

Inspection Summary Report

Men's Health Wales, Cornelly, South Wales

Inspection date: 24 November 2022

Publication date: 24 February 2023



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



We found that Men's Health Wales placed an emphasis on promoting the privacy and dignity of patients and on protecting their rights when visiting the clinic.

Patient feedback about their experiences at the clinic were very positive.

The clinic had suitable arrangements in place to provide safe and effective care to patients.

Environmental and health and safety risk assessments were now in place at the clinic.

Clinical records were well organised and easy to understand. They were clear, accurate and legible.

Effective governance arrangements were described and demonstrated. Up to date written policies and procedures were in place to support the effective operation of the clinic.

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 announced inspection of Men's Health Wales on 24 November 2022.

Our team for the inspection comprised of one HIW Healthcare Inspector and a clinical peer reviewer.

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 saw arrangements were in place to protect the privacy and dignity of patients when being seen at the clinic. Feedback from patients who completed a HIW questionnaire showed they were very satisfied with the service they had received at the clinic.

Suitable arrangements were described and demonstrated for obtaining valid patient consent prior to patients having their procedure. The clinic had a suitable process in place for patients or their carers to provide feedback about their experiences of using the service.

Where the service could improve

- Ensure that information is available to allow patients to look after their own health
- Displaying the results and actions taken on feedback provided at the clinic.

What we found this service did well

- Patients feedback showed that they were very satisfied with the service they had received at the clinic
- The environment of the clinic promoted the privacy and dignity of patients.

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Patients told us:

Patients provided us with the following comments:

“This service has been an absolute life saver for me. My GP had immediately prescribed antidepressants when I present my symptoms to them and offered no further help even though I’d had blood tests that showed my testosterone levels were way below normal. The team at MHW took the time to listen, to advice and guide me through the whole process of TRT and because of the treatment all my symptoms have gone and I feel fantastic. This service should be provided on the NHS more readily. I cant imagine how I would’ve been had I gone down my GP’s suggested route but it seems that they have little interest in helping men with their hormone needs. Mens Health Wales know what to do and provide amazing service and real solutions.”

“Men’s Health Wales provided me excellent care, advice, treatment and after care. I feel very fortunate to have found them.”

“Very professional experience.”

“Dr David us an excellent doctor and she has turned my life around.”

“Very professional on all counts.”

“I continue to be extremely impressed with the professional and personal service provided by the clinic who have been instrumental in a course of treatment that has brought about significant positive change.”

Delivery of Safe and Effective Care



Overall Summary

The registered manager was clearly passionate about the care provided in the areas registered. They were well thought of, in the area of men's health.

All patients said that the clinic was clean and that COVID-19 infection control measures were being followed where appropriate.

The clinic environment was free from obvious hazards, it was also warm and welcoming. However, the fire safety arrangements could be improved.

The clinic had the right equipment and medical devices to meet the needs of patients. There were a range of relevant clinical policies and procedures to support the clinic that had been recently reviewed.

The clinical records were clear, accurate and legible. The records kept would benefit from a template to ensure the necessary information was given to patients.

Where the service could improve

- Implementing a clinical audit programme
- Ensuring that the relevant fire safety arrangements are carried out in a timely manner.

Non-compliance notice:

- The clinic did not have an environmental risk assessment and health and safety risk assessment for the setting.

What we found this service did well

- Ensuring that the environment of the clinic was clean and tidy
- Documenting accurate clinical records.

Patients told us:

Patients provided us with the following comments:

“I don't know how it could be approved upon. As this is a relatively small clinic it seems to have everything in order. Great attentive knowledgeable staff and a clean comfortable setting.”

“The team are fantastic. If only my regular GP took this much care I'd be saving money.”

“I can't think of anyway the service could be improved as in my opinion; they Men's Health Wales are exemplary.”

“The clinic provided me with the help I could not receive from my GP so I'm very thankful for the existence of this clinic”

“Anyone can access the right healthcare the challenge is whether they can afford to go private or not. What Men's Health Wales offer is a healthcare solution that the NHS do not easily provide for men but have no problem providing for women. That's where the inequality is found. Men have to pay for something that women get for free simply by asking.”



Quality of Management and Leadership

Overall Summary

The registered person was the only member of staff and had responsibility for both the management and overall operation of the clinic. A range of written policies and procedures were in place to support the effective operation of the clinic that had been reviewed annually.

A suitable procedure for acknowledging and managing complaints was in place and we saw good arrangements in place to record and monitor incidents.

Where the service could improve

- Maintaining records of training completed at the setting.

What we found this service did well

- A well-documented complaints procedure.

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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

