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David Donegan
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Velindre University NHS Trust
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Tuesday 28 January 2025

Dear David Donegan,

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

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.

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. Corridor care is happening in all parts of Wales.

Nursing staff work tirelessly day and night to provide the highest standard of care for patients. But the normalisation of corridor care severely hinders their ability to do

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that. RCN Wales members are no longer willing to tolerate this unacceptable situation.

This issue needs urgent action at a Welsh Government level, and I have written to the Cabinet Secretary for Health and Social Care to that end. However, action must also be taken at the NHS trust level as you have a duty, under Section 25A of the Nurse Staffing Levels (Wales) Act 2016, to take into account the importance of sensitive nursing care. No amount of skill or effort can make corridor care “sensitive”. It is inherently intolerable.

Our recommendations published in today’s briefing are clear, achievable actions that can improve transparency and ultimately put an end to corridor care.

Given the severity of the concerns of RCN Wales I am urgently seeking your assurance on the actions Velindre University NHS Trust is taking to make sure that corridor care is eradicated. Specifically, I would welcome details on the following:

- Staffing level increases where areas are above the planned capacity.
- Compliance with the Nurse Staffing Levels (Wales) Act 2016 25A and 25B duties.
- Activity on the Welsh Government’s 50-Day Challenge and whole-system care pathways.

Please provide me with details of all your actions as a matter of urgency.

The lives and safety of patients are at risk.

If you would like to meet with me to discuss this letter, please contact my office as detailed above.

I look forward to your reply.

Yours sincerely,

HELEN WHYLEY, RN, MA
EXECUTIVE DIRECTOR, RCN WALES

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