

Richard Evans  
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11 September 2023

Dear Richard

**RE: IMMEDIATE IMPROVEMENT PLAN REQUIRED**

Healthcare Inspectorate Wales (HIW) visited the Maternity Unit at Singleton Hospital on 5 – 7 September 2023 to undertake an NHS Maternity inspection.

During our inspection, we found areas of concern which could pose an immediate risk to the safety of patients. This was discussed during our inspection feedback meeting.

Due to the seriousness of these concerns, you will need to tell us about the actions you have or are taking to address this and ensure patient safety is protected.

**Action required**

Please respond to this letter by taking the following actions:

- **Complete the immediate improvement plan** in Appendix A with details of the action you have taken or intend to take to address each of the findings
- **Return the completed immediate improvement plan to HIW** electronically via Objective Connect in Word doc format by no later than 18 September 2023
- **Provide HIW with updates** where actions remain outstanding and/or in progress, to confirm when these have been addressed
- Ensure that findings are not systemic across other areas within the wider organisation and take all necessary action to ensure that patients receive safe, effective, person centred care.

Gwirio bod pobl yng Nghymru  
yn derbyn gofal da

Checking people in Wales are  
receiving good care

## OFFICIAL SENSITIVE

Your improvement plan should:

- Clearly state when and how the findings identified will be addressed, including timescales
- Detail of who will be responsible for taking each action forward
- Include actions that are specific, measurable, achievable, realistic and timed
- Include enough detail to provide HIW with assurance that the findings identified will be sufficiently addressed.

This letter does not contain all of the findings and improvements identified at the inspection, these will be included within our inspection report.

Further information about HIW's inspections, including [how we inspect the NHS](#) and [how we inspect independent services](#) is available on our [website](#).

Please contact me should you wish to discuss this letter.

Yours sincerely

xxxxxx xxxxxxxxxx

**Senior Healthcare Inspector**  
**Healthcare Inspectorate Wales**

Enc: Appendix A, Immediate Improvement Plan

cc:

Emma Woollett (Chair, Swansea Bay UHB)

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Healthcare Quality Division, Welsh Government

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