

Mr Steve Bartley  
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Eich cyf / Your ref  
Ein cyf / Our ref Pinetree Court

9 January 2013

Dear Mr Bartley

**Re: Visit undertaken to Pinetree Court, 904 Newport Road, Cardiff, on the 15 & 16 November 2012**

As you are aware Healthcare Inspectorate Wales's (HIW) undertook an unannounced visit to Pinetree Court independent hospital, Cardiff on the 15 and 16 November 2012. The visit highlighted a number of significant issues that require urgent action. These were initially discussed with yourself, the regional manager and the Registered Manager for Pinetree Court on the final day of our visit.

A summary of our concerns and regulatory breaches is set out below:

Issue of concern	Regulation
1. There was no evidence that the number of staff available was based upon an analysis of the care and rehabilitative needs and health and welfare of the patient group. In addition, a significant number of patients displayed very challenging behaviour and it is essential that a robust analysis of patients needs is undertaken to ensure that an appropriate number of staff are available at all times to meet individual patient needs.	Regulation 15 (1) (a) (b) & (c) & 20 (1) (a)
2. A number of staff and patients commented negatively upon the level of security at the hospital. The registered provider is required to carry out a review of all the security measures in place to ensure that they are appropriate for a locked rehabilitation model of care.	Regulation 19 (1) (a) & (b) & 26 (2) (a)

<p>3. There were a number of patients being cared for at the hospital who were displaying very challenging behaviour and this was having a significant impact upon other patients. You must demonstrate that Pinetree Court is able to meet the individual needs of all patients and assure HIW that all admissions to Pinetree Court have been and remain appropriate.</p>	<p>Regulation 15 (1) (a) &amp; (b)</p>
<p>4. The care and management plan in relation to patient SK had not been updated and evaluated following two significant incidents, where the patient had unauthorised access to the hospital grounds. This access became possible as a result of SK causing significant damage by smashing a number of hospital windows.</p>	<p>Regulation 15 (1) (a) &amp; (b) &amp; 19 (1) (a) &amp; (b)</p>
<p>5. There was no documentation available in relation to the mentoring of a newly registered nurse. .</p>	<p>Regulation 20 (2) (a)</p>
<p>6. The electronic patient record for patient SK noted actions that have been attributed to dates that could not be correct as they were future and not past dates.</p>	<p>Regulation 15 (1) (a) &amp; (b)</p>
<p>7. The absence of a manager on Juniper ward was having a negative impact on the morale of the staff. It however is acknowledged that a manager had been appointed</p>	<p>Regulation 20 (1) (a)</p>

You are required to submit a detailed action plan to HIW by 31 January 2013 clarifying the action you intend to take to address each of the above issues. The action plan should set out timescales and details of who will be responsible for taking the action forward. When the plan has been agreed by HIW as being appropriate you will be required to provide monthly progress updates.

On receipt of your action plan, a copy of this management letter, accompanied by your action plan will be published on our website.

We may undertake a further visit to ensure that the above issues have been properly addressed and we will undertake more frequent visits if we have concerns that necessary action is not being taken forward in a timely manner.

Please do not hesitate to contact me should you wish to discuss the content of this letter.

A copy of this letter is being sent to Mr Paul Sutton, Registered Manager at Pinetree Court Hospital.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J Powell'.

**Mr John Powell**  
Head of Regulation