

Dignity and Essential Care Inspection (Unannounced)

Cardiff and Vale University
Health Board

University Hospital
Llandough
Ward West 1

11 & 12 November 2014

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1. Introduction

Healthcare Inspectorate Wales (HIW) completed an unannounced dignity and essential care Inspection in Ward 1 at the University Hospital Llandough, part of Cardiff and Vale University Health Board on the 11 and 12 November 2014.

Our inspection considers the following issues:

- Quality of the patient experience
- Delivery of the fundamentals of care
- Quality of staffing, management and leadership
- Delivery of a safe and effective service.

2. Methodology

HIW's dignity and essential care inspections review the way patients' dignity is maintained within a hospital ward/unit/department and the fundamental, basic nursing care that patients receive.

We review documentation and information from a number of sources including:

- Information held by HIW
- Conversations with patients and relatives, and interviews with staff
- Discussions with senior management within the health board
- Examination of a sample of patient medical records
- Scrutiny of policies and procedures which underpin patient care
- General observation of the environment of care and care practice.

These inspections capture a snapshot of the standards of care patients receive. They may also point to wider issues about the quality and safety of essential care and dignity.

3. Context

Cardiff and Vale University Health Board is one of the largest National Health Service (NHS) organisations in the UK. It provides day to day health services to a population of around 472,400 people living in Cardiff and the Vale of Glamorgan who need emergency and scheduled hospital treatment and mental health care. It also delivers care in people's own homes and community clinics.

The delivery of NHS primary care services in Cardiff and the Vale of Glamorgan, including general practitioners, community pharmacists, dentists, and optometrists are also the responsibility of the Board. Additionally, it serves a wider population across South and Mid Wales for specialties such as paediatric intensive care, specialist children's services, renal services, cardiac services, neurology, bone marrow transplantation and medical genetics. Cardiff and Vale University Health Board includes nine hospitals and seventeen health centres including the University Hospital Llandough which is a district general hospital with 480 beds. All major specialties are provided.

4. Summary

Overall, the patient feedback received by HIW has been positive, with staff found to be polite, conscientious, professional and respectful. Responses to HIW's questionnaire clearly indicate that this ward was highly regarded by patients and/or their families and friends. Seven out of the eight respondents gave the ward a rating of ten out of ten (excellent), with one respondent rating the service as eight out of ten.

Overall, we found motivated, hard working staff delivering the fundamentals of care. There were no specific recommendations for improvement identified. Evidence instead indicated that care practice was consistent with the expectations required by the fundamentals of care.

Overall, we found no specific recommendations for improvement concerning the quality of staffing, management and leadership. Evidence instead indicated that there was strong leadership and a focus on staff learning and development. Staffing levels were appropriate, given the number and needs of patients and the staff team were experienced, committed and worked hard to ensure patients had a positive experience during their time on the ward.

Overall, the inspection team concluded that patients were receiving an effective service in an environment that was safe. However, some issues were raised concerning the quality of patient records and the storage of equipment

5. Findings

Quality of the Patient Experience

Overall, the patient feedback received by HIW has been positive, with staff found to be polite, conscientious, professional and respectful.

This section also includes those aspects of the Fundamentals of Care that are concerned with the patient experience.

During the course of this inspection patients were invited to complete (HIW) questionnaires to provide us with their views on the care they had received. In total eight questionnaires were completed by patients (or on their behalf by relatives) either via face to face interviews or returned to us in the post.

Comments from patients included:

“The staff here are amazing. Very helpful and understanding and willing to go the extra mile for your benefit. Very happy with how I have been treated here by all nurses, doctors and other staff.”

“I’ve been very happy with the help I have received...the staff were very caring and understanding of my condition.”

“I think all staff, doctors do a fantastic job. Very patient, polite, understanding, nothing is a problem for them and I watch them with the elderly patients and they are excellent. I would give West 1

5 stars, the staff are A1.”

“I don’t like hospital, but I’ve really enjoyed my stay at West 1 because the staff are so friendly and very good at what they do, nothing is a problem for them.”

“The attitude of staff is exemplary. I cannot speak highly enough of them.”

“The staff would knock the door and say sir...they were polite and if they had time would always talk to you which was nice, it made me feel comfortable and relaxed. All the staff from doctors to nurses and the cleaners were very polite, it made me feel very humbled.”

“You have a compliment of staff who provided an excellent service from the start of my stay in hospital to the end of my stay. If you asked for anything, nothing was too much trouble for them. They would go overboard to make sure you got what you asked for.

Communication and information

People must receive full information about their care in a language and manner sensitive to their needs

Responses to the HIW questionnaire indicate that most people were offered the option to communicate with staff in the language of their choice. Nearly all respondents either agreed or strongly agreed with the statement ‘staff have talked to me about my medical conditions and helped me to understand them.’

The inspection team did, however, identify a patient who was relying on family members for translation, which the family were uncomfortable with and which is not appropriate practice (reference All Wales adult protection guidance). Further consideration should be given to the needs of patients and families to ensure that assumptions are not made about the contribution of families in this respect.

Recommendation:

The Health Board is advised to provide access to interpreters for patients.

Respecting People

Basic Human Rights to dignity, privacy and informed choice must be protected at all times and the care provided must take account of the individual’s needs, abilities and wishes.

All respondents either agreed or strongly agreed with the statements ‘staff are kind and sensitive to me when they carry out my care and treatment’ and ‘staff help me with my toilet needs in a sensitive way, so that I don’t feel embarrassed or ashamed’.

Responses to HIW’s questionnaire clearly indicate that this ward was highly regarded by patients and/or their families and friends. Moreover, when asked ‘overall, how would you rate the care and treatment that you, your friend or family member is being provided with on this ward,’ seven out of the eight respondents provided a rating of ten out of ten (excellent), with one respondent rating the service as eight out of ten.

There were no specific recommendations identified concerning the quality of the patient experience.

Delivery of the Fundamentals of Care

Overall, we found motivated, hard working staff delivering the fundamentals of care.

The inspection team considered the fundamentals of care set out below during this inspection. There were no specific recommendations identified concerning these. Evidence instead indicated that care practice was consistent with the expectations set out under each heading. Where issues were identified, these are included under the relevant heading.

Promoting independence

The care provided respected people's choices in making the most of their ability and desire to care for themselves.

Further consideration should, however, be given to the specific needs of patients with a sensory impairment to ensure that appropriate measures are in place to enable them to be able to communicate effectively with staff so that they are not left feeling isolated.

Relationships

During our inspection we saw that people were encouraged to maintain their involvement with their family and friends and develop relationships with others according to their wishes.

Rest, sleep and activity

Consideration is given to people's environment and comfort so that they may rest and sleep.

Ensuring comfort, alleviating pain

We found that people were helped to be as comfortable and pain free as their circumstances allowed.

Personal hygiene, appearance and foot care

Our review team found that people were supported to be as independent as possible in taking care of their personal hygiene, appearance and feet.

Eating and drinking

People were offered a choice of food and drink appropriate to their nutritional and personal requirements and were provided with any assistance that they need to eat and drink.

Responses to the HIW questionnaire indicated that help to eat and drink was available to patients, should they require it. Patients also indicated that they had time to eat meals at their own pace.

Oral health and hygiene

People were supported to maintain healthy, comfortable mouths and pain free teeth and gums, enabling them to eat well and prevent related problems.

Toilet needs

Appropriate, discreet and prompt assistance was provided when necessary, taking into account any specific needs and privacy.

Overall, responses to the HIW questionnaire indicated that patients are given a choice about how to meet their particular needs in this respect. Also, if any assistance is required, this is provided sensitively and discreetly by ward staff.

Preventing pressure sores

People were helped to look after their skin and every effort made to prevent them developing pressure sores.

Quality of Staffing, Management and Leadership

The inspection team considered the following areas to reach a view as to the quality of staffing, management and leadership on the ward:

- **Staffing levels, skill mix and professional accountability**
- **Effective systems for the organisation of clinical care**
- **Training and development**
- **Handling of complaints and concerns**

There were no specific recommendations for improvement identified in these areas. Evidence instead indicated that there was strong leadership and a focus on staff learning and development. Staffing levels were appropriate, given the number and needs of patients, and the staff team were experienced, committed and worked hard to ensure patients had a positive experience during their time on the ward.

The inspection team also found effective arrangements in place for the handling of complaints and concerns. The staff that we spoke to were aware of the health board's procedures in this respect, with appropriate records also kept. Information on how to raise a concern or complaint was readily available for patients or relatives.

Delivery of a Safe and Effective Service

People's health, safety and welfare must be actively promoted and protected. Risks must be identified, monitored and where possible, reduced or prevented.

Overall, the inspection team concluded that patients were receiving an effective service in an environment that was safe. However, some issues were raised concerning the quality of patient records and the storage of equipment. The particular issues in this respect are set out under the relevant heading below.

Environment

Overall, the inspection team found the unit provided a clean safe and secure environment for patients and staff.

Responses to the HIW questionnaire indicated that patients and/or their families and friends regarded the ward as clean and tidy. Additional comments in this respect included:

"The cleaners work hard to keep the ward clean."

"The ward is always clean and tidy...the cleaner never seems to stop...it gives you confidence that the whole ward is clean."

The inspection team did, however, raise some concerns regarding the storage of equipment, which was seen to be unnecessarily cluttering the environment, and in some cases, not being appropriately and safely stored.

Recommendation

The health board should ensure that equipment no longer in use is either removed from the ward or stored more appropriately. Any equipment still in use, such as oxygen cylinders, should be stored appropriately and securely.

Effective systems for audit and clinical effectiveness

Overall, the findings from this inspection were indicative of a ward that was well run and managed, with a culture of learning and development. Staff at all levels were seen to be motivated and committed to delivering a positive experience for patients. The ward had a system of auditing their own performance, some examples include hand hygiene and nutritional assessment.

Medicines management

Overall, the inspection team found that the ward's arrangements in this respect operated effectively. They were supported by policies and procedures that were understood by those staff responsible for providing assistance in this area. No specific recommendations for improvement were identified.

Documentation

Overall, the inspection team concluded that the standard of patient documentation on the ward supported the provision of effective care, particularly in terms of assessment and care planning. From the sample of records inspected, the inspection team did, however, identify that not all care plans were being regularly evaluated to ensure that the needs of patients had not changed and that outcomes were being achieved.

Recommendation

The health board should ensure that all patient care plans are routinely evaluated in order to ensure that they continue to effectively meet patient needs for the duration of their stay on the ward.

6. Next Steps

The health board is required to complete an improvement plan (Appendix A) to address the key findings from the inspection and submit its improvement plan to HIW within two weeks of the publication of this report.

The health board's improvement plan should clearly state when and how the findings identified within Ward West 1 at the University Hospital Llandough will be addressed, including timescales. The health board should ensure that the findings from this inspection are not systemic across other departments/ units of the health board.

The health board's improvement plan, once agreed, will be published on HIW's website and will be evaluated as part of the ongoing dignity and essential care inspection process.

Appendix A

Dignity and Essential Care: Improvement Plan

Hospital: University Hospital Llandough

Ward/ Department: West 1

Date of Inspection: 11 & 12 November 2014

Page Number	Recommendation	Health Board Action	Responsible Officer	Timescale
	Quality of the Patient Experience			
6	The Health Board is advised to provide access to interpreters for patients			
	Delivery of the Fundamentals of Care			
	Quality of Staffing Management and Leadership			
	No recommendations for improvement identified.			

Page Number	Recommendation	Health Board Action	Responsible Officer	Timescale
Delivery of a Safe and Effective Service				
10	The health board should ensure that equipment no longer in use is either removed from the ward or stored more appropriately. Any equipment still in use, such as oxygen cylinders, should be stored appropriately and securely.			
11	The health board should ensure that all patient care plans are routinely evaluated in order to ensure that they continue to effectively meet patient needs for the duration of their stay on the ward.			

Health Board Representative:

Name (print):

Title:

Date: