

Enter and View Report

Visit details

Service address:	Radbourne Unit, Royal Derby Hospital site, Uttoxeter Road, Derby DE22 3WQ
CEO:	Steve Trenchard
Service Provider:	Derbyshire Healthcare NHS Foundation Trust
Date and Time:	Friday 27 September 2014
Authorised Representatives:	Rebecca Johnson, Steve Barr, Margaret Hall and Timothy Proctor
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

Acknowledgements

Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

What is Healthwatch

Healthwatch Derby is an independent consumer champion created to gather and represent the views of the public. Healthwatch Derby plays a role at both a national and local level, making sure the views of the public and people who use services are taken into account.

What is Enter and View

Part of the Healthwatch Derby programme is to carry out Enter and View visits. Healthwatch Derby authorised representatives carry out visits to health and social care services to see how services are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allow representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.

Purpose of the visit

This visit was part of Healthwatch Derby's Think Healthy consultation with Derbyshire Healthcare NHS Foundation Trust, and was therefore an announced visit.

Methodology

During the visit, a tour of the facilities was carried out. Patient, staff and visitor surveys were left with freepost envelopes to be completed and returned within a two week timeframe.

Introduction/summary

Derbyshire Healthcare NHS Foundation Trust is the largest provider of mental health services across Derbyshire. The Radbourne Unit covers three adult acute inpatient wards, an enhanced care ward, occupational therapy and the crisis resolution and home treatment services. During the tour, representatives toured the building making observations and were invited to sample a selection of the hospital lunch menu.

Observations

Outside

Observations

- The Radbourne Unit building has clear signage on it but it is not clearly signposted in the hospital grounds due to not being part of Derby Hospitals NHS Foundation Trust.
- There are three pleasant and private courtyards for patients, two of which can be used for smoking – these have lighter posts so that matches and lighters are not needed.
- The courtyards have temporary signs at the moment but they are due to be replaced.
- They are enclosed by green climb proof fences which blend into the garden making the area appear less confining.
- Benches have been moved away from the fences to discourage attempts at climbing them.
- The courtyards are very well kept with lots of plants and flowers. Some of these yards also grow vegetables as part of the Occupational Therapy activities.
- Each courtyard contains sheltered seating and grassy areas for patients to be able to sit and relax.

General

Observations

- Everywhere is bright and airy.
- A chaplaincy service is provided and there is a faith and prayer room for private use and organised services.
- The Crisis Team and a Treatment Suite are situated near reception.
- There is a separate entrance for the Mother and Baby Unit which allows children to be kept separate from the general patients.
- A gym instructor is available to work with patients.
- The rainbow flag symbol is shown in several parts of the building to emphasise the Trust's commitment to equality and diversity.
- There are set visiting times for the wards, but these can be flexible.
- Payphones are available for patients but they can use a telephone in their ward office if they have no change.

Reception/entrance lobby

Observations

- The main reception is well laid out and welcoming.
- Lots of information about services, health and the Radbourne Unit is displayed on the walls.
- A Derbyshire Healthcare NHS Foundation Trust Tell Us Your Views interactive survey is available in the entrance lobby for patients and visitors.
- A patient bank is open four days a week – this is for patients to deposit small amounts of money for everyday items for safekeeping.

Family room

Observations

- This can be booked on an hourly basis for escorted or family visits as visitors on the wards have to be aged 18+.
- The room is a conservatory with natural daylight and comfortable seating.
- It leads out onto a non-smoking patio.
- There is a range of toys and books for children.

Jackie's Pantry

Observations

- This is a communal area for patients and includes a shop/canteen which is open during the daytime, vending machines for when it is closed, a large television and sound system, games, a computer, books, pool table, table tennis and 'cosy corner' with comfortable seating.
- The catering staff are very friendly and helpful and engage very well with

patients and guests.

- Several display boards around the room allow a lot of varied information to be displayed.
- A shop trolley service with snacks, toiletries, wash powder and so on visits the wards.
- Group activities – including film nights – also take place in Jackie’s Pantry and free drinks and biscuits are provided for these sessions.

Occupational Therapy (OT)

Observations

- Named pictures of all of the OT staff are on display.
- There are two dedicated rooms (Jade and Pink) which are large with lots of workspace and a good range of activities.
- The team is available between 8.00 am and 4.15 pm for group and individual activities which also take place on the wards.
- The OT waiting area has comfortable fabric chairs.
- There is a display of the Productive Care Pathway.
- Healthy eating is encouraged and a dietician works with patients to achieve this.
- OT activities include pottery with a kiln, gardening in a large external courtyard with a greenhouse and planters, art and general craft, talking and relaxation groups and woodwork.
- Group activities are used as an assessment tool as well as a social exercise and are encouraged for all patients.
- Some patients are accompanied to go out to sporting activities such as football, tennis and swimming.
- A large OT kitchen with three cookers is used for group activities and is also available for cookery and baking on an individual basis as an assessment tool to help patients prepare for their return home. As part of the process, patients go shopping with a budget to buy their ingredients.
- OT is centred on the individual, looking at their needs and helping them towards recovery and a return to the community.
- A patient’s handover period is used to test their abilities and involves more intense individual work – going out to catch buses, building links and confidence.
- The woodwork room has a display of work by patients and takes a few orders. However, this room is due to close shortly due to the restructure of the Trust’s services.

Corridors

Observations

- The corridors are nice and bright with lots of displays and artwork.
- Handwritten paper signs have been affixed to some doors rather than printed corporate ones. Although these were only temporary, they looked out of place.
- The Radbourne Unit uses cloth seats which look and feel more comfortable than the vinyl ones often used in hospital.
- Several chairs had been piled up in the seating area outside the Pink room.
- The entrance to wards 35 and 36 has some nice artwork and the patient menu on display.
- There are some stained cloth chairs outside the entrance to wards 33 and 34.
- The entrance to wards 35 and 36 is quite dark.

S136 Suite (police observation)

Observations

- This is a secure area of the Radbourne Unit, which uses a separate entrance to help protect the dignity of those brought into the suite.
- A large observational room with security monitors and observational windows into the main suite allows staff to safely supervise proceedings.
- The suite houses a large shower room with toilet and walk in shower.
- The area is bright and clean with lots of comfy and heavy seating, all of which is designed to provide a safe and secure environment.

Ward 33 (Female)

Observations

- Lots of patient information is displayed in the main entrance area.
- Display boards on the ward show information and photos of all of the staff, different advocacy services available in the city, mutual expectations which explains the ward's ground rules and also what patients should expect in return from the hospital's staff, support available for carers, details of women's health, discharge and the Trust's 'Safe Wards' initiative – this informs patients about the initiative and how it will improve the care that they receive.
- A large, well-kept thank you board displays a mixture of cards, letters and comments.
- A variety of patients' art work is displayed in the corridors, which makes the ward appear bright and welcoming.
- A folder is available for all residents of the ward to look at, which shows a few interesting facts about the staff and other patients – this ranges from hobbies, likes and dislikes to interests.

- The dining room has a lovely painted birdcage with discharge messages from previous patients flying from the open door.
- A positivity tree has been painted onto the wall of the dining room with each leaf showing a positive word from a patient of the ward.
- The ward has a comfortable day room with scattered chairs, coffee table, large television and lots of plants and books.
- A new comfort room has been built with massage chair, relaxing artwork and music. The room allows the residents to relax in a spa like atmosphere.
- During our visit a patient alarm went off, the staff responded to this very quickly and efficiently.
- The dormitories are bright and airy and dividing walls help to provide a level of privacy to residents. Each bay of the dormitory has a wardrobe, which has its own safe for residents to keep their valuables.
- In addition to the dormitories which house four beds the ward also has a number of smaller private rooms.
- A single room has a bariatric bed, toilet and chair.
- The atmosphere on the ward was extremely friendly and relaxed, and the staff were very approachable.

Ward 34 (Male)

Observations

- There is a quiet area for patients to use.
- The ward has a laundry room which patients are encouraged to use.
- Handover meetings and ward rounds take place in the meeting room.
- The ward office is very small and contains two desks, staff are encouraged to use communal areas for completing paperwork.
- The nurses' station has been removed and replaced with a new communal area with comfy seating.
- The patients' lounge has comfortable chairs, nice artwork, an Xbox and table football which is an opportunity for staff and patients to interact.
- The ward's dining room can be used for visits but there is a protected mealtime policy in place.
- A display shows which staff are on duty and in charge.
- Patients are welcome to use a small kitchen, which helps to promote independence, and are responsible for clearing up after themselves.
- Dormitories of three or four patients have a communal sink and mirror with a curtain and partial wall separating each living space which contains a bed, wardrobe and desk.
- A single room has a bariatric bed, toilet and chair.
- Therapy rooms containing comfortable chairs can be used for small meetings.

Ward 35 (Mixed)

Observations

- Following the restructure of the Trust's services, this ward will be used as the recovery ward when the Resource Centre Day Hospital moves into the building.
- The ward routine – including information about meals, visiting, smoking and laundry – is displayed just inside the entrance to the ward.
- Other notice boards show patient information and our community – this includes details of recreation, activities, chaplaincy, bank, hairdresser and shop.
- Patient artwork is displayed in the corridor.
- A positive word tree on the wall has individual leaves showing a positive word, each of which comes from a patient of the ward.
- A mural of an island which was produced by patients and the GoldsQUAD at QUAD makes the escalation area look more relaxing and less clinical.
- The nursing office is not used much, instead staff tend to use the nurses' station or lounge.
- A display shows which staff are on duty and in charge.
- The dining room doubles up as an activity room and is used for a talk at the start of each day to determine what patients would like to do.
- The ward has a laundry room which patients are encouraged to use.
- Patients are welcome to use a small kitchen, which helps to promote independence, and are responsible for clearing up after themselves.
- Showers are kept locked on each ward for safety reasons but are unlocked on request.
- Support is offered to patients using the accessible bathroom which is also kept locked when not in use.
- An interview room is available for ward rounds and handover meetings. A circular table makes it feel less formal.
- The ward's accommodation is split into single sex wings. Dormitories of five patients are separated up with screens and curtains, each living space contains a bed, wardrobe and desk.
- A health and safety check takes place each day to remove risks such as plastic bags and power leads.
- The ward has mixed and single sex lounges to give patients a choice.
- The main lounge is bright and airy and has comfortable chairs, a television, books and games.

Concerns addressed during visit

- There were no concerns that needed to be addressed during the visit.

Food tasting – The Enter and View Team tasted the full lunch menu

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| <ul style="list-style-type: none">• Apple juice• Cheese salad• Sweet and sour chicken• Nut roast with tomato sauce• Rice• New potatoes• Mixed vegetables• Leeks | <ul style="list-style-type: none">• Butterscotch whirl |
|--|--|

Food tasting

Observations

- The Enter and View representatives found that all of the dishes were tasty and portion sizes were good.
- Dishes, where relevant, were very hot.
- The Enter and View representatives could tell that the food was kitchen cooked.
- The representatives felt that the menu offers traditional comfort food – lighter options are available but are not advertised on the menu and it is not clear if patients are aware of this.
- A cooked breakfast is available twice a week.
- There is a comment form on the back of the menu choice sheets which are given back to patients with their meals.

Interview/survey findings

During the visit, Healthwatch Derby left patient, visitor and staff surveys for service users, their friends and family, and those who provide care to complete anonymously. A total of 13 surveys were returned within a two week timeframe.

Patient surveys

- 3 out of 4 responses said that doctors and nurses have talked to them about why they are in hospital.
- 2 out of 4 responses said that they know enough about what's wrong with them to be able to explain it to a close friend.
- 2 out of 4 responses said that they understand their care plan.
- 3 out of 4 responses said that they feel that they are involved in planning their own care.
- 2 out of 4 responses said that they or their family have been informed about what help is available for their condition.
- 3 out of 4 responses said that there is always someone to help them when they need it.
- 3 out of 4 responses said that they get more help with personal care if they need it.
- 2 out of 4 responses said that a family member or someone they are close to have had enough opportunity to talk to a member of staff about their condition.
- 2 out of 4 responses said that they feel safe at the Radbourne Unit.
- 2 out of 4 responses said that they feel that their physical health is looked after at the Radbourne Unit.

Visitor surveys

- 1 out of 1 response said they were made to feel welcome when they come to visit the hospital.
- 0 out of 1 response said they felt visiting hours were flexible at this hospital.
- 1 out of 1 response said they felt visitors were supported by staff at this hospital.
- 1 out of 1 response said they felt that staff were friendly and helpful at this hospital.
- 1 out of 1 response said they were happy with the service of physical and medical care provided at this hospital.
- 1 out of 1 response said they were happy with the service of emotional care provided at this hospital.
- 1 out of 1 response said they were happy with other aspects of service at this hospital, such as food.
- 1 out of 1 response said they felt the care plan is followed successfully.

- 1 out of 1 response said they feel fully informed and kept up to date with the health and care of the patient.
- 1 out of 1 response said they felt that the patients are treated with dignity and respect.

Staff surveys

- 5 out of 8 responses said they felt there were enough nurses on shift at this hospital to meet the needs of the patients.
- 5 out of 8 responses said they felt there were enough care assistants on shift to meet the needs of the patients.
- 8 out of 8 responses said they felt there were enough housekeeping staff on shift to meet the needs of the patients.
- 5 out of 8 responses said that they had enough information about risk assessment and safeguarding.
- 6 out of 8 responses said they felt satisfied with their present jobs.
- 1 out of 8 responses said they felt they were asked to do things against their better judgement.
- 6 out of 8 responses said they felt they had enough time to fulfil their duties on shift.
- 8 out of 8 responses said they felt they received adequate support at this hospital, both physically and emotionally.
- 7 out of 8 responses said they felt their work was valued at this hospital.

Conclusion

During the visit it was apparent that trends were emerging, namely issues around:

- Budget restrictions have meant cutting down on popular OT activities – an example of this is the planned closure of the woodwork room.
- Chairs in some areas need moving or cleaning.
- Most of the building is light and airy but in contrast, the entrance to wards 35 and 36 is quite dark.

Evidence of best practice

Evidence of best practice include:

- A Derbyshire Healthcare NHS Foundation Trust Tell Us Your Views interactive survey is available in the entrance lobby for patients and visitors.
- Lots of information about services, health and the Radbourne Unit is displayed on the walls in corridors and on wards for patients, staff and visitors.
- The rainbow flag symbol is shown in several parts of the building to emphasise the Trust's commitment to equality and diversity.
- Displays on wards of positive words and discharge messages show that patients are encouraged to focus on their recovery.

Recommendations

Recommendations include:

- Signage giving directions to The Radbourne Unit in the hospital grounds would help visitors to find it more easily.
- A seasonal menu could offer a more varied diet to patients.
- Almost half of responses to the staff survey felt that there are not enough nurses and nursing assistants on shift to meet the needs of the patients.
- The family room is a nice calming and relaxing space which could be put to use by patients during times when visitors are not using it.
- Being a large area with a wooden floor, sound in Jackie's Pantry echoes. This could be remedied by changing the acoustics of the room which could be achieved by introducing soft furnishings, different flooring or partitioning the room, taking into account the Trust's infection control policies and procedures.

Service Provider Response

Signage giving directions to The Radbourne Unit in the hospital grounds would help visitors to find it more easily. Work is currently being development within the Radbourne Unit, which will include the re-provision of day hospital activities from the London Road site to within the Radbourne Unit. This will include alteration of the signage to the unit (on the Derby Royal Hospital Campus) as well as inside the actual building. The Trust Estates team are currently scoping alternative options for the signage in the grounds of the main hospital.

A seasonal menu could offer a more varied diet to patients. The Trust Catering manager has been contacted and requested options to be reviewed to offer wider seasonal menus

Almost half of responses to the staff survey felt that there are not enough nurses and nursing assistants on shift to meet the needs of the patients. The Trust has recently agreed to an uplift to put an extra staff nurse on nights on each of the wards. There are a number of vacancies across the unit at this time and we are proactively recruiting. The Trust has monthly rolling advert for band 5 nurse recruitment, and a rolling interview process to aid swifter recruitment. The Trust continues to cover any vacant shifts with our own staff doing extra shifts, Bank nurses and Agency nurses. We also working with our nursing bank provider to increase its workforce. The Trust monitors the staffing levels weekly reviewing the situation and solutions to ensure safe staffing levels are within Safer staffing guidance. We are also considering interim solutions to change the ward skill mix to increase more senior nurses on the unit temporarily and for fixed period until some of our newly qualified or training staff have completed their programmes of study. We are meeting with union colleagues to work through the detail of these more

innovative solutions.

The family room is a nice calming and relaxing space which could be put to use by patients during times when visitors are not using it. Due to all clinical areas having designated space for visitors, the Trust has to date considered a priority to review this option, this has been due to concerns over safety of the children and young people using the family room, being paramount to promote Family and Carer contact. The Trust currently is prioritising Child and Young people visiting as a current priority. We have no immediate no immediate plans for the use of these rooms by families. However we will undertake a monitoring brief on room usage and re-consider this decision, at six monthly intervals.

Being a large area with a wooden floor, sound in Jackie's Pantry echoes. This could be remedied by changing the acoustics of the room which could be achieved by introducing soft furnishings, different flooring or partitioning the room, taking into account the Trust's infection control policies and procedures. In a section above we highlighted that the area in Jackie's pantry is being redesigned and reformed to allow for use of multi-purpose use and open access to those patients in our care in need of recovery, resilience and transition to day care support rather than in-patient care and due to this need this environment will be required to be multi-functional. As part of our transformational plans we wish to make the area as inviting and user friendly as possible, there are plans to invest in refurbishing the room with more soft furnishings and we will consider the option and possibility of furniture, zoning the area or sound proofing when the services is redesigned and opened in February 2015.