

28 August 2026

Dear

Reference: ATISN 27289 – Ward 3 – Singleton Hospital

Thank you for your information request of 31 July 2026. A response to your information request is provided below.

Your Request

1. *All correspondence, complaints, concerns, or referrals received by Healthcare Inspectorate Wales from any party (including patients, family members, staff, whistleblowers, elected members at a national and local level and other organisations) relating to patient safety and standards of care on Ward 3, Singleton Hospital, between August 2025 and August 2026.*
2. *Details of any action taken by Healthcare Inspectorate Wales in response to such concerns, including but not limited to: inspections, investigations, correspondence with the Health Board, improvement notices, or escalation processes and to whom the information was sent.*
3. *Any reports, inspection findings, or internal assessments produced by Healthcare Inspectorate Wales concerning Ward 3, Singleton Hospital, during this period.*
4. *A record of any communication, response, or action taken specifically in relation to point 2 and 3 above*

Our Response

Healthcare Inspectorate Wales (HIW) has conducted a search of its records and does not hold any information falling within the scope of points 1 and 2 of your request.

HIW did, however, undertake an inspection of Ward 3, Singleton Hospital, on 12 May 2026. The inspection report is publicly available on the HIW website and can be accessed here: [20260512W3SingletonHospitalEN.pdf](#). The report includes the healthcare service's improvement plans at Appendices B and C.

HIW considers that the information requested in points 3 and 4 is exempt from disclosure under section 33(2) of the Freedom of Information Act 2000. The information comprises material obtained and generated during the course of HIW's inspection and assurance activities, including draft inspection records, working notes, and correspondence between HIW and the body subject to inspection.

HIW's ability to effectively discharge its inspection and assurance functions depends upon maintaining a constructive and candid exchange of information with inspected bodies, as well as preserving safe space for inspectors to record preliminary observations, test emerging findings, and develop evidence-based judgements before conclusions are finalised. Disclosure of draft material and inspection-related correspondence would be likely to

prejudice these functions by inhibiting the free flow of information, reducing the willingness of organisations and individuals to engage openly with inspectors, and undermining the effectiveness of the inspection process itself.

Section 33 is a qualified exemption and HIW has therefore considered the public interest test. HIW recognises the public interest in transparency and accountability regarding its inspection activities. However, there is also a public interest in ensuring that HIW can continue to conduct robust, evidence-based inspections and obtain full and frank information necessary to fulfil its functions. Disclosure of draft records and inspection correspondence would be likely to prejudice the effectiveness of those functions both in relation to the inspection in question and future inspection activity. On balance, HIW considers that the public interest favours maintaining the exemption.

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: Freedom.ofinformation@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