’ and ‘amazing’.

It was positive to find a range of equipment and activities, to support childrens’ individual needs. This included mobility equipment for children with disabilities, and developmental toys for children with additional needs.

We found staff treated patients with respect and kindness, and made efforts to protect their privacy and dignity when providing care.

Patients appeared very 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 for common health disorders such as diabetes and asthma.

We saw that meals were provided at regular intervals throughout the day. Parents were able to access food and drinks at one of the two parent kitchens on the ward.

Where the service could improve

- Provide information on healthy eating and smoking cessation.

What we found this service did well

- We saw many examples of staff treating patients with respect and kindness
- We saw play areas were well equipped and maintained.
- We found they offered a wide variety of food options and parents had access to two kitchens to make hot drinks and snacks.

Patients told us:

Patients provided us with the following comments:

“Staff care is exceptional”

“All the staff are absolutely amazing. We love the fact they always go above and beyond.”

“The staff are very nice and they always make sure that I’m happy and safe”

Delivery of Safe and Effective Care



Overall Summary

Overall we found the provision of care on Island ward to be safe and effective. We found good arrangements in place to plan and implement care in the form of risk assessments, verbal handover and care plans. We also found good systems in place to meet the nutritional and hydration needs of patients.

We found patient records to be well maintained. However, improvement were required on the secure storage of medical notes.

Infection, prevention and control procedures (IPC) were found to be adequate. The ward was clean, tidy and free of clutter. The ward and equipment was well maintained, and the surfaces allowed for adequate cleaning.

We found improvements were required in the storage of certain types of medication. This was rectified at the time of the inspection and a system was put in place, where expiry dates were added to reconstituted oral medications.

We saw the ward had a mental health nurse who provided valuable training and information sharing to the ward staff.

Where the service could improve

- Develop a system where resuscitation equipment was not routinely checked
- Ensure drug storage fridge temperature checks are consistently performed
- Ensure milk storage fridge temperature checks are consistently performed.

What we found this service did well

- Comprehensive record keeping
- Streamline transitions for patients returning home
- Thorough risk assessments from Child and Adolescent Mental Health Service (CAMHS).

Quality of Management and Leadership



Overall Summary

We found evidence of good leadership on the ward, and managers engaged very positively during the inspection process. The staff were keen to learn from the process, and were very responsive when we raised any concerns.

The responses from our staff questionnaire were fairly positive, although some concerns were raised regarding staffing pressures. However, it was clear from speaking with staff there was a strong commitment to providing a good standard of care to patients.

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. It was positive to find a good compliance rate.

Where the service could improve

- The health board should display feedback provided from staff surveys
- The health board should display the Putting Things Right process in the ward area.

What we found this service did well

- Good leadership where managers were visible and approachable
- We found managers to have a proactive approach to staffing where the hospital is viewed as a whole
- We saw well-structured and well attended safety briefings, which were communicated to wider staff groups.

Staff told us:

Staff provided us with the following comments:

“I feel proud to work at the children’s hospital for Wales and extremely proud of the care that we provide to our children and families. Despite the challenges we face in the NHS, we are still always pushing forward to improve patient experience.”

“The organisation puts patient care foremost.”

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.

