

Inspection Summary Report

Morfa Ward, Llandudno General Hospital,
Betsi Cadwaladr University Health Board

Inspection date: 25 and 26 July 2023

Publication date: 6 November 2023



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

Digital ISBN 978-1-83577-072-6
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We saw staff supporting patients in a dignified and reassuring manner.

The ward was clean and tidy and arrangements were in place to reduce cross infection.

Patients' care needs had been assessed by staff and staff monitored patients to promote their wellbeing and safety. However, we found that the documentation did not always reflect the care provided and some patients and their relatives told us that they were not always involved in discussions around care planning and discharge arrangements.

We found good management and leadership on the ward with staff, in general, commenting positively on the support that they received from the management team. However, some staff were critical of some of the management team.

Staff told us that they were generally happy in their work and that an open and supportive culture existed.

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 of Morfa Ward, Llandudno Hospital, Betsi Cadwaladr University Health Board on 25 and 26 July 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors, two clinical peer reviewers and one patient experience reviewer. The inspection was led by a HIW Senior 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

We found the quality of patient experience to be good. Patients and their relatives spoken with during the inspection expressed satisfaction with the care and treatment received. Patients told us that staff were kind and caring. We observed good interactions between staff and patients, with staff supporting patients in a dignified and respectful manner. We saw staff attending to patients in a calm and reassuring manner. However, some patients and their relatives told us that they were not always involved in discussions around care planning and discharge arrangements.

Where the service could improve

- Involvement of patients and relatives in discussions around care planning
- Some aspects of the care documentation.

What we found this service did well

- Good interactions between staff and patients
- Patients were treated with dignity, respect, and compassion
- Patients were attended to promptly when they needed assistance
- Food provision
- General environment and cleanliness.

Patients told us:

“Everything good no problems.”

“People go out of their way in giving good service.”

“Food is excellent.”

“Doctors need to give information, plus decisions from doctors. Not involved as family in planning.”

“Staff are so busy to attend at all times.”

Delivery of Safe and Effective Care



Overall Summary

We found the provision of care on Morfa ward to be generally safe and effective and the staff team were committed to providing patients with compassionate, safe and effective care.

Suitable equipment was available and being used to help prevent patients developing pressure sores and to prevent patient falls. The ward was clean and tidy, and arrangements were in place to reduce cross infection. There were formal medication management processes in place.

Patient care needs had been assessed by staff and staff monitored patients to promote their wellbeing and safety. However, we found that documentation did not always reflect the care provided.

Where the service could improve

- Some aspects of risk management
- Monitor and review the mix of patients accommodated
- Storage of confidential information.

What we found this service did well

- Provision of person-centred care
- Dementia support worker
- Medication management
- Infection prevention and control.

Quality of Management and Leadership



Overall Summary

We found good management and leadership on the ward, with staff, in general, commenting positively on the support that they received from the management team.

Most staff members told us that they were generally happy in their work and that an open and supportive culture existed. However, some staff were critical of some members of the management team.

Where the service could improve

- Some aspects of staff training
- Relationships between some managers and staff.

What we found this service did well

- Good support and oversight by ward manager
- Good auditing and reporting processes.

Staff told us:

“The staff and the nurses work very hard normally understaffed but work to the best of their abilities the two deputy sisters are approachable and do their best to help the staff and make sure the patient get the best care possible.”

“More English/Welsh speaking staff so Dementia patients and care of elderly can understand them.”

“Less agency staff, ask Betsi staff first to cover shifts before asking agency.”

“More approachable senior staff.”

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 boards to provide documented evidence of action taken and/or progress made.

