

Cwm Taf UHB

Overall patients told us they were happy with the care they received.

Staffing was a theme across hospital and mental health inspections.

We found sustained improvement had been made by the health board in a number of areas during our follow up inspection of Ysbyty Cwm Rhondda.

We found good engagement between the health board and GP practices.



Hospitals

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| <ul style="list-style-type: none"> ✓ Patients reported that staff were kind and sensitive when carrying out care and treatment. ✓ We found evidence of good leadership and management at ward level | <ul style="list-style-type: none"> ✗ Staffing levels and staff retention were an issue that had been escalated by ward staff ✗ Some staff told us they were not always empowered to speak up and take action when issues arose. |
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Mental Health

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| <ul style="list-style-type: none"> ✓ On two of the wards visited there had been an increase in nurse staffing levels ✓ Good multi-disciplinary team working and collaborative working with community teams | <ul style="list-style-type: none"> ✗ Issues with the upkeep and maintenance of the environment ✗ Lack of full time cover of domestic and occupational therapy staff, which impacted on nursing staff ✗ The medicine fridge on one ward was not locked which meant that drugs were not being maintained securely |
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GP

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| <ul style="list-style-type: none"> ✓ Good engagement between health board and the practice team. ✓ Practices had noticed that discharge summaries from secondary care had improved. ✓ The majority of practices had information boards specifically for carers and had a nominated staff lead for carers. ✓ In one practice, we saw innovative use of technology for booking nurse appointments, e-consultations and usage of social media for younger patients. | <ul style="list-style-type: none"> ✗ Impact of the high use of locum GPs on the continuity of care for patients across the health board managed practices ✗ Patients informed us that they wished to see improvements to the experience of making appointments and improved access to appointments. ✗ Some aspects of record keeping need to be improved |
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Dental

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| <ul style="list-style-type: none"> ✓ Practices routinely assess patients' views via feedback forms and questionnaires and act upon them. ✓ Practices consistently provide patients with oral health promotion, cancer screening and smoking cessation advice. ✓ Suitable policies were in place for Child and Adult protection, with the majority of staff trained appropriately. | <ul style="list-style-type: none"> ✗ Over half of the practices do not engage in peer review. ✗ We made recommendations for improvement to documentation and record keeping at most practices. |
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