

## Hywel Dda UHB

We received positive responses from patients regarding their care and treatment in all inspections at Hywel Dda University Health Board in 2018 – 2019.

In three out of the four hospital inspection it was noted that staff undertook their duties in a professional, kind and sensitive manner when delivering care to patients.

However, standards and comprehensive completion of patient documentation was noted as an issue in all of the hospital inspections.

Unfortunately medicines management is still an issue in all of the hospital inspections despite us highlighting similar issues in the previous year. This is disappointing and the health board must address this problem.

The environment of care at the community mental health team inspection and mental health units required maintenance to promote patient, staff and visitor satisfaction.

It is pleasing to note that no immediate assurance letters were issued in regards to dental, CMHT and IR(ME)R inspections.

There were further positive findings in our dental inspections with two of the five dental practices we inspected receiving no recommendations for improvement.

### Hospitals

We carried out four hospital inspections; in Glangwili, Wwithybush, Bronglais and Amman Valley Hospitals

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| ✓ Staff were professional, kind and sensitive when delivering care to patients (3 out of 4 inspections) | ✗ Medicines management is still an issue in all settings                                                                           |
| ✓ Ward based management was supportive and enabling (3 out of 4 inspections)                            | ✗ Improvements needed to care planning, updating and safe storage of patient records                                               |
| ✓ Good staff engagement with inspection and focus on improving standards in all hospitals               | ✗ Improvements to mandatory and specialist staff training                                                                          |
| ✓ Palliative care and treatment was delivered to a high standard (Amman Valley)                         | ✗ Communication between healthcare professionals and patients or family members required improvement                               |
| ✓ Good pain management (Withybush)                                                                      | ✗ Patients unaware of what was going to happen next regarding treatment or discharge in one setting                                |
|                                                                                                         | ✗ NHS Wales Putting Things Right information was not readily available for patients to read and take away (2 of the 4 inspections) |

### Mental Health

We inspected two mental health hospitals; Cwm Seren in St David's Hospital and Bryngofal at Prince Phillip Hospital

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| ✓ Patients were treated with respect and kindness                                                  | ✗ Ward and external environment required some redecoration and maintenance                |
| ✓ Patients' nursing records completed to a good standard                                           | ✗ Medical staffing levels need to be improved and more support for newly qualified nurses |
| ✓ Suitable arrangements in place for assessing, meeting and monitoring patients' nutritional needs | ✗ Complete and comprehensive statutory detention documentation                            |
| ✓ Dementia friendly ward environment at Bryngofal                                                  | ✗ Storage of chilled medication and administration of controlled drugs                    |
|                                                                                                    | ✗ Information available for patients, carers and relatives should be consistent           |

### GP

We inspected three GP practices

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| ✓ Care and treatment provided in a dignified and courteous manner                                                                            | ✗ Immunisation status of all staff working at the practice must be collated                                 |
| ✓ Information within patient records was of a good standard (2 out of 3 inspections)                                                         | ✗ All staff need to complete mandatory training, and job specific training for staff needs to be identified |
| ✓ A useful system to monitor patient referrals and communication with the out of hours service had been introduced in one of the inspections | ✗ Some improvements needed to security of emergency equipment and drugs                                     |
| ✓ Leadership and support for staff                                                                                                           | ✗ Some improvements needed to concerns and complaints arrangements                                          |

### Dental

We completed five dental inspections

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| ✓ Strong management and leadership                                                | ✗ Patient records must always be maintained in accordance with regulatory professional standards for record keeping |
| ✓ Surgeries were maintained to a high standard                                    | ✗ Staff to complete mandatory training                                                                              |
| ✓ Patients were happy with the service provided                                   | ✗ Equipment must be decontaminated in line with national guidance                                                   |
| ✓ Good active engagement with patients to obtain feedback on the service provided |                                                                                                                     |

### IR(ME)R

We completed one IR(ME)R inspection at Bronglais Hospital

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| ✓ Fully compliant with the regulations                                                                | ✗ Improvements to patient awareness of how to provide feedback about their experiences or raise a concern about their care and treatment |
| ✓ Patients received clear information to understand the risks and benefits of their treatment options | ✗ Develop and implement a written procedure for quality assurance of medical exposures equipment                                         |