

Inspection Summary Report

HMT Sancta Maria Hospital

Inspection date: 31 October 2023 and
1 November 2023

Publication date: 1 February 2024



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

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Patients appeared to be comfortable and cared for in a professional and dignified manner. Almost all patients who completed a questionnaire rated the care and service provided by the hospital as 'very good'.

All bar one member of the staff in the questionnaire were satisfied with the quality of care and support provided to patients and most would recommend the setting as a place to work.

The general hospital environment was clean and in a good state of repair, including furniture, fixtures and fittings.

Medicine management standards were met and to a high standard. The clinical records were of a good quality.

We noted several issues that caused us concern relating to IPC within the theatre environment. This led to a non-compliance notice being issued under HIW's non-compliance notice process. Action was taken or is being taken to address these issues.

Governance, management and leadership was clear at the setting. All staff we spoke with enjoyed working at the hospital. Mandatory training compliance was generally good.

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 HMT Sancta Maria Hospital, on 31 October and 1 November 2023. The hospital is registered for the following:

- Twelve bedded inpatient ward
- Twelve bedded day patient unit.

Our team, for the inspection comprised of two HIW Healthcare Inspectors, three clinical peer reviewers and one patient experience reviewers. 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 appeared to be comfortable and cared for in a professional and dignified manner. All patients agreed that staff treated them with dignity and respect and that measures were taken to protect their privacy. Almost all patients who completed a questionnaire rated the care and service provided by the hospital as 'very good'.

There were good processes in place to enable patients to provide their views on the care they had received at the hospital. There was clear evidence that there was a commitment to improving patient and user experience. A 'you said, we did' board was also displayed in both Welsh and English.

All but one member of the staff who completed a questionnaire were satisfied with the quality of care and support provided to patients and most would recommend the setting as a place to work.

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
- The 'Freedom to Speak Up' initiative.

Delivery of Safe and Effective Care



Overall Summary

The general hospital environment was clean and in a good state of repair, including furniture, fixtures and fittings. There was a good infection prevention and control (IPC) audit system in place, that included reporting findings to staff. The anaesthetic rooms were considered to be “pristine” and the recovery ward was clean, tidy and uncluttered.

Patients had a choice of a variety of hot and cold food options.

Medicine management standards were met and to a high standard. The clinical records were of a good quality in terms of accuracy, being up to date, complete, understandable and contemporaneous.

We noted several issues that caused us concern relating to IPC within the theatre environment. This led to a non-compliance notice being issued, which was dealt with under HIW’s non-compliance notice process. Action was taken or is being taken to address these issues.

Immediate assurances:

- The theatre table was not considered to be sufficiently clean to ensure IPC
- Operating table mattress had sticky glue on a large amount of its surface area
- There were cleaning solutions in the sluice that were unlabelled
- There were cardboard boxes noted on the floor in the theatre
- A surgical foot platform used by the surgeon to stand on to gain height was being stores on top of the operating table
- A positioning and support device used during a operation was torn thus breaking the clean seal. This was therefore considered to be unclean
- Footwear specific to theatre seemed to be soiled on shelves in the changing room
- The changing room for theatre staff had shared changing facilities which were cluttered and had shared products in the shower room
- The break room was shared with non-theatre staff, with staff there in outdoor clothes and from the ward.

Where the service could improve

- Ensure that compliance with IPC audits is displayed and in date.

What we found this service did well

- Maintaining a clean general hospital environment
- Having a good infection prevention and control audit system in place
- The choice and variety of hot and cold food options
- Medicine management standards were met and to a high standard
- The clinical records were of a good standard.



Quality of Management and Leadership

Overall Summary

Governance, management and leadership was clear at the setting. The hospital held a daily ten o'clock huddle that we considered an example of good practice. The process of dealing with incidents, including reportable instances was discussed with senior staff and staff on the ward.

The number and skill mix of staff was appropriate to meet the needs of the patients. All staff we spoke with enjoyed working at the hospital.

Mandatory training compliance at the hospital was generally good. The recruitment of permanent staff and the employment of consultants was in order and relevant staff were able to describe the process concisely.

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:

“It’s a small friendly hospital with high standards and patients have a safe and good experience “

“Management are friendly and approachable but not visible enough. When reporting a concern verbally. This usually isn’t acted on.”

“Lovely place to work. Patients are always the number one priority as they should be. Essential and beneficial information is shared between departments, the hospital works together as a whole.”

“Certain member/s of the IT department cannot even be bothered to write properly spelt email response to us when we raise concerns about the data on the new tablets not being synchronised and saved to our main compucare database onto our hard disk computers. It is demeaning and dismissive to suggest that we are just not pressing the save button on our tablets when all of us are doing this. We need to be able to give some input or feedback on the rollout of new paperless procedures in our department as all of us are feeling stressed about this.”

“Sancta Maria has changed to what it used to be years ago. A lot of these changes are because of the how the hospital is run. There are worst places to work but most people do enjoy working in Sancta Maria but I do feel certain things need to be taken into consideration as so many good members of staff have left. Pay should be looked at in some areas of the hospital for example Admin staff are paid low for what they do. Management do not give time to find out about people’s job roles and the hard work they do. Without admin staff, the hospital would not have patients. The admin staff are not valued enough. Staff are not listened to when issues or concerns are mentioned. Communication needs to be improved because staff are the last to know of any changes that are to be made.”

“It would be nice if everyone was informed of decisions anything new and not staff hearing something that effects the whole hospital by word of mouth or around the place. It's difficult sometimes when you find out important information days later just by chance.”

“Teams are very supportive of each other and all extremely passionate about providing the best possible care.”

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.

