



# Enter and View Visit Report

## Royal Shrewsbury Hospital

### Ward 23 - Oncology and Haematology

Visit date: 17th October 2019

Publication date: 8<sup>th</sup> January 2020

## Contents

Page	
3	<b>About Healthwatch Shropshire</b>
	• What is Enter & View
4	<b>Details of visit</b>
	• Purpose of visit
	• Disclaimer
	• Context of the visit
5	<b>What we were looking at</b>
5	<b>What we did</b>
5-10	<b>What we found out</b>
5	Management
6	Environment
7-10	<b>What people told us</b>
7	• Comfortable and able to relax
7	• Confidence in staff ability
8	• Feeling supported by staff
8	• Listened to and understood by staff
8	• Staff communication with patients
10	<b>Summary of findings</b>
10	<b>Recommendations</b>
11	<b>Service Provider Response - to visit and report</b>
12	<b>Acknowledgement</b>
12	<i>Get in Touch with Healthwatch Shropshire</i>
13	<b>Appendix - The questionnaire</b>

# 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'.



## Details of the Visit

<b>Service</b>	Royal Shrewsbury Hospital - Ward 23 Oncology and Haematology
<b>Provider</b>	The Shrewsbury & Telford Hospital NHS Trust (SaTH)
<b>Date / time of visit</b>	Thursday 17 <sup>th</sup> October 2019 10.00am
<b>Visit team</b>	Two Healthwatch Shropshire Enter and View Authorised Representatives (ARs)

## Purpose of the Visit

To be assured that patients are treated with dignity and respect, have privacy and that staff respond appropriately to care needs, including preparation for discharge.

### 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

Healthwatch Shropshire receives many comments regarding hospital treatment and services from members of the public and there are times when it is appropriate for us to see and hear for ourselves how services are provided.

Healthwatch Shropshire have received very few comments about inpatient oncology care and so we felt a visit was due to this service to hear patient's views.

This visit was announced, meaning that the Ward Manager and Ward Matron had been told in advance when our Authorised Representatives would be visiting.

## What we were looking at

We looked at five aspects of the patient experience on Ward 23:

- Do they feel comfortable and able to relax?
- Do they have confidence in the ability of the staff?
- Do they feel supported?
- Do they feel listened to and understood by staff?
- Do they feel the staff communicate with them well?

We also observed the Ward environment from a patient's viewpoint.

## What we did

The Ward Manager and Matron welcomed us and we asked them about the Ward. Then we spoke to two other staff, six patients and two visitors. Two other visitors completed a questionnaire. (See Appendix A.)

We also looked at the environment.

## What we found out

### Management

The Matron and Ward Manager told us that the ward had 30 beds, including 8 side rooms. The Ward bays are single sex and side rooms are often used for isolation patients. The Ward is mainly run by permanent staff, with a small number of bank staff that are very familiar with this ward's procedures. During the day there are five Registered Nurses (RNs), four Health Care Assistants (HCAs), two housekeeping staff and two ward clerks. At night there are four RNs and two HCAs. There are also currently eight Oncologists, five Haematologists and three Senior House Officers who work on the ward. A ninth Oncologist has just been recruited.



The Matron and Ward Manager told us the following;

- Teamwork is seen as being of great importance. The ward managers are proud of their team and feel that they support one another. There is an induction course for new staff at both hospital and ward levels. This includes a minimum of two weeks being mentored by a senior member of staff as a supernumerary. This period is extended if necessary. There are regular staff meetings, and every day three team ‘huddles’ when all staff can, and do, share information.
- Staff training is partially facilitated by money donated to the Ward and managed as a Patient Trust Fund. This money also buys additional equipment. The Ward Manager is new in post and feels well supported by the Director of Nursing. The Matron has extensive and lengthy experience on the Ward.
- Feedback is seen as being of great importance. A computer tablet based evaluative tool is used with at least 5 patients every month, and the data gathered fed back to the staff. A closed Facebook page is also used to share information. A “Friends and Family” comments form is in use for visitors and relatives.
- The nurse in charge of the patient on the day is responsible for discharge after checking with Occupational Therapy, Physiotherapy, Care Providers, relatives and Social Workers. Discharge can sometimes be delayed due to a lack of hospice beds, or the capacity of care providers. Some patients have lengthy stays on the ward. Three or four month periods are not uncommon, and six-month stays have been known.

They are very proud of their staff: “Our team are amazing. They work miracles every day. They always pull together and support one another”. They also have clear goals for improvement that focus on a desire to enhance the quality of the patient experience with such things as an outdoor area, more space for individuals and creating a homely atmosphere.

### **Environment**

Ward 23 is well signposted and easy to find. There is access via both stairs and a lift. The environment is bright and clean, and all staff are very welcoming. The atmosphere is quiet, calm, purposeful and busy. There is a day room with comfortable chairs and a television, although it is also used for furniture storage.

One of the bathrooms had been decorated with an attractive wall painting, although it too was being used for storage. Patients have individual ceiling mounted televisions. The temperature is comfortable and windows let in fresh air.

The Wi-Fi signal is strong. However, one patient found the positioning and number of power plugs insufficient for their electronic equipment. We saw that beds are quite close together.

## What people told us

We spoke to two staff (in addition to the Matron and Ward Manager), six patients and four relatives, using a questionnaire (Appendix A) as a prompt. Everyone we spoke to had the very highest regard for every aspect of the Ward's work.



### 1. Do they feel comfortable and able to relax?

Patients told us the following about noise on the Ward:

- “The Ward is quiet - less bells and fuss. The curtains are drawn around my bed and I have slept better than anywhere else in hospital.”
- “I have really good nights.”
- “The only noise is necessary noise.”
- “The staff are very quiet and considerate. I get a good night’s sleep.”
- “One of the toilet doors has lost its “soft close” function and bangs at night.”

Patients told us the following about the food:

- “The food is good, with a good variety.”
- “Food is good. Everything is good.”
- “You can’t fault the food. However if you are here for a while, you can predict the menu. A more random and varied menu would make it even better.”

A patient regretted that the vegetarian menu was often restricted. However, they greatly appreciated that staff would willingly journey to the kitchen to find them something else if they expressed their disappointment.

A trolley service of snacks, water and juice is much valued by patients.

Individual patients also told us:

- Whenever possible, the windows were open for fresh air. Although one long term patient told us they missed the opportunity to go outdoors.
- Assistance is very quickly offered in response to requests.
- Staff respect personal space.
- They appreciated the thoughtfulness of staff who would anticipate their needs by asking if they wished for their curtains to be drawn for privacy.

We saw curtains being drawn around beds to give patient privacy.

Visiting is possible at all times. One visitor said: “I have been made to feel really welcome.”

Four patients said they had no concerns arising from disruption by other patients.

The Ward Manager said that a side ward is used to accommodate those likely to cause issues.

One patient found the positioning and number of power plugs insufficient for her electronic equipment. The Ward Managers said that they felt that beds are quite close together, especially for longer-term patients.

## **2. Do they have confidence in the ability of the staff?**

All patients and visitors are very confident in the staff. One patient said, “I have absolute confidence in everyone”. Another appreciated that; “The staff make the effort to really get to know you when you arrive”. Another said, “They’re brilliant, wonderful”.

A visitor said: “As a nurse myself the standard of care has been exceptional (for my father).” All of her father’s care needs had been met with “an obliging smile”.

### **3. Do they feel supported?**

One patient said: “On this ward the staff are more personal. They build a relationship right from you arriving: everybody; doctors, nurses, cleaners.”

Another patient said: “You can’t fault them, you only have to raise your hand and someone is there.”

A visitor said: ‘Staff have been very kind and empathetic. It’s really appreciated at, quite possibly, the worst time in my life.’ Another visitor said: “Other wards could learn from Ward 23, they have an amazing empathy for us.”

### **4. Do they feel listened to and understood by staff?**

One patient said: “Staff are so reassuring.” Another patient, speaking about their ongoing care needs on being discharged, said: “I was clear about it right from being admitted through talking to staff.” Another said that the staff “know me as a person”.

### **5. Do they feel the staff communicate with them well?**

Patients told us:

“Everyone is happy, the staff team help one another, everyone mucks in together.”

“10 out of 10 for everything.”

Speaking about a relative’s transfer to a hospice one visitor said: “There has been excellent communication. I can’t fault it. Staff are lovely.”

Another relative said: “You cannot fault the ward.”

One staff member said: “The whole ward team are brilliant. I can’t think of anything that would improve the working atmosphere here.” Another member of staff valued the following: “I can build up relationships with patients as they return from cycles of chemotherapy.”

Other staff comments were:

“I can’t think of anything which would improve the working atmosphere here.”

“I’m very happy and at home here.”

“Sometimes we run out of cleaning materials.”

## Summary of Findings

- Comments from patients and visitors who we spoke to were unanimous, and highly positive, about all aspects of their experience on Ward 23. All patients and visitors we spoke to felt comfortable, able to relax, confident in staff ability, supported, listened to and understood and felt that staff communicated well. Comments about patient discharge were also positive. Everything we saw and felt on the visit echoes this view.
- We were told about a strong team ethos on the Ward. This was supported by what we observed and what we heard.
- Staff said that patients, especially those receiving longer-term treatments, would welcome an outside space. One patient also told us they missed going outside.
- Patients would like more variety in the menu and more personal space/facilities.
- The day room, a bathroom and the Ward were used for storage.
- A toilet door is noisy when closing.

## Recommendations

We suggest that the following recommendations be considered:

- The excellence of the Ward’s care is celebrated.
- Thought is given to ways of enhancing the experience of longer-term patients.
- Alternative equipment storage solutions are sought.
- Mending the toilet door so that it closes quietly.

## Service Provider Response

The service provider gave the following response to our recommendations which appear below in blue.

- The excellence of the Ward's care is celebrated.

The ward manager and matron shared the Healthwatch feedback with the Ward team and the Care Group.

- Thought is given to ways of enhancing the experience of longer-term patients.

Replacing ceiling tiles with skylights in each of the 6 side rooms is being explored to create an improved environment for patients. This is in progress.

To provide all side rooms with 32inch smart T.V. This has been completed.

The option of introducing privacy glass doors for Bay 3 and 4 is being explored and a quote for the work has been requested. This is in progress.

- Alternative equipment storage solutions are sought.

The Estates Manger has been invited to meet with the Ward Manager to explore solutions to improve storage within the Ward. This is in progress.

- Mending the toilet door so that it closes quietly.

The noisy toilet door has been reported to the estates team via MICAD. This has been reported and is awaiting repair. The Ward Manager will oversee this.

Thank you for the feedback, the benefit of receiving feedback from external agencies helps support service improvement and the experience which we deliver to patients accessing services. (Ward Manager, Ward 23)

## Acknowledgements

Healthwatch Shropshire would like to thank the Trust, patients, visitors and staff for their contribution to this Enter & View.

## Get in Touch

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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## Appendix - Questionnaire

**Healthwatch Shropshire** are visiting this ward today. We want to hear about your experience of care and treatment and what it is like being on the ward. Please tell us what has been good and where you think things could be improved.

We would be grateful if you would speak to one of the volunteers here today or complete this form.

What you tell us will also be used in our Enter and View visit report which will be published on our website. You will not be identifiable in the report.

If you do not want to share your views with us today you can also contact Healthwatch Shropshire directly. Please ask the visit team for our contact details.

**Please tell us if you are:**      the patient            a relative/visitor     

During your time on the ward, have you felt...?	Not at all	Not very	Quite	Very	Don't know	Comments
Comfortable						
Able to relax						
Confident in staff ability						
Supported						
Listened to and understood						
That staff communicate with you well						

That staff are available when you need them						
Safe when moving around the ward						

**Other comments:**

Thank you

Ward