

Enter and View Report

Visit details

Service address:	Wards 1 and 2, London Road Community Hospital, London Road, Derby DE1 2QY
CEO:	Steve Trenchard
Service Provider:	Derbyshire Healthcare NHS Foundation Trust
Date and Time:	Friday 17 October 2014
Authorised Representatives:	Rebecca Johnson and Margaret Hall
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 allows 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. Ward 1 is a functional assessment ward for people over the age of 65. Ward 2 is for the assessment and treatment of functional type illness. They are both 16 bedded mixed sex wards with gender specific sleeping areas. During the tour, representatives toured the wards making observations. The wards are more or less a mirror image of each other, so not every observation has been made for both wards, especially regarding the physical features. More observations were noted for Ward 2 because the representatives visited there first and spent more time there due to time restrictions. A lot of the comments and observations are also relevant to Ward 1.

Observations

Outside

Observations

- Wards 1 and 2 are clearly signed from the front entrance of the hospital.
- Ward 1 has a visitors garden – it is not in use at the moment, but can be seen from the ward's small quiet room.
- Ward 2's lounge leads to a pleasant, enclosed garden with tables and chairs and sheltered seating areas. The garden is open for patients between 6.00 am and 11.00 pm and they can help with gardening if they choose to.

Both wards

Observations

- The wards are bright, warm, welcoming and calm feeling.
- Lit panels in the ceiling show autumn leaves and give a feeling of more natural light.
- Visiting times can be flexible but visiting is discouraged in the morning as therapy and appointments tend to happen then.
- Every patient area has a call button.
- Both wards have a protected mealtime policy.

- The wards have a laundry room which patients are encouraged to use.
- There is a drinking water and hand washing station in the main corridor on each ward.
- There are single and twin rooms on the wards, each with beds, a table, sets of drawers, wardrobes and en suite toilet and walk-in shower.
- The ward bathrooms are kept locked but can be used by patients on request.
- Phone chargers, razors and other objects that could pose a health and safety risk are handed in to staff.
- Patients are encouraged to bring some of their own possessions, including photographs, to personalise their room.
- On each staffed nurses' station there is a telephone for patients' use.

Ward 1

Observations

- Ward 1 does not have a receptionist.
- There are lots of colourful displays in the corridor showing a range of information including fire procedures, quotes from patients regarding the quality of their care, plan for the day including you said we did, daily timetable and the ward's vision, events, general information for patients, the staff on duty and the different uniforms that people might see on the ward.

Ward 2

Observations

- Mel, the ward receptionist, is warm and friendly and patients will often go specifically to have a chat with her.
- There is a small nicely decorated dining room with seating for eight patients which also has a TV, books, tapes and patient information. This room is also used for admitting patients due to its calming atmosphere.
- The dining room can also be used by visitors during visiting times.
- The average stay of a patient on this ward lasts between six weeks and four months.
- Holistic assessments are given to patients and carers' assessments are given to partners, children and family members of patients.
- Day leave and visits lead to MDM (multidisciplinary meeting) and discharge to the Community Mental Health Team, patients can be referred to Dovedale Day Hospital or Midway Day Hospital for a period of eight weeks.
- Marie, a pharmacist based at Kingsway Hospital, visits the ward each day.
- At weekends, doctors are only available in an emergency. Patients with medical needs are usually transferred to the Royal Derby Hospital via Accident and Emergency or the Medical Assessment Unit and are escorted by a member of staff.

- A quiet room with a variety of comfortable seating, mood lighting and a CD player is available to patients.
- There are several displays in the corridor including information for patients, useful tips about getting a good sleep and you said, we did.
- There is a compliments book by reception for patients and visitors to write positive feedback about the ward.
- The ward has a doctors' office and a MDM/handover room.
- The main dining room seats 16. Patients can help set the tables.
- The dining room has the menu on display as well as information for patients on hairdressing, chiropody and the bank.
- There is a hatch between the kitchen and the dining room to aid meal service.
- A buffet lunch is provided on the last Sunday afternoon of the month when the patients and staff eat together. The only other time this usually happens is Christmas Day and Boxing Day.
- The ward's lounge has a variety of chairs, a TV, puzzles, books, darts, a computer, a display showing the OT programme and a trolley for hot and cold drinks – patients are encouraged to drink regularly.
- The ward's emergency trolley and equipment is kept in a locked room opposite the nurses' station and is checked on every shift.
- The clinic room is kept locked because of the medical equipment and supplies stored in it. It has a multipurpose adjustable height treatment chair/bed.
- The ward has separate monthly meetings for registered and unregistered staff as well as a whole team meeting and staff supervision sessions.

Concerns addressed during visit

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

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 nine surveys were returned within a two week timeframe.

Patient surveys

- 1 out of 1 response said that the doctors and nurses talked to them about why they were in hospital.
- 1 out of 1 response said that they knew enough about what was wrong with them to be able to explain it to a close friend.
- 1 out of 1 response said that they understood their care plan.
- 1 out of 1 response said that they felt that they were involved in planning their own care.

- 1 out of 1 response said that they or their family had been informed about what help is available for their condition.
- 1 out of 1 response said that there was always someone to help them when they needed it.
- 1 out of 1 response said that they got more help with personal care if they needed it.
- 1 out of 1 response said that a family member or someone they are close to had enough opportunity to talk to a member of staff about their condition.
- 1 out of 1 response said that they felt safe in the hospital.
- 1 out of 1 response said that they felt that their physical health is looked after at the hospital.
- 1 out of 1 response said they knew what to do if they had a complaint or problem.

Visitor surveys

- 1 out of 1 response said that they were made to feel welcome when they visited the hospital.
- 0 out of 1 response said that they felt that visiting times are flexible.
- 1 out of 1 response said that visitors are supported by the staff in regards to visiting.
- 1 out of 1 response said that they felt that the staff are friendly and helpful.
- 1 out of 1 response said that they were happy with the service of physical and medical care.
- 1 out of 1 response said that they were happy with the service of emotional care.
- 0 out of 1 response said that they were happy with other aspects of service, such as food.
- 0 out of 1 response said that they felt that the patient's care plan was followed successfully.
- 0 out of 1 response said that they felt that they were fully informed and kept up to date with the health and care of the patient.
- 1 out of 1 response said that they felt that the patients are treated with dignity and respect.

Visitor surveys completed by patients

- 3 out of 3 responses said that they were made to feel welcome when they visited the hospital.
- 1 out of 3 responses said that they felt that visiting times are flexible.
- 2 out of 3 responses said that visitors are supported by the staff in regards to visiting.
- 3 out of 3 responses said that they felt that the staff are friendly and

helpful.

- 3 out of 3 responses said that they were happy with the service of physical and medical care.
- 3 out of 3 responses said that they were happy with the service of emotional care.
- 3 out of 3 responses said that they were happy with other aspects of service, such as food.
- 3 out of 3 responses said that they felt that their patient care plan was followed successfully.
- 3 out of 3 responses said that they felt that they were fully informed and kept up to date with their health and care.
- 3 out of 3 responses said that they felt that they were treated with dignity and respect.

Staff surveys

- 4 out of 4 responses said that they feel that there are enough nurses on shift to meet the needs of the patients.
- 4 out of 4 responses said that they feel that there are enough care assistants on shift to meet the needs of the patients.
- 2 out of 4 responses said that they feel that there are enough housekeeping staff on shift to meet the needs of the patients.
- 4 out of 4 responses said that they have enough information about risk assessment and safeguarding.
- 3 out of 4 responses said that they are satisfied with their current job.
- 3 out of 4 responses said that they are asked to do things against their better judgement.
- 3 out of 4 responses said that they feel that they have enough time to fulfil their duties on shift.
- 4 out of 4 responses said that they feel that they receive adequate support, both physically and emotionally.
- 4 out of 4 responses said that they feel that their work is valued at the hospital.

Conclusion

During the visit it was apparent that no negative trends or issues were emerging.

Evidence of best practice

Evidence of best practice include:

- The wards are bright, warm, welcoming and calm feeling.
- Both wards display lots of information for patients, staff and visitors.
- There is a drinking water and hand washing station in the main corridor on

each ward.

- Patients are encouraged to bring some of their own possessions, including photographs, to personalise their room.

Recommendations

Recommendations include:

- Having somebody on reception on Ward 1 would make entering the ward more welcoming.
- Patients and visitors should be made aware that visiting times can be flexible – staff members explained to the representatives that visiting times can be flexible, however results from the visitor and patient surveys show that this is not made clear to them.
- 3 out of 4 responses to the staff survey said that they are asked to do things against their better judgement. We would recommend that the Trust speaks to staff about service delivery processes and looks at ways at alleviating these concerns.

Service Provider Response

Having somebody on reception on Ward 1 would make entering the ward more welcoming. Currently the Ward administrator from Ward 1 is on long term sick leave however Melanie Chan, Ward 2 administrator is overseeing both wards 1 & 2. Cover arrangements are always considered to ensure seamless services, the Unit manager has since liaised with the administrators at Dovedale Day Hospital, and reception cover has been maintained temporarily whilst required until the substantive post holder returns.

Patients and visitors should be made aware that visiting times can be flexible, staff members explained to the representatives that visiting times can be flexible; however results from the visitor and patient surveys show that this is not made clear to them. This information is clearly stated in the Ward Information Booklet; however the Trust has taken action to ensure staff draw visitor's attention to this section during the assessment process and orientation to the wards.

3 out of 4 responses to the staff survey said that they are asked to do things against their better judgement. We would recommend that the Trust speaks to staff about service delivery processes and looks at ways at alleviating these concerns. Both Wards 1 & 2 have regular team meetings and all staff have regular clinical and managerial supervision. Each staff member has an annual PADR (appraisal) with a member of the management team, which is an opportunity for them to discuss any worries or ideas they may have regarding the Ward and their personal and professional development. Senior Nurses on the units will discuss the contents of this report with staff members and allow them time to discuss their concerns and

comments further and signpost them to the relevant Trust policies that support them. Both wards promote and encourage an 'open culture' where staff are actively encouraged to voice concerns which will be addressed in a supportive manner.