

Dear

14 May 2026

**Reference: ATISN 26894**

Thank you for your information request of 16 April 2026. A response to your information request is provided below.

**Your Request**

*Regarding Heatherwood Court Hospital, located in Penycoedcae, Pontypridd.*

*Please provide the following information for the period June 2024 to March 2026:*

- 1. Any inspection reports, findings, or reviews relating to this service*
- 2. Any concerns, enforcement actions, or compliance issues identified*
- 3. Any recorded concerns relating to patient safety, staffing levels, or staff Conduct*
- 4. Any correspondence or records relating to concerns raised about the service*

**Our Response**

- 1. Any inspection reports, findings, or reviews relating to this service.** This is exempt from disclosure under **Section 21 - Information accessible to applicant by other means** of the Freedom of Information Act. This is because this information is available on our website at the following link: [Search results | Healthcare Inspectorate Wales.](#)
- 2. Any concerns, enforcement actions, or compliance issues identified**
- 3. Any recorded concerns relating to patient safety, staffing levels, or staff Conduct**
- 4. Any correspondence or records relating to concerns raised about the Service**

HIW has reviewed points **2, 3 and 4** of your request and has determined that the information is exempt from disclosure under **Section 41 – Information provided in confidence of the Freedom of Information Act:**

(1) *“Information is exempt information if –*

*a) it was obtained by the public authority from any other person (including another public authority), and*

*b) the disclosure of the information to the public (otherwise than under this Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person.”*

The information within the scope of these points was obtained by HIW from third parties, including individuals who raised concerns with us as part of our regulatory functions. This information was provided with a reasonable expectation of confidence, and disclosure would constitute an actionable breach of confidence. The information is therefore exempt under **section 41(1) of the Freedom of Information Act 2000**.

### **Next Steps**

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](mailto: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