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# Llais Gwent Region – Visiting Summary

## Ysbyty Ystrad Fawr – Ty Cyfannol Ward

August 2023



## **Accessible formats**

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office:

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# BACKGROUND



Llais is an independent statutory body, set up by the Welsh Government to give the people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally, and nationally.

As part of our local plan, Llais Gwent Region are committed to undertake several face-to-face ward visits, to gain feedback from people at the point that they are receiving care.

This summary recounts what we heard from people about their experiences at Ysbyty Ystrad Fawr Hospital, Ty Cyfannol Ward.

Our volunteer visiting representatives attended Ty Cyfannol Ward at Ysbyty Ystrad Fawr on the 2nd of August 2023. The purpose of this visit was to establish the level of people's satisfaction, the quality and effectiveness of the environment and observe staff interaction with people staying on the ward.

To complete this visit, our volunteers engaged with people staying on Ty Cyfannol Ward and noted their feedback using a survey.



# WHAT PEOPLE TOLD US



During this visit, volunteers spoke with five people who wanted to tell us their experience of staying on this ward. Ty Cyfannol Ward is a singular room ward.

## 1.1 The ward:

Of the five people we spoke to, three people were given an information leaflet when they were being admitted onto the ward.

Overall, people were happy with the visiting hours on Ty Cyfannol Ward, which allows friends and family to visit them.

## 1.2 Staff:

People told us that staff were friendly, helpful, and reported that they were able to communicate in their preferred language with no communication issues, but one person did state *“They are never there when you need to speak with them”*.

Majority of people on this ward spoke positively about staff, they felt staff listened to them and/or their relatives when making decisions about their care.

Most of the people that we spoke to felt that there were not enough members of staff on the ward to meet their needs during the day and night as stated: *“staff shortages both day and night”*.

## 1.3 Buzzers:

Most people we spoke to stated that their buzzers were working and within reach if needed. If used, the buzzers were responded to in a timely manner. One person told us that they did not have a buzzer whilst another said, *“I have never used it”*.

## 1.4 Comfort:

Three out of the five people we spoke to reported that they were comfortable and had enough blankets and pillows. They also told us that they were encouraged to get up and move around safely, where possible. We have asked the Health Board to ensure that there are sufficient pillows and blankets for all patients.

### 1.5 Personal care:

Toileting needs for people were being met and they were able to shower/wash as often as they wanted. People told us that they could wash their hair as often as they liked as well as being able to meet their oral/dental hygiene needs. One person did state that *“there was no light in the bathroom”*. We have asked the Health Board to ensure all lighting is appropriate and working.

### 1.6 Facilities on the ward:

Everyone we spoke to reported that they had access to a television and radio in the dayroom but that there were no provisions in place to access newspapers.

There is a day room on the ward however and most people were aware that there was a family room or private area available to them to make and receive phone calls. The people we spoke to advised us that they were aware of what activities there are on the ward although these are very limited.

### 1.7 Boredom and isolation:

The majority of people we spoke with stated that they were bored or lonely whilst on the ward with people stating that they wished there were more activities available to them.

### 1.8 Mealtimes:

3 out of the 5 people told us that staff encouraged hand hygiene before mealtimes and that people were being supported to be able to eat and drink.

Most of the people who completed the survey told us that they always received the correct meal that they ordered.

People who completed the survey stated they had access to snacks during the day and night and they felt that their water jug was changed often enough.

Five people gave us the following feedback regarding the food on the ward:

	Very Good	Good	Ok	Poor	Very Poor
Quality of food	3	2	0	0	0
Temperature of food	3	2	0	0	0
Presentation of food	3	2	0	0	0
Portion sizes	3	1	1	0	0
Choice of food	3	0	1	1	0

## 1.9 People's comments:

We asked, "What has been positive about your time on the ward?"

Comments:

*"The staff being supportive when needed to talk to them".*

*"Staff are caring and understanding. Very Positive"*

*"The nurses are good people on the ward".*

*"Nurses are excellent".*

We also asked people to tell us if they had any suggestions that could improve their stay on the ward.

Comments:

*"Would like access to television at bedside".*

*"Staff listening more".*

*"More staff on at night"*

*"More activities such as communal team building exercises like outings to the cinema".*

# RECOMMENDATIONS



Llais Gwent Region would like Aneurin Bevan University Health Board to consider the following recommendations:

- 1) Llais Gwent Region would be pleased if the positive comments throughout this report could be shared with the staff on Ty Cyfannol ward.
- 2) The Health Board is asked to ensure that there are sufficient staff members on shift during both the night and day to ensure patients' needs are being met.
- 3) The Health Board is asked to ensure that all patients are given ward information leaflets when being admitted.
- 4) The Health Board is asked to ensure all facilities have appropriate working lighting to avoid accidents.
- 5) The Health Board is asked to ensure, where possible, that people can access to newspapers and radios to enhance their wellbeing whilst on the wards.
- 6) The Health Board is asked to ensure that staff make people aware of what activities are happening on the ward, as people told us they felt bored or isolated whilst staying on the ward.
- 7) The Health Board is asked to ensure people on the ward are made aware of what family/private rooms and areas are available to them.



## Appendix 1 – Equality and Diversity Survey Results

The number of people who filled in the Equality & Diversity questions:

What is your preferred language?	
English	Other
2	

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
1	1			

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
	2	

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
Heterosexual/Straight	Pansexual	Other	Prefer not to say
2			



**Month and Year of Birth**

Jan 1940 - 50	Feb	Mar	Apr	May 1930 - 40	Jun
<b>1</b>				<b>1</b>	
Jul	Aug	Sept	Oct	Nov	Dec

**What is your ethnicity?****Asian or Asian British**

Bangladeshi	Chinese	Indian	Pakistani	Other

**Black or Black British**

Bangladeshi Chinese	Indian Pakistani	Other

**Mixed**

Asian and White	Black African and White	Black Caribbean and White	Other

<b>White</b>			
Welsh/English//Scottish/Northern Irish/British	Gypsy or Irish Traveller	Irish	Other
<b>5</b>			

<b>Other Ethnic group</b>		
Arab Any other	Prefer not to say	Other

<b>What is your religion or belief?</b>				
Buddhism	Christianity	Hinduism	Islam	Judaism
	<b>2</b>			
Sikhism	Atheism	No religion	Prefer not to say	Other
		<b>1</b>		

<b>Do you consider yourself to have a disability?</b>		
Yes	No	Prefer not to say
<b>3</b>		

<b>Do you look after, or give any help or support to a family member, friend, or neighbour because of long term physical disability, learning difficulty, mental ill-health, or age-related problems?</b>		
Yes	No	Prefer not to say
	<b>5</b>	

**Are you currently pregnant or have you been pregnant in the last year?**

Yes	No	Prefer not to say
	<b>3</b>	

**Which of the following best describes your financial status?**

I have more than enough for necessities, and a large amount of disposable income, that I can save or spend on extras or leisure	
I have more than enough for basic necessities, and a small amount of disposable income, that I can save or spend on extras or leisure	<b>1</b>
I have just enough for basic necessities and little else	<b>1</b>
I don't have enough for basic necessities and sometimes run out of money	
I don't know/prefer not to say	

## Appendix 2

### Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by Llais' policy/activity/report or that it will have no affect at all.

Impact	None	Negative	Positive	Comments
<b>Protected characteristics</b>				
Age	X			
Disability	X			
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	X			
<b>Other characteristics to consider</b>				
Welsh Language			X	Reports & surveys are available and published bilingually
Other Languages		X		Reports & surveys can be published in a required language on request
Human Rights	X			
Poverty level	X			
Persons with dependents	X			
Rural residence	X			
Gypsy and traveller communities	X			
Digitally vulnerable	X			

## Risk assessment

**Are there any risks arising from the implementation of this policy?**

N/A

**What measures are in place to manage or remove these risks?**

N/A

### **Welsh Language**

This document/policy/report has been assessed in line with our Welsh language requirements for standards:

37,38

69,70,71

In coming to our impact determination, we can evidence that:  
All Llais public facing documents are available in Welsh & English.  
Llais undertakes an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

### **Outcome**

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69-71 - We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations.

Negative Impact – None