

Mr Steve Bartley
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27 January 2014

Dear Mr Bartley,

Re: Visit undertaken to Heatherwood Court on the 16 and 17 January 2014

As you are aware Healthcare Inspectorate Wales (HIW) undertook an unannounced visit to Heatherwood Court independent hospital on the 16th and 17th January 2014. Our visit highlighted areas that are noteworthy and include:

- The continuing good rapport observed between patients and staff during our visit.
- The implementation of dialectical behaviour therapy (DBT)¹ on Caerphilly ward and the positive impact this is having upon patient outcomes.
- The comprehensive staff induction programme.
- The Hub² initiative is very positive with excellent facilities for patients.
- The multi disciplinary team (MDT) collaborative working is very good.
- Psychologists input into supporting staff as well as patients.

¹ Dialectical behaviour therapy (DBT) is a psychological therapy for people with borderline personality disorder (BPD), especially those with self-harming behaviour or suicidal thoughts.

² The Hub is the activity/vocational skills centre.

- The comprehensive patient documentation and the clearly evidenced MDT input.
- The initiative in relation to the management of patients' physical health has been well supported by the appointment of a General Practitioner (GP), practice nurse and a nurse led initiative at ward level.
- The psychology departments work with the local university.
- The governance/audit processes have and continue to be improved.

Our visit also highlighted a number of issues. We provided a verbal overview of our concerns to your registered manager at the end of our visit on 17 January 2014. A summary of these, which include regulatory breaches is set out below:

| Issue of concern | Regulation |
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| 1. HIW must be assured that all placements are appropriate and not having an adverse affect on other patients, staff and the running of the ward; in particular patient A on Cardigan ward. HIW must be satisfied that all admissions to the hospital are and continue to be appropriate. | Regulation 9 (1) (a) & (b) & 15 (1) (a) (b) & (c) |
| 2. We identified issues regarding care records. These included: <ul style="list-style-type: none"> a. A lack of a care plan for observational levels that would describe the steps and process. b. An absence of a restraint/physical intervention care plan for patients B, C, A and D. | Regulation 15 (1) (a) (b) & (c) & 16 (2) (a) & (b) |
| 3. The patients on Cardigan ward had a very mixed diagnosis of chronic mental illnesses. This needs to be reviewed and consideration given to the appropriateness of the patient mix. | Regulation 9 (1) (a) (b) & 15 (1) (a) (b) & (c) |
| 4. A number of issues with the clinic/treatment rooms were identified. These included: <ul style="list-style-type: none"> a. On Cardigan ward the controlled drug Buprenorphine had no patient label on the box. b. Controlled drugs for patient E had no second signature on their record for administration. c. Patient F had medication prescribed which has been out of stock since 17 December 2013. d. A potential overstock of some medications, including Lansoprazole and Naproxen. e. The drugs trolley on Cardigan ward had | Regulation 15 (5) (a) & (b) |

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| <p>drugs stored on the bottom shelf.</p> <p>f. On Caerphilly ward, the medication room and drugs trolley were left unattended and open.</p> <p>5. A review of the use of quiet rooms for patients is required to ensure patients have adequate access to these rooms.</p> <p>6. Staff supervision is taking place, however there is a lack of a principal recording system. An assessment of the current system is required to determine the best way of recording staff supervision centrally.</p> | <p>Regulation 15 (1) (a) & (b) & 26 (1) & (2) (c)</p> <p>Regulation 9 (1) (f) & 20 (2) (a)</p> |
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You are required to submit a detailed action plan to HIW by **24 February 2014** setting out the action 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 this letter the Registered Provider is required to comment on the factual accuracy of the issues detailed and 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 Mr Carwyn Price, Manager at Heatherwood Court hospital.

Yours sincerely



Mr John Powell
Head of Regulation

cc Mr Carwyn Price, Heatherwood Court, Llantrisant Road, Penycoedcae, Pontypridd CF37 1PL