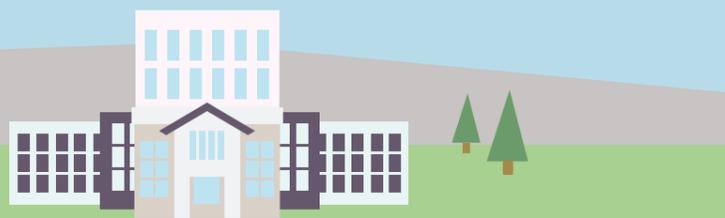


Cardiff & Vale UHB



Inspection findings within the health board were generally positive. Where improvement was required, all services have responded constructively and engagement from health board leadership has also been positive.

Re-inspection of services by HIW has revealed improvement in many areas and it is clear that the health board sees external and internal scrutiny as a positive means of learning and improving.

Further work is required in general practices and some hospital settings to ensure that patients are aware of how that can raise a concern about the care they received.

HIW's inspection of the emergency and assessment unit at University Hospital revealed a number of issues which were impacting on the safety and dignity of patients. The health board must reflect on its own assessment of the arrangements that were in place prior to HIW's inspection and why more action was not taken in relation to issues of which it was aware.

Hospital

We carried out two inspections at St David's Hospital and the University Hospital Wales

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| <ul style="list-style-type: none"> ✓ Broadly positive findings in relation to our follow up inspection of St David's hospital, with action having been taken in relation to previous findings ✓ A number of positive findings relating to our inspection of the emergency and medical assessment units at University Hospital of Wales. ✓ Training and induction provision appeared to be excellent ✓ We also observed excellent interaction between staff and patients in the emergency and assessment units with a kind compassionate approach being taken with all patients | <ul style="list-style-type: none"> ✗ A number of immediate patient safety issues following our inspection of the emergency and medical assessment units at University Hospital of Wales ✗ Inadequate arrangements for treating and monitoring patients in the assessment unit and failure to regularly check resuscitation equipment and medicine to ensure that it could be used safely in the event of an emergency ✗ Further work is required in relation to the safe administration of medicine (St David's) ✗ Scope for greater involvement of social workers and speech and language and occupational therapy input (St David's) |
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Mental Health

We carried out one mental health unit inspection at Hafan y Coed in Llandough Hospital

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| <ul style="list-style-type: none"> ✓ Peer review checks were being carried out with staff from other areas of the hospital to check the quality of care as a means of driving up standards and sharing good practice ✓ HIW's peer reviewers were impressed by the comprehensive needs assessments being carried out to develop patients' care and treatment plans ✓ Health and safety audits, including ligature audits, were thorough and up to date | <ul style="list-style-type: none"> ✗ Whilst the health board has effective arrangements for managing the risk associated with 'patients sleeping out' of the unit this appears to be a common occurrence ✗ Garden areas in the Hafan y Coed mental health unit are dirty and unkempt. The unit relied on the staff to clean and maintain these areas, which they rarely had time to do. As the only outside space available to detained patients, the condition of these facilities has a significant impact on patient experience |
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GP

We carried out three GP inspections this year

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| <ul style="list-style-type: none"> ✓ Patients were positive generally about their experience and in 2 of the 3 practices inspected they found it easy to make appointments ✓ There were some examples of good cluster working, including an out of hours pilot ✓ All practices were well maintained and clean ✓ All practices were considered to be safe and effective, although 2 required improvements to fully meet the health and care standards ✓ Practices were generally well led | <ul style="list-style-type: none"> ✗ An immediate assurance letter was issued at 1 practice due to issues around checking drug fridge temperatures ✗ A range of improvements were required around administration of Putting Things Right, including better recording of complaints and provision of information to patients (all inspections) ✗ Scope for improvement in the quality of record keeping, including consistency of recording the reasons for prescribing or significant diagnoses (in 2 practices). |
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Dental

We inspected 11 dental practices

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| <ul style="list-style-type: none"> ✓ Patients were happy with the care they received in all inspections ✓ The standard of record keeping was high or good in 7 of the 11 inspections completed ✓ We noted positive management and leadership in most inspections ✓ Most practices had appropriate arrangements for use of X-ray ✓ In general, practices were clean with few minor environmental issues requiring rectification | <ul style="list-style-type: none"> ✗ Issues with frequency of checks, storage or location of emergency equipment in 6 inspections <p>A number of practices should increase the levels of audit and quality improvement activities carried out</p> |
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Community Mental Health

We inspected the West Vale Community Mental Health in Barry

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| <ul style="list-style-type: none"> ✓ Safe and effective care was being provided with positive feedback from users, improved access and timeliness ✓ Consistently high standards of record keeping at the CMHT, including Mental Health (Wales) Act documentation ✓ Good, multi-disciplinary, approach in relation to service user assessments, care planning and reviews | <ul style="list-style-type: none"> ✗ The CMHT service was in a period of substantial change which impacted upon processes, procedures, meetings and management structures ✗ Staff morale was affected as a result and there was a need for clarification with regards to these arrangements |
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