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Alun Jones
Chief Executive
Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
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Tuesday 28 January 2025

Dear Alun,

Healthcare Inspectorate Wales's recent report on the Grange University Hospital makes for difficult reading. While it acknowledges that some improvements have been made in improving patient dignity since the previous inspection, it is clear that significant challenges remain – challenges reflective of broader issues across the health care system. The normalisation of corridor care is one such issue, impacting patient dignity and safety on a national scale.

On Thursday 16 January, the Royal College of Nursing (RCN) published a harrowing report exposing the devastating impact of corridor care on patients and healthcare professionals in hospitals in Wales and across the UK. Thousands of RCN members

responded to a short survey within just days, and the report presents their words raw, unedited and unredacted:

> "Unable to safely and with dignity attend to patient who required personal care as no curtains or screens available. Happened during night shift and had to

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Mae'r RCN yn cynrychioli nrysys a nyrsio, gan hyrwyddo rhagoriaeth mewn arfer a llunio polisiau iechyd

The RCN represents nurses and nursing, promotes excellence in practice and shapes health policies

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Mae'r Coleg Nyrsio Brenhinol yn Goleg Brenhinol a sefydlwyd drwy Siarter Frenhinol ac Undeb Llafur Cofestr Arbennig a sefydlwyd a dan Ddeddf Undebau Llafur (Cydgrynhoi) 1992.

The RCN is a Royal College set up by Royal Charter and a Special Register Trade Union established under the Trade Union and Labour Relations (Consolidation) Act 1992.

move the patient into the corridor away from other patients. All staff upset this is no way to treat people."

Following this, on Tuesday 28 January, RCN Wales published a policy report setting out our recommendations for action to end corridor care in Wales. The recommendations are specific and achievable. They include classifying treatment in a chair lasting over 24 hours as a Never Event, as well as a national review of NHS Wales capacity followed up by investment targeted where it is needed most.

I write to urge you to join us in calling for our recommendations to be implemented, and to continue to work with RCN Wales to improve patient care. I look forward to our next meeting.

Your sincerely,

HELEN WHYLEY, RN, MA
EXECUTIVE DIRECTOR, RCN WALES

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