

Inspection Summary Report

The Cardiff Clinic, Cathedral Road, Cardiff

Inspection date: 15 March 2023

Publication date: 15 June 2023



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



The clinic had suitable arrangements in place to provide safe and effective care to patients. Patient feedback about their experiences of attending the clinic was very positive.

We found staff at The Cardiff Clinic placed an emphasis on promoting the privacy and dignity of patients and on protecting their rights when visiting the clinic.

The clinical records were well organised and easy to understand. They were clear, accurate and legible. However, the records need to include the offer of chaperones to patients.

Effective governance arrangements were described and demonstrated. Not all staff had completed all the mandatory training required.



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 The Cardiff Clinic on 15 March 2023.

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

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

The Cardiff Clinic was committed to providing care to patients in an environment that was conducive to providing a high-quality service. Staff placed an emphasis on promoting the privacy and dignity of patients. The environment also promoted the patients' privacy and dignity.

Feedback from patients who completed a HIW questionnaire showed they were very satisfied with the service they had received at the clinic. The process to ensure that patients could provide feedback about their experiences at the clinic needs to be improved.

Where the service could improve

- Requesting feedback from patients on a regular basis.

What we found this service did well

- Patients rated the service provided at the clinic as very good
- Having processes in place to treat patients with dignity and respect.

Patients told us:

“The service was first class from start to finish.”

“Of a very high standard, great follow up care.”

“All staff very welcoming, always a pleasure coming to the clinic.”

“No improvements needed.”

“The service is already excellent.”

Delivery of Safe and Effective Care



Overall Summary

The clinic had suitable arrangements in place to provide safe and effective care to patients. This was supplemented by a range of up to date and relevant written policies and procedures.

The environment of the clinic was visibly clean, tidy and well maintained. All patients said that the clinic was clean. Suitable arrangements and process were in place for infection prevention control and decontamination of equipment used at the clinic. The clinic needs to ensure that cleaning at the clinic is appropriately recorded.

We saw that records maintained at the clinic were clear accurate and legible.

Where the service could improve

- Recording the offer of chaperones on patient records
- Ensure cleaning schedules are in place
- Implementing a programme of clinical and other relevant audits.

What we found this service did well

- Providing a welcoming environment for patients
- Ensuring that records were clear accurate and legible
- Having a range of relevant up-to-date policies.

Quality of Management and Leadership



Overall Summary

Staff were clearly patient focused and had the appropriate skills to deliver safe care to patients.

A procedure for managing complaints was in place. This needs to be further supplemented by a complaints log to record the complaints in one place and establish any themes.

There were clear lines of reporting and accountability in place and governance arrangements described and demonstrated were effective.

Relevant information about the clinic and the services it provided was available in the statement of purpose and patient guide, which were clearly displayed at the clinic.

Where the service could improve

- Ensure that all staff are appropriately trained in all mandatory training
- Having arrangements in place for staff to report changes that would affect their disclosure and barring service status.

What we found this service did well

- Clear lines of reporting and accountability
- Ensuring that the statement of purpose and patient guide were up to date
- Regularly reviewing policies and procedures to ensure they were in date.

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.

