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Rocio Cifuentes
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Tuesday 28 January 2025

Dear Rocio Cifuentes

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 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. 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.

Continued.....

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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.

Corridor Care—the practice of treating patients in hallways, chairs, or other inappropriate settings—has become a daily reality for many frontline health care workers. Overcrowded facilities, insufficient resources, and high patient demand have forced nurses and other staff to deliver care in environments that compromise safety, dignity, and quality. This has now reached a crisis point.

Corridor care can cause physical harm, but it is also worth noting that the experience of unsafe and undignified care can be traumatic. For a child, the psychological impact is likely to be significant, with potentially lifelong consequences for that person's relationship with health and care services.

I have written to the Chief Executives of all health boards and NHS trusts in Wales, as well as to the Cabinet Secretary for Health and Social Care urging them to take immediate action to end corridor care.

I would be grateful for your support and would like to meet with you to discuss this further.

Yours sincerely,

HELEN WHYLEY, RN, MA
EXECUTIVE DIRECTOR, RCN WALES

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