

# Inspection Summary Report

Glangwili Maternity Services, Hywel Dda  
University Health Board

Inspection date: 28 - 30 November 2022

Publication date: 2 March 2023



This summary document provides an overview of the outcome of the inspection



We found a dedicated staff team that were committed to providing a high standard of care to patients.

We observed staff interacting with patients respectfully throughout the inspection. Patients we spoke to told us they were receiving good care.

Staff were positive about the support and leadership they received, and staff described a positive culture around reporting and learning from incidents.

However, some improvements are required in relation to mandatory training compliance.

Note the inspection findings relate to the point in time that the inspection was undertaken.



## What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an unannounced inspection at Maternity Unit, Glangwili Hospital, Hywel Dda University Health Board on the evening of 28 November, and the following days of 29 and 30 November 2022. The following hospital wards were reviewed during this inspection:

- Antenatal ward (before delivery) and postnatal ward (following delivery)
- Midwifery led unit - with capacity of three birthing rooms and two birthing pools
- Labour ward (during labour) with a capacity of four delivery rooms and one birthing pool
- Triage assessment area.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



# Quality of Patient Experience



## Overall Summary

We found a dedicated staff team that were committed to providing a high standard of care to patients. We saw staff interacting with patients respectfully throughout the inspection. Patients we spoke to told us they were receiving good care at the hospital

## Where the service could improve

- Signage at the hospital should be reviewed to ensure that it is easy for patients to locate all the maternity wards
- Designated notice boards should be reviewed to provide sufficient health promotion information and include signposting services for young carers
- Pain relief is provided in a timely manner on post-natal ward.

## What we found this service did well

- Staff interacted and engaged with patients respectfully
- Patients we spoke to told us they were happy and receiving good care
- There were good arrangements in place to provide patients and families with bereavement support.

### Patients told us:

Patients provided us with the following comments:

*“The labour unit staff were excellent, made myself and partner very at ease during this difficult/daunting time. Special thanks to midwives, a credit to this hospital.”*

# Delivery of Safe and Effective Care



## Overall Summary

There were established processes and audits in place to manage risk, health and safety and infection control. This enabled staff to continue to provide safe and clinically effective care.

Patient records we reviewed confirmed daily care planning promoted patient safety. We found there were robust processes in place for the management of clinical incidents, ensuring that information and learning is shared across the service.

## Where the service could improve

- Ensuring medication fridges are locked
- Management and security of confidential patient information.
- **What we found this service did well**
  - Improvements had been made regarding security measures to ensure that babies were safe and fully protected
  - Quality improvement work and collaboration with local health boards to improve practice.

### Patients told us:

Patients provided us with the following comments:

*“Continue what you are doing, doing a good job”*

*“Really lovely service. Definitely short staffed, lots of patients in”.*



# Quality of Management and Leadership

## Overall Summary

Significant changes had been made since the last HIW inspection in 2019. We observed a committed staff team who provided good care to the patients at the hospital. There was dedicated, passionate, supportive, and visible leadership displayed by the senior and middle management team.

## Where the service could improve

- Compliance with mandatory training
- Review of staffing rotas to ensure sufficient staffing numbers.
- **What we found this service did well**
  - Staff were encouraged and supported to become involved in quality improvement projects to enhance quality of care provided, and to aide their ongoing development
  - Positive culture around reporting and learning from incidents
  - The leadership team were visible, supportive, and very engaged with the staff team.

### Staff told us:

#### Staff provided us with the following comments:

*“Hywel Dda is finally a place I am happy to come to work. The introduction of the new HOM has made such a huge impact on staff wellbeing. Risk & governance process have changed for the better - with shared learning on a weekly basis.*

*Everyone is invited to all meetings to ensure openness and transparency. I feel safe and respected as a midwife”.*

*“This is generally a good place to work, there are times when staffing numbers are not sufficient and this can mean that meal breaks are missed”.*

## Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health board to provide documented evidence of action taken and/or progress made.

