

Freedom of Information Request: Our Reference CTMUHB_395_22

You asked:

Under the Freedom of Information Act 2000, I would like to request the following information in specific regards to Ysbyty Cwm Rhondda (YCR) Ward D4:

1. How many complaints has the health board received in relation to YCR Ward D4 over the last five years?

- a. 2022 (January - September)
- b. 2021
- c. 2020
- d. 2019
- e. 2018

A breakdown of the number of complaints received by the Health Board in relation to YCR Ward D4 over the last five years, between the 1st January 2018 and 30th September 2022 is provided in the table below:

Date	Number of concerns *
1 st January 2018 to 31 st December 2018	0
1 st January 2019 to 31 st December 2019	2
1 st January 2020 to 31 st December 2020	3
1 st January 2021 to 31 st December 2021	6
1 st January 2022 to 30 th September 2022	14

*Total number of concerns include early resolution and formal concerns

2. Where possible, can you please tell me what the nature of the complaints were? If the complaints are split into categories for example and what they are if so?

A breakdown of the nature of the complaints and themes associated with each complaint is provided in the table below

Concern Themes	Total
Discharge	3
Communication	10
Patient Injury	1
Treatment error	1
Attitude	4
Clinical treatment	3
Patient care	1
Other	2
Total	25

3. What action was taken following the complaints?

In line with Putting Things Right all concerns are properly investigated, responded to openly and opportunities identified/actioned to continuously improve patient experience and the services we deliver. All concerns raised are discussed with individual staff members and wider teams for shared learning.

- Discharge

Ward staff reminded to use appropriate terminology when communicating with relatives, to ensure a clear understanding of the discharge process.

- Communication & Attitude

Concerns were discussed with individual/ward staff for reflection and learning. Within these discussions the importance of the NMC Code of Practice and communicating/interacting with relatives/carers in a clear, concise, effective and professional manner was highlighted. Attendance at relevant training courses e.g. Dignity and Respect was also facilitated. Standards of staff communication/conduct are routinely monitored.

Concerns (5 in total) regarding insufficient wifi to support ipad/facetime calls with relatives (during periods of restricted visiting) were raised with the IT department.

- Patient Injury

Appropriate equipment checks to be undertaken and catering team updated in relevant safe practices. Awareness of incident/learning shared with Ward Managers, Deputy Ward Managers and catering teams and in the YCR Hospital monthly newsletter.

- Treatment error

There were no actions for this concern due to no evidence supporting a treatment error occurred.

- Clinical treatment

Registered nursing staff have received relevant refresher training.

- Patient care

There were no actions for this concern due to no supporting evidence.

- Other

Patients care needs reviewed to understand if a hospital closer to home is more appropriate.