



HIW Inspection Workbook

ADDITIONAL NOTES/OBSERVATIONS

|  |   |
|--|---|
| Inspection type (e.g. GP, dental, hospital, mental health etc)           | <b><u>NHS Hospital – Emergency Department</u></b> |
| Health Board / Organisation / Registered provider (delete as applicable) | <b><u>C&amp;V UHB</u></b>                         |
| Hospital / Service / Practice (delete as applicable)                     | <b><u>University Hospital Wales</u></b>           |
| Ward / Unit (where applicable)   | <b><u>EU and AU(S) / AU (N)</u></b>               |
| Tracker reference  | <b><u>03311 / 21073</u></b>                       |
| Date(s) of inspection  | <b><u>20/21 and 22/06/22</u></b>                  |
| Completed by   | <b><u>XX</u></b>                                  |

Date

Time

Signature

**OFFICIAL SENSITIVE WHEN COMPLETE**

(Tick as applicable)

- Staff interview
- Patient interview/discussion
- Other observation

|  |  |
|--|--|
| <b>Area/ward</b>                           | <b>EU and AU(S) and AU(N)</b>                      |
| <b>Name of interviewee/role/identifier</b> | <b>N/A</b>   |
| <b>Time and date</b>                       | <b>21/06/22 (Findings from AM and PM activity)</b> |

Issues Identified

EU –

AM

- Medicines rooms and cupboards/safes – not locked, no fridge/room temps being recorded, Minors Treatment Room – box of mixed medicines and fridge not locked, Paeds medicines arrangements better
- Patient in IV lounge without ID band
- Environment – cluttered and visibly dirty, sluice, visibly dirty commodes, dirty handwashing sink in sluice, Minors sluice macerator out of action since December
- Staff attitude towards XX and relative
- IPC – rusty bins, bin lids don't close, ripped chairs – throughout
- No lock on female toilet

(Reported to management team during governance meeting with HIW – 21/06/22, 15:15)

PM

- Sepsis box incomplete – missing antibiotics
- Difficult airway equipment trolley – Items noted as missing on checklist

(Reported to XXXXX XXXXXX by XX – 21/06/22, 17:15)

Date

Time

Signature

**OFFICIAL SENSITIVE WHEN COMPLETE**

AU (S) –

- PSAG board on display, paper behind radiator and visibly dirty
- Sharps bins – overflowing, including small bin used for venepuncture, used clinical waste bin as a holding surface, inco-pad left on floor after being used by phlebotomist for kneeling
- IPC – wall mounted hand sanitisers empty, toilet not working and not reported no works number no sign, soiled items not removed, staff ‘off hand’
- Privacy dignity issues – no m / f separation, no curtains closed when treatment carried out, staff and relative discussion could be clearly heard in bay
- Buzzers not within reach, buzzers heard ongoing
- Kitchen area – milk spilled, yogurt OOD may, no evidence of temp checks, food stored under sink in paper bags – no evidence of leakage.

(Reported to management team during governance meeting with HIW – 21/06/22, 15:15)

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