



Details of Visit

Service Name and Address	Powys Ward (Orthopaedics) The Robert Jones and Agnes Hunt Orthopaedic Hospital, Oswestry, SY10 7AG
Service Provider	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust
Date and Time	23 rd May 2016 13.00 - 14.30
Visit Team (Enter & View Authorised Representatives from Healthwatch Shropshire)	3 Healthwatch Shropshire Authorised Representatives - 2 speaking to patients, visitors and staff and 1 observing the ward

Purpose of the Visit

To explore the quality of the patient experience on the ward.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

Context of Visit

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are provided. These visits are called Enter and View and always have a purpose.

Enter & View visits are done by a team of specially trained volunteers called Authorised Representatives. These volunteers are not experts in healthcare and report only on what they see and hear during the visit.

Enter and View visits can be announced or unannounced. The visit to Powys Ward at The Robert Jones and Agnes Hunt Orthopaedic Hospital (RJAH) was announced.

What we were looking at

We looked at the quality of patient experiences in the ward. In particular we asked patients about:

- their comfort and ability to relax
- their confidence in the staff
- whether they felt supported by staff
- if staff listened to them
- if staff communicated well.

What we did

The ward manager told us about the ward.

Two members of the visit team spoke to 8 patients. Some patients completed a brief questionnaire in discussion with us.

A third member of the team observed the interactions of the medical, nursing and support staff with the patients and the visitors. The observation was based on the 'Sit and See' tool used by hospital trusts across the country, including RJAH.

What we found out

At the entrance to the ward there is a large red sign saying 'Keep patients well. Use the gel.'

Powys Ward has 28 beds. There are 4 bays each with 6 beds and 4 side rooms.

Patient privacy was respected, with appropriate use of curtains during treatments or personal care. Staff ensured that patients were adequately covered or dressed.

The results of the brief questionnaire are summarised below:

During your stay, have you felt...?	Not at all	Not very	Quite	Very	Don't know
Comfortable				8	
Able to relax			2	6	
Confident in staff ability				8	
Supported				8	
Listened to and understood				8	
That staff communicated with you well				8	

Comfort and ability to relax

The ward was very clean - several patients said this - and there was a friendly and purposeful atmosphere.

Those who said they only felt 'quite' able to relax, said that they would never be as relaxed in hospital as at home. All patients said that the ward temperature was good and that it was noisy, but no more than they expected. Their personal belongings were stored in the locker next to their bed and patients felt this was safe and accessible. A patient said the Wi-Fi was good.

Comments on the food included:

- 'Excellent - hot and very tasty.'
- 'Very good and varied.'
- 'Not bad - hot and you get what you ordered.'
- 'I would give it 9/10. There is a good choice and nice vegetables. There is always a hot drink available.'
- 'Better than in other hospitals.'

We were told by patients that visitors were made very welcome, and one patient told us that visitors could come at any time. Another patient felt that protected mealtimes caused a potential difficulty for visitors travelling a long way to the hospital. They arrived and then were asked to withdraw for an hour, knowing they had little time before they had to drive home.

Patients told us that there were a very few occasions of potentially disruptive patients and that they were managed sensitively by staff.

Three patients who had used the call button said that it was always responded to quickly.

The majority of patients said that their admission was completed very smoothly. Two patients told us that they were asked to come to the hospital at 7.30 a.m. One was told that the time on his letter was wrong and he was not operated on until the early afternoon. He said that this was the only negative thing about his stay in hospital. The other was waiting on the ward for an operation when we left at 2.30 p.m.

Confidence in staff and report from staff

All patients praised the staff. Comments included:

- 'They look after you.'
- 'First rate staff.'
- 'Always very helpful and polite.'
- 'Good care at night too, even though there are fewer staff.'
- 'Staff changeovers are very smooth.'
- 'Staff are very pro-active.'
- 'Staff are very friendly and very polite.'
- 'Couldn't ask for better.'
- 'I was dreading the operation, but my stay on the ward has been much better than I expected.'

All the patients we spoke to had total confidence in the staff. One patient said that the quality of the care was consistent in relation to day/night/weekend but it could vary slightly according to the individual member of staff involved.

All the patients said they knew what was happening with their care. There were many Zimmer frames in each bay. Several patients said that they were encouraged to get out of bed and move about. Others said that they felt involved in their care - they knew the milestones they needed to reach and had an influence on the medication, e.g. pain relief, they were given.

Staff listening and communication

All patients made positive comments about the way staff talked to them. These comments included:

- 'They always introduce themselves, use my name and explain what they are going to do.'
- 'Staff have time for you.'
- 'Staff make time for me.'
- 'They answer my questions.'
- 'The doctor made sure I was ready to go home by making me do some exercises.'

Observation Summary

In addition to the Enter and View team a third authorised representative (AR) visited Powys Ward to conduct an observation.

Observation ratings

The AR rated each observation as

- Positive, showing a high level of compassionate care; or
- Passive, showing good care but little empathy or positive engagement with the patients or their visitors; or
- Poor, showing a lack of care and compassion.

The AR also noted the staff's attention to the ward environment, covering issues such as ward cleanliness and tidiness, noise levels, and the steps taken to maintain high standards.

Observation findings

It was a quiet time on the ward. Several patients had visitors with them, and several others were having treatment off the ward or were taken or brought back while we were there. A tea trolley and the hospital library trolley were taken round during the period of observation.

1) General Care

Staff of all grades were seen to be friendly and supportive, and appeared to have a good rapport with the patients. There was an air of calm and purposeful activity. The nurses and healthcare assistants were observed giving time to patients, and listening to what they were saying.

Twelve observations were made in this category. All of the observations were Positive.

Some examples of compassionate care:

- A nurse taking time to discuss something in depth with a patient, listening carefully to the patient and responding at length.
- A healthcare assistant checking on the comfort of an elderly, slightly confused patient, and explaining carefully the checks that were being done, or were about to be done.
- Two healthcare assistants going to great lengths to support an elderly and very anxious patient to get out of the chair and use crutches to walk to the toilet. One of them went ahead to check that the floor was dry after the cleaner had been in, so that the patient would not be worried about slipping. Having found that it was still wet she checked the other toilet, which was further away, so that the patient did not have to walk that far only to find it occupied.
- Automatic use of bed curtains whenever any checks were done for patients, or when patients were moving from bed to chair.

2) Patient/Visitor Engagement

All staff were seen to talk naturally and freely with the patients. They made good eye-contact and took time to listen and respond. The patients in turn seemed to have good, friendly relationships with the staff they saw regularly. It was observed that some visitors too were well-known to staff, and their interactions were friendly and often humorous.

Twenty-four observations were made in this category. All of the observations were Positive.

Some examples of positive engagement:

- Porters in natural conversation with a patient while they made ready to take the patient off the ward; making eye contact, listening and responding appropriately to the patient's level of engagement.
- A physiotherapist laughing and joking with patients, clearly familiar with their likes and dislikes, while delivering ice-packs and giving instructions on their use.
- A healthcare assistant taking round the tea trolley exchanging cheerful comments with patients.

3) Patient Safety and Infection Prevention

There was a limited amount of care being given during the period of observation, mainly routine checks and some physiotherapy activities. All staff observed washed their hands when moving from one patient to another. In the two instances of more personal care observed, the staff used gloves. All medical and auxiliary staff were observing the bare-below-the-elbow protocol, and if wearing ties or lanyards had them tucked into their clothing.

Six observations were made in this category. All of the observations were Positive.

The Ward Environment

Powys is a bright ward, with large windows down the outside wall which compensate for the lack of windows on the party wall between Powys and Clwyd wards. All the bays have patio doors which open onto a long, open-ended patio/pathway a few yards wide between Powys and the next ward along. The partitions between the bays and the corridor are also of glass.

The ward looked and smelled clean. A cleaner was working on the ward during the whole period of the visit and observation.

There was quite a lot of clutter in the form of stored medical equipment and furniture in both the bays and the corridor, and the patio doors of the first bay were fully blocked by stored chairs and wheelchairs. There was a notice on these doors saying they should be kept shut. On the other bays the doors were open, letting in fresh air.

The areas around the beds were relatively free of clutter and tables held only the necessities, for example jugs of water, glasses, cups of tea, and some personal possessions. No medical or continence equipment was observed to have been left on the tables.

Noise levels were relatively low. Conversations were held in normal voices. There was a subdued background noise from the general activity on the ward. The atmosphere was calm and pleasant.

Summary of Findings

- Patients said that:
 - the ward was very clean
 - they were looked after very well
 - they had confidence in the care and treatment they received
 - staff communicated with them well.
- The ward environment, though cluttered with equipment and furniture in places, was observed to be bright, cheerful and clean.
- Patients seemed relaxed and exchanged comments and banter with passing staff.

- All staff observed treated patients with respect and maintained patients' dignity when carrying out care tasks.
- Anxious or confused patients were treated with patience and consideration.
- Ward staff and others took time to speak with patients, listening and responding in a straightforward person-to-person way.
- The patient safety and infection prevention protocols were being carried out by all the staff we observed.
- Two patients said that admissions arrangements were the least satisfactory part of their experience on the ward.
- One patient told us about issues caused to visitors by the protected mealtimes.

Recommendations

- To continue to review procedures for admissions, to minimise pre-op waiting times on the ward.
- To review procedures in relation to visitors and protected mealtimes to ensure that the patient's views are respected.
- The Ward Manager and the leader of the duty team should be congratulated on the high standards we observed on Powys Ward.

Service Provider Response

Healthwatch Shropshire has received the following response to the Enter & View visit and report from the Ward Sister:

In response to your report I am very proud of my team and the care they provide. We have looked at the actions you highlighted and the staggered admissions will take a Trust approach, which is an ongoing project. Protected mealtimes, as discussed with you at the time is assessed on an individual basis but thank you for

highlighting, this has enabled us to revisit protected mealtimes. The actions as outlined have been completed.

The Ward Sister has also provided the Healthwatch Shropshire with the following information in response to our recommendations:

To continue to review procedures for admissions, to minimise pre-op waiting times on the ward.

The Trust are currently looking at implementing staggered admissions when the new theatres and day unit opens in August 2016. The concept behind this will be to bring patients into the Trust in cohorts, closer to their operation time. This will avoid patients having unnecessary long waits for surgery and will aim to improve the overall patient experience.

This is an ongoing piece of work and being overseen by the Surgical Matron.

To review procedures in relation to visitors and protected mealtimes to ensure that the patient's views are respected.

- Ward has open visiting - closes for mealtimes only.
- All visitors that arrive on ward during mealtime to be assessed on an individual basis.
- Dayroom to be utilised for patients wishing to have visitors at mealtimes.

This is being monitored daily by the Ward Sister.

The Ward Manager and the leader of the duty team should be congratulated on the high standards we observed on Powys Ward.

Thank you for your time and kind words.

Acknowledgements

Healthwatch Shropshire would like to thank the service provider, service users, visitors and staff for their contribution to this Enter & View.

Who are Healthwatch Shropshire?

Healthwatch Shropshire is the voice for people in Shropshire about the health and social care services delivered in their area. We are an independent body providing a way for people to share their experiences to help people get the best out of their health and social care services. As one of a network of Local Healthwatch across England we are supported by the national body Healthwatch England, and our data is fed to the Care Quality Commission (CQC).

What is Enter & View?

Healthwatch Shropshire gather information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being delivered: these visits are called 'Enter & View', they are not inspections.

Teams of specially trained volunteers carry out visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch authorised representatives to observe service delivery and talk to services users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Get in Touch!

01743 237884

enquiries@healthwatchshropshire.co.uk
www.healthwatchshropshire.co.uk

Healthwatch Shropshire
4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG