



Enter and View Visit Report

The Redwoods Centre - Holly Ward

Visit date: 24th November 2017
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About Healthwatch Shropshire



Healthwatch Shropshire is the independent health and social care champion for local people.

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity.

There are local Healthwatch across the country as well as a national body, Healthwatch England.

What is Enter & View?

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 being provided. These visits are called 'Enter and View', and can be 'announced', 'semi-announced' or 'unannounced'. For 'semi-announced' visits the service provider is told we will visit but not the date or time of the visit.



The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

When services are used by both Shropshire and Telford and Wrekin residents we will work with **Healthwatch Telford and Wrekin** to complete the visit. The location of the service will determine which Healthwatch leads on the visit and reporting.

Details of Visit



Service Holly Ward
The Redwoods Centre
Somerby Drive
Bicton Heath
Shrewsbury
SY3 8DS

Provider South Staffordshire and Shropshire Healthcare NHS Foundation Trust

Date / time of visit Friday 24th November 2017, 9.30am to 12.30pm

Visit team Two Healthwatch Shropshire Enter and View Authorised Representatives and two Healthwatch Telford and Wrekin Authorised Representatives

Purpose of Visit

To understand the patient experience of being on a mixed sex 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.

The Context of the Visit

In 2015 South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT) reconfigured their inpatient services and all wards at The Redwoods Centre in Shrewsbury became mixed sex. At that time some concerns were raised and both Shropshire and Telford and Wrekin Clinical Commissioning Groups (CCGs) led a visit to The Redwoods. Healthwatch Shropshire took part in this visit. SSSFT have been monitoring the situation. Despite this a number of incidents and safeguarding concerns have continued to be raised. In response to this in July 2017 the CCGs asked Healthwatch Shropshire to work with Healthwatch Telford and Wrekin to complete an Enter and View visit to The Redwoods to speak to service users and staff about their experiences of a mixed sex ward. It was decided that we would visit Birch Ward, an adult acute 'step-down' ward, and Holly Ward, for older adults.

These visits were announced and arranged with the Service Manager for Adult Inpatients at The Redwoods.



What we were looking at

The visit team wanted to:

- speak to service users about how safe they felt and whether they felt supported by staff
- speak to as many staff as possible about their experiences of working and supporting service users on the ward
- look at the ward and how it is arranged

What we did

Two Healthwatch Shropshire and two Healthwatch Telford and Wrekin Authorised Representatives visited The Redwoods Centre in Shrewsbury on a Friday morning where we were taken to Holly ward.

The Ward Manager told us the reasons for service users being on Holly ward and the purpose of their care. She showed us round and we then spoke to ten service users and four staff members (clinical and non-clinical). There was one visitor on the ward but we did not have the opportunity to speak to them during the time we were there. At the end of the visit, we gave the Ward Manager some initial feedback about what we had found out.



What we found out

The ward

The Ward Manager told us that Holly ward is designated for older people. The general aim of the ward is to stabilise an individual's mental health so that they can be managed safely in the community. The length of stay on the ward can vary from a few days to a few months.

The Ward Manager told us that the ward gained the Royal College of Psychologists accreditation recently, something which is unusual for such wards. It is awarded for three years and indicates that there is a good quality of care on the ward. The ward's person centred approach means that staff work with service users in a way that supports their dignity and privacy. During our visit the staff were observed giving individual care in a responsive and sensitive manner. The ward had a warm, caring and calm atmosphere. One service user told us "The relaxed atmosphere helps me relax and unwind, and so I am more likely to open up". When we asked the Ward Manager if there was anything she would change or improve, she told us that she wished the staff could spend more time with service users and less time doing paperwork.

The ward has 16 beds, 8 male and 8 female. The Ward Manager told us there are normally between 14 and 16 people on the ward. Male and female rooms are on separate corridors each with its own lounge. Each room has an en-suite bathroom and on each corridor one of the rooms is larger and has a bathroom with a hoist to give better access for disabled service users. We learnt that there are plans to be able to subdivide the corridors to make service users more secure when there are mixed sexes on a corridor.

As we were shown around, we noticed the Healthwatch posters informing service users and staff of our visit on both sides of the main door to the ward. Close to the entrance, we saw a poster with photographs of staff members, together with a staffing board indicating who was on duty. We saw a laundry room and we were told that the ward staff preferred family members to do a service user's laundry. Staff did the laundry if no family was available but they were concerned about losing items. We also saw a clinical room and a quiet sitting room as well as the large communal lounge which led out onto an attractive enclosed garden area.

We were told that there is Wi-Fi access everywhere but no TVs in service users' rooms.

- **Staffing**

The Ward Manager told us that there are two qualified Nurses and three Health Care Assistants on duty in the day and two qualified Nurses and one Health Care Assistant at night. In addition to the ward team there is an Occupational Therapist, an Activity Coordinator and a Health Care Assistant whose role is to work with a service user to prepare them for discharge and liaise with the community. The staffing board located near the main entrance to the ward had not been filled in that morning and the Ward Manager noticed this when we were being shown around.

- **The ward's approach to safety**

The Ward Manager told us that on Holly ward every effort is made to make sure service users and staff remain safe. For example, the Ward Manager supports the staff directly on the ward when staff numbers are reduced or during peak activity periods when resources are stretched.

The Ward Manager said that there is a strong team on the ward that works well together and among the staff there is a very good level and range of expertise and experience.

If a service user is in their room, staff check on them every hour. If a female is placed on the male corridor, or vice versa, they are checked four times an hour.

- **Patient feedback**

We did not see the Trust's complaints procedure on display. When we asked the Ward Manager about this she explained that a former service user had removed everything from the walls and the complaints procedure had not yet been put back on the wall.

During our visit we spoke to a service user who was troubled about something. We suggested they talk to a member of staff. We saw them do this and the member of staff spent some time with them and seemed to be working with them in a caring way.

What the service users we spoke to said about their safety

At the time of our visit, several patients, each accompanied by a member of staff, were receiving treatment elsewhere in Redwoods.

We asked four service users how safe they felt on the ward. One felt quite comfortable and able to relax. Two others indicated that they felt safe or had no worries or concerns. When we asked one service user if they were able to relax on the ward they said: "Quite, as I don't know what the future holds, I can't totally relax."

What the service users we spoke to said about being on a mixed sex ward

No service user commented on the fact that Holly ward is a mixed sex ward.

When we asked service users what they would do if they weren't happy about something, they said that they would take it up with the Ward Manager.

What the service users we spoke to said about feeling supported by staff

Seven of the ten service users we spoke to were full of praise for the staff, the support they gave and their ability to communicate with them. For example,



- “The staff are exceptional”
- “The staff are kind, helpful and supportive”
- “It’s pretty good here, staff are attentive”
- “Staff are wonderful, caring and thoughtful. They make us feel special, like they want to help me”
- “They (staff) are all wonderful and you cannot be in a better place. If staff are stressed then you don’t see it”.

One service user told us that staff support them and allow time for them to be independent. They can wash and dress themselves and staff only intervene if they get stuck.

Two service users told us that they saw a number of different staff while on the ward. However, this did not change their opinion of the high quality of the staff and they felt supported by everyone.

Another two service users identified a lack of consistency in the quality of the care they received from staff. They explained that they felt more supported by some members of staff, while a few others lacked awareness and were not sensitive to the needs of some patients. For example, one service user told us they had seen staff “chatting amongst themselves” when service users needed help with eating and drinking.

One service user who seemed to have a hearing impairment was concerned about the quality of their communication with staff. When we asked if staff worked in a way that met their needs they replied “Not really, they do their best to communicate”. They felt that the staff were busy but also said that staff were available when needed.

A number of service users referred to the range of activities - reading poetry, an art class, and a choir - available on and off the ward, which some service users enjoyed.

A service user told us that multi-disciplinary team meetings could be intimidating for some people if they involved a large number of people. A member of staff later informed us that service users have the option of speaking 1:1 with a staff member who then represents their views at the meeting.

What the staff we spoke to said about working on Holly ward

Each member of staff we spoke to emphasised how supportive the team on Holly ward was, explaining that there was no hierarchy between qualified and less qualified members. Newly qualified staff are mentored by other members of the team. Staff told us that everyone knows their role but all are prepared to “get stuck in” whenever necessary and as far as they are able. All staff said that the ward is well run with a calm and warm atmosphere and that there are enough staff.

Several members of staff we spoke to praised the work of the Activities Coordinator and 'Arts for Health' and told us they would like to see an increase in activities available to service users, while recognising that some service users don't want to join in.

The Ward Manager told us that all staff have mandatory training sessions. Much of this is done online, though the Ward Manager said she preferred training in the classroom.

Several members of the team spoke to us about the amount of time they spend completing administrative tasks on the computer, saying that these tasks take longer than they need to because the IT system is slow. They said that they would prefer to spend this time working with service users.

Additional Findings

Food and drink

The Ward Manager told us that the food is frozen and brought in for re-heating on the ward. The menu gives a choice of two or three items which can be selected at the time of eating. There is no service user access to hot drinks for safety reasons, but staff are quite happy to make a cup at any time if asked. Water is easily available.

Service users described the food as “good” or “OK” or, in one case, “typically institutional but the sandwiches are good”. They said that the quantity was sufficient and that they could ask for more.

Service users have to ask staff for hot drinks. One service user described to us how they had got up in the morning and had to wait fifty minutes before being able to get a hot drink because staff were busy supporting more dependant service users.



Summary of Findings

- Our overall impression was that service users benefited greatly from there being a strong professional staff team that worked well in a person-centred way.
- Service users on the whole appreciated being on the ward and had few concerns.
- The service users we spoke to felt safe and secure on the ward.
- None of the service users we spoke to mentioned that the ward was mixed sex.
- The ward had a warm, caring and calm atmosphere.

- There is a strong staff team who support each other.
- Some staff told us that slow IT systems reduced the time they could spend with service users.
- Some service users told us that the standard of care varied depending on the member of staff.
- There was no complaints procedure on display.
- Priority did not appear to have been given to addressing the communication needs of one service user.
- Service users cannot help themselves to hot drinks because of safety concerns. One service user told us that on one occasion they had waited fifty minutes for a hot drink when staff were busy.
- Some service users appreciated the activities provided for them.

Recommendations

We recommend that:

- The Ward Manager ensures that the staff team works towards maintaining a consistent of quality of care.
- The staff team review their practice to ensure they identify and meet the communication needs of patients, for example those with a hearing impairment, in line with the NHS Accessible Information Standard.
- The complaints procedure is displayed / made available to service users and visitors.
- The trust addresses the speed of the IT system in order to free up staff time to spend with service users.
- The Ward Manager investigates if there is a problem with service users getting hot drinks when they request them.

Service Provider Response

The Ward Manager provided the following response to the recommendations in March 2018:

We recommend that the Ward Manager ensures that the staff team works towards maintaining a consistent of quality of care.

Actions:

- Ensure all staff attend handover and are aware of tasks required of them
- Ensure all temporary staff are familiar with nursing standards and expectations on the ward
- Raise quality issues at regular team meetings
- Obtain feedback from service users via community meetings held every Wednesday

This will be overseen by the Ward Sister, Ward Manager and Service User Consultant and be completed by 31st March 2018.

We recommend that the staff team review their practice to ensure they identify and meet the communication needs of patients, for example those with a hearing impairment, in line with the NHS Accessible Information Standard.

Following RPIW (Rapid Process Improvement Workshop) held week commencing 26th February 2018, admission processes have been subject to standard work.

From 11th March 2018 nurses will carry out a nursing assessment on admission. The standard process will be amended to include any sensory or communication difficulties, which will then be highlighted in the care plan as a need and actions put in place to address these.

This will be overseen by the Ward Manager and completed by 31st March 2018.

We recommend that the complaints procedure is displayed / made available to service users and visitors.

Actions:

- PALS leaflet is included in ward welcome pack given to all service users and carers on admission
- PALS leaflets are available from ward staff
- PALS poster is now displayed on ward

These actions have been completed by the Ward Manager and Ward Clerk.

We recommend that the trust addresses the speed of the IT system in order to free up staff time to spend with service users.

Actions:

- This issue has been raised with IT
- New IT hardware has been ordered for the ward
- Standard processes resulting from RPIW week will release more staff time to spend with patients

This will be overseen by the Ward Manager and completed by 31st March 2018.

We recommend that the Ward Manager investigates if there is a problem with service users getting hot drinks when they request them.

Actions:

- Any complaints made will be investigated and outcome fed back to service users
- Any issues raised at the community meeting about hot drinks to be fed back to Ward Manager

This will be overseen by the Ward Manager and Service User Consultant and be ongoing.

Get in Touch

Healthwatch Shropshire

Please contact Healthwatch Shropshire to share your views and experiences of this service or any other health and social care service in Shropshire. We gather comments anonymously and share them with service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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