

Abertawe Bro Morgannwg UHB



Overall, we saw safe and effective care across all sites we visited. Patients reported they were happy with the care they received, We found no immediate assurance issues in the mental health inspections we undertook, and management was generally good.

The inspection of the cardiac department at Morriston hospital was particularly positive. We looked at the way the department was meeting the Ionising Radiation (Medical Exposure) Regulations and made no recommendations for improvement.

Staffing was a recurrent theme across many hospital and mental health inspections, and the impact of vacancies was felt across nursing, medicine and other healthcare professionals. We also identified staff training as an area for improvement across all inspection areas. Issues with maintenance and the improvement of clinical environments were identified at a range of settings during last year's inspections. Again this year we found environmental/estates maintenance issues in many areas.

Hospitals

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| ✓ Patient feedback was positive. | ✗ Staffing levels were an issue at Singleton, Morriston and Princess of Wales. |
| ✓ We saw patients being treated with dignity and kindness. | ✗ Staff training was a problem across all inspections. |
| ✓ Some innovative use of pharmacy technicians in Singleton. | ✗ Recommendations for improvement were made about documentation in all inspections. |
| ✓ Morriston Emergency Department was calm and well coordinated despite being extremely busy. | ✗ Settings did not always check medicines were stored at the correct temperature. |
| ✓ There had been improvement in Gorseinon since our previous visit. | |

Mental Health

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| ✓ Positive feedback from patients and staff. | ✗ Settings did not always check medicines were stored at the correct temperature. |
| ✓ Advocacy information was provided at all sites. | ✗ Several building maintenance issues identified |
| ✓ We saw individualised, patient focussed care across all wards with detailed patient care records | ✗ Staff training could be improved. In some areas staff told us they found it difficult to access face to face training. |
| ✓ All legal documentation was completed to a high standard, and in Glan Rhyd was described as 'excellent' | |
| ✓ Effective leadership and management across all wards | |
| ✓ Management of controlled drugs was good | |

GP

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| ✓ Positive cluster working was identified in all 4 practices | ✗ No practice had a patient participation group |
| ✓ Clear management structures at all 4 practices | ✗ Issues with staff training records at all 4 practices, some staff had not had annual appraisals. |
| ✓ Safe medicines management arrangements in 3 of the 4 practices. | ✗ Improvements to record keeping were identified at all 4 practices |
| | ✗ Patients told us about difficulties in getting an appointment at 3 of the 4 practices. |

Dental

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| ✓ Patient feedback was positive. | ✗ CPR training for staff was not up to date in a more than half of practices we inspected. |
| ✓ Clinical facilities were well equipped and visibly clean and tidy. | ✗ In more than half of practices, there was no system to ensure emergency drugs and equipment were in date. |
| ✓ Thorough processes for cleaning and sterilising dental instruments. | ✗ Various issues with record keeping in all but one practice. |
| ✓ X-ray equipment was being used safely. | ✗ Adult and child protection policies were not updated and not all staff had been trained appropriately for their role. |
| ✓ Most practices had considered the accessibility needs of patients with impaired mobility. | |

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| ✓ Very positive inspection of the Cardiac department at Morriston. Procedures were up to date, clear and concise; staff had a good awareness of their responsibilities; and senior staff provided effective management and leadership. An innovative training programme was in place which aimed to promote patient safety. | ✗ Improvements could be made to the environments to promote the privacy and dignity of patients. |
| ✓ Good commitment to learning and sharing good practice at Singleton | ✗ Ageing equipment in Singleton required significant maintenance and meant longer cancer patient waiting times. |
| | ✗ Understaffing in Singleton had a direct negative impact on performance. |