

Dear

Reference - ATISN 19229 - Aberbeeg Hospital - Elysium Healthcare

Thank you for your email received on 31 October 2023 requesting the following information relating to the inspection of Aberbeeg Hospital on 10, 11 and 12 July 2023. A response to your request is provided below:

- *Has the claim that planning permission has been sought for a staff area been verified by HIW?*

This is not something that was verified by HIW during the inspection.

- *How many questionnaires were issued to staff?*

All staff on both Bevan and Taliesin wards were invited to complete a questionnaire during the inspection. HIW posters were displayed in the hospital containing QR codes and links to the questionnaire for staff awareness. We also provided senior staff with email links to the questionnaires for dissemination to all staff via email.

- *When were these issued and when were they returned?*

The staff questionnaires were issued between 10,11 and 12 July 2023. The staff responses were returned online between 11 to 27 July 2023.

- *How many questionnaires were issued to patients?*

All patients on both Bevan and Taliesin were invited and encouraged to complete a questionnaire during the inspection. HIW posters were displayed in the hospital containing QR codes and links to the questionnaires for patient awareness. Copies of the patient questionnaire were also handed out.

- *In which wards were these issued?*

Bevan and Taliesin wards

- *When were these issued and when were they returned?*

The patient questionnaires were issued and returned between 10,11 and 12 July 2023, during the inspection.

- *How many staff stated that there were insufficient staff available?*
our members of staff who completed the questionnaire felt that there were not enough staff to do their job properly and only one member of staff felt that they cannot meet the conflicting demands on their time at work.

- *Were the records checked against such claims and was this concern supported by HIW Inspectors?*

The inspection findings relate to the point in time that the inspection was undertaken. Staffing levels and rotas were viewed and discussed with staff during the inspection. Staffing levels were found to be appropriate to maintain patient safety within the hospital and were high at the time of our inspection as the service was able to temporarily draw on additional resources from a closed sister hospital in the local area.

- *What was the breakdown of staff to patients at the time of the alleged staff shortages?*

At the time of our evening inspection there were 2 registered nurses and 7 healthcare support workers on Taliesin ward, and 3 registered nurses and 5 healthcare support workers on Bevan ward. There were 12 patients on each ward.

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedomofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely