

Mr Michael Hartey  
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5 August 2013

Dear Mr Hartey,

**Re: Visit undertaken to Coed Du Hall on the 5 June 2013**

As you are aware Healthcare Inspectorate Wales (HIW) undertook an unannounced visit to Coed Du Hall independent hospital, Nantaly Road, Mold on the 5 June 2013. The main focus of the visit was to establish progress in addressing the issues highlighted in our earlier visit in February 2013.

Our visit highlighted areas that are noteworthy and include:

- Care plan documentation for two new patients were comprehensive given the short length of time the patients had been at the hospital.
- The quality and variety of food available for patients, including an abundance of fresh fruit.
- The continuing good rapport observed between patients and staff during our visit.

We also identified some improvement in two aspects highlighted in our earlier visit:

- we noted progress made in strengthening arrangements for the internal rotation of staff between day and night shift (point 7, February 2013 letter); and

- Some progress has been made in addressing the environmental issues we noted in our letter dated February 2013 (point 11).

Our visit also highlighted a number of issues. We provided a verbal overview of our concerns to your nominated manager at the end of our visit, on the 5 June 2013. A summary of these, which include regulatory breaches is set out below:

Issue of concern	Regulation
<p>1. There were a number of environmental issues noted during our visit, some of which are still outstanding from our previous visit in February 2013. The standard of cleanliness throughout Coed Du Hall hospital is unacceptable and the issues that require urgent attention include:</p> <ul style="list-style-type: none"> <li>a. The laundry room sink was dirty.</li> <li>b. The laundry room floor was stained and marked and there were cobwebs on the ceiling.</li> <li>c. The skirting boards on Beech unit were full of dust and dirt. The entrance floor was stained and marked as was the carpet on this unit.</li> <li>d. The WC on Beech unit still had a strong smell of urine.</li> <li>e. The entrance floor to Ash ward was marked and stained.</li> <li>f. The standard of decoration and cleanliness of the smoking room was unacceptable. The walls were stained and the skirting boards had been removed. The flooring and furnishings need urgent attention.</li> <li>g. There were a number of areas outside that require cleaning as cigarette butts were discarded on the floor.</li> </ul> <p>A specific maintenance plan is required which indicates the actions and expected date for completion of all the environmental issues noted above and those outstanding in the February 2013 management letter.</p>	<p>Regulation 26 (2) (a)</p>
<p>2. There were a number of issues noted in the treatment room and these included:</p> <ul style="list-style-type: none"> <li>a. Some medication was out of stock and this meant that patients were not receiving prescribed medication.</li> <li>b. Medication withheld by the Registered Nurse (RN) and no reason recorded.</li> <li>c. The label on a medication box was half missing</li> <li>d. The directions on a drug prescription did not tally with the label on the drugs.</li> </ul>	<p>Regulation 15 (5) (a)</p>

You are required to submit a detailed action plan to HIW by **23 August** 2013 setting out the action you have already taken as well as that which you intend to take to address each of the above issues. The action plan should set out timescales and details of who will be responsible for taking the action forward. When the plan has been agreed by HIW as being appropriate you will be required to provide monthly progress updates.

On receipt of your action plan, a copy of this management letter, accompanied by your action plan will be published on our website.

We may undertake a further visit to ensure that the above issues have been properly addressed and we will undertake more frequent visits if we have concerns that necessary action is not being taken forward in a timely manner.

Please do not hesitate to contact me should you wish to discuss the content of this letter.

A copy of this letter is being sent to Dr Geoff Tanti, Acting Manager, at Coed Du Hall Hospital.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Powell', written in a cursive style.

**Mr John Powell**  
Head of Regulation

cc – Dr Geoff Tanti, Coed Du Hall, Nantaly Road, Rhydymwyn, Mold, CH7 5HA