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Jeremy Miles MS
Cabinet Secretary for Health and Social Care
Welsh Government
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Tuesday 28 January 2025

Dear Jeremy,

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. I attach a copy of this report with this letter. The testimony from Welsh nurses paints a stark picture. I quote one member in Wales for you:

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

Along with this letter, I am also now able to share with you a new RCN Wales policy report on corridor care, setting out our recommended policy actions:

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Noddwr/Patron
Ei Fawrhydi'r Brenin Siarl III/HM King Charles III

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

INVESTORS IN PEOPLE
Rydym yn buddsoddi mewn llesiant Arian

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.

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1. **Establish care delivered to a patient in a chair for more than 24 hours as a "never event".**
2. **Take measures to help foster a health service culture where nursing staff feel encouraged to raise safety concerns.**
3. **Increase the number of senior clinical decision-makers on hospital wards over the weekend to allow patients to be discharged.**
4. **Increase the number of District Nurses (and nurses with a community nursing master's degree) back to, and above, 2010 levels.**
5. **Invest in social care so that when patients are clinically ready to leave hospital, they can move to the best place for their care.**
6. **NHS Wales should pause the reduction in hospital beds. The need for capacity should be nationally reviewed with a clear plan to increase care capacity in the right location (community, hospital, et cetera).**
7. **Invest in the workforce to deliver the Six Goals for Urgent and Emergency Care programme.**
8. **Enable NHS Wales to safely divert patients to neighbouring services when needed.**

The report also calls for the Welsh Government to fully implement your National Programme, *Six Goals for Urgent and Emergency Care,* across Wales, involving all Royal Colleges — including the Royal College of Nursing — in this work.

I have also written to the Chief Executives of all health boards in Wales urging them to take immediate action to end corridor care.

I remind you that nursing staff took industrial action between 2022 and 2023 to demand that the Welsh Government take seriously their concerns about patient safety and the future of the nursing profession. As part of the agreement that ended those strikes, the Welsh Government pledged that "onboarding" (a form of corridor care in which wards are allocated more patients than they are staffed to care safely

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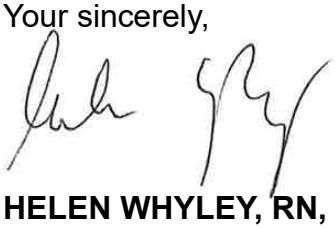
for) would happen only in exceptional circumstances, and always through a named executive. It also promised that a list of “must not dos” relating to corridor care with a national policy to address them would be created. The RCN asked to be involved in this work, but was declined, and these changes have not materialised. Corridor care has now become normal across NHS Wales, compromising patient dignity and safety.

Our recommendations published in today’s briefing are clear, achievable actions that can improve transparency and ultimately put an end to corridor care. I urge you to implement our recommendations without delay, and I ask that you update me on the Welsh government’s action on corridor care at our next meeting.

Your sincerely,



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