



Enter & View Visit Report

Details of Visit

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| Service Name and Address | Ward 25 -Colorectal Surgery / Gastroenterology Royal Shrewsbury Hospital (RSH) |
| Service Provider | Shrewsbury and Telford Hospital NHS Trust (SaTH) |
| Date and Time | 23 rd November 2016 14.00 - 15.30 |
| Visit Team (Enter & View Authorised Representatives from Healthwatch Shropshire) | 2 Healthwatch Shropshire Authorised Representatives |

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, semi-announced or unannounced. This visit to Ward 25 at the Royal Shrewsbury Hospital was semi-announced; the Ward Manager and Matron were given written notification that a visit would be made in November 2016.

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 sister gave us a brief tour of the ward.

We spoke to 10 patients.

What we found out

Ward 25 has 38 beds, divided into a surgical and a medical area, each with their own staff, but the staff do help one another out if necessary.

- The medical area has 18 beds - two six-bed bays, one four-bed bay and two side rooms
- The surgical area has 20 beds - three six-bed bays and two side rooms

At the time of our visit a female bathroom was closed for planned refurbishment as a wet room. Female patients are using the toilets with wash basins, and the male bathrooms for bathing. Staff told us that they make sure the bathrooms are clean before the patients use them. The male bathrooms will be refurbished in due course.

At the time of our visit the ward was very busy. Many patients had visitors with them, who sometimes contributed to the conversations we had with them. Other patients chose not to speak to us, some because they didn't want to, some because they felt too poorly following surgery and others because they had visitors.

Comfort and ability to relax

Comments from patients included:

- “As comfortable as you can expect to be in hospital.”
- “As comfortable as you can be in a busy ward.”
- “More comfortable on this ward than on other wards I have been on.”

- **Temperature**

There were mixed comments on the temperature of the ward. Some said it was fine, some said it was too hot at times, and others said it is cold at times.

- **Noise**

Some patients found it difficult to sleep at night because of their own medical condition. Others spoke of it being a very busy ward day and night, and that sleep disturbance was 'no more than expected'.

- **Mobility**

Several patients described how staff helped them to start walking again following surgery to regain and keep their independence. They had mobility aids by their beds to help them with this.

- **Mealtimes and food**

Patients told us they were not disturbed by staff when eating meals, though one patient said that sometimes breakfast was interrupted by clinical staff.

Comments on the food were varied, including:

- "The food is good."
- "There is no invalid food."
- "There is no low fibre option."
- "It is as good as you can get on a low budget."
- "It is hot."
- "There is choice."
- "I have no appetite, whatever the food."
- "The food could be improved."

Two patients we spoke to have a special diet - one dairy free and the other lactose free. They said that there were no substitutes on the menu for them. They mentioned another patient on the ward, whom we were not able to speak to, who also has special dietary needs. Someone from the catering department came to discuss their diet with them and asked if the family could bring them in what they needed. There were several comments about the menu not being suitable for the ward they were on - some had to have a low fibre diet, and would have preferred to be able to choose something more 'bland'. When we described the more negative comments to the Ward Sister, she told us there were various food options.

- **Privacy**

We saw curtains being drawn to give patients privacy, and more than one patient told us the curtains were very useful, and that they valued their privacy.

- **Hygiene**

We asked about personal hygiene. Patients told us about staff helping them to the toilet, and with washing and bathing after operations. One patient who has been on the ward several times before said they didn't think there were enough toilets/bathrooms for the number of patients on the ward.

- **Visitors**

All patients and their visitors said visitors were made to feel welcome on the ward. One visitor said they were made to feel "very welcome, notably well".

- **TV and radio**

Two patients said they were disappointed that there was no TV available 'to help to pass the time', and one said the radio was not working. A third patient was very pleased that good Wi-Fi was available on the ward.

- **Admissions**

Some patients had planned admissions, and none of these were dissatisfied with the length of time this took. Other patients were admitted as an emergency. One of these described an unsatisfactory admissions experience related to patient transport. The patient emphasised that all the staff who dealt with her “face to face” were “fantastic”, and that her experience on the ward was totally different to her admission experience.

Confidence in, and support from, the staff

Patients made many positive comments about staff on the ward:

- “The staff know what they are doing.”
- “The staff are brilliant. The ward is very efficiently organised.”
- “The staff are lovely.” (This patient showed us a poem she had written about the staff.)
- “The staff have time for you.”
- “The staff honour your privacy.”
- “The staff are hand-picked on this ward.”
- “The staff are always checking your needs.”
- “The staff are excellent.”

Several patients told us that call bells were responded to within a reasonable time, even at night, and one patient said their call bell was responded to immediately. Another patient said there were fewer staff around at night and that care was 'adequate'.

Staff listening and communication

Patients made many positive comments about staff on the ward:

- “The staff are very welcoming. They laugh and joke with you.”
- “They explain things to me when I ask. They know who I am.”
- “They always tell me what they are doing.”
- “The staff have a good rapport with patients.”
- “The staff listen to you.”

An Occupational Therapist came to see a patient whilst we were talking to the patient and relatives. This visit had been requested by the relatives the day before. After seeing the Occupational Therapist, the relatives were delighted and said: “All our questions have been answered. We know what is going on.”

Whilst we were talking to one patient, a member of staff handed them a leaflet about their discharge. The patient was happy with this.

Another patient told us they were waiting for a care package to be put in place before being discharged. She said that, although she would like to be discharged, she understood why there needed to be the right care in place first.

One patient told us that they had found a senior clinician to be very unapproachable and difficult to understand.

Several patients said that the staff were overworked. One said they didn't feel there were enough staff for the ward. Another said that they never take a break.

Summary of Findings

The patients we spoke to on Ward 25:

- Told us they were as comfortable as could be expected.
- Felt they were being looked after well.
- Were very complimentary about the way staff talked and listened to them. They told us that staff answered their questions.
- Told us they knew what was happening to them in their treatment.

We also heard that:

- Visitors were made to feel very welcome.
- One patient had had an unsatisfactory admissions experience.
- One patient found a senior clinician to be unapproachable and difficult to understand
- Several patients were not happy with the range of food offered. Others said the food was as expected.
- Some patients would have liked to be able to watch TV or listen to the radio.
- One patient really liked the Wi-Fi access on the ward.

Recommendations

- To review menu options on the ward, how these meet dietary requirements and how patients are told about the options available to them
- To consider how patients can watch TV, listen to the radio, etc. on the ward, for example through the use of the hospital Wi-Fi

- To review how senior clinicians speak to patients and check their understanding of what is being said
- Healthwatch Shropshire to share the details of one patient's poor experience of non-emergency patient transport when being admitted to the hospital with the service provider and the trust.

Service Provider Response

Healthwatch Shropshire have received the following response from the Ward Manager of Ward 25:

I would like to thank Health Watch Shropshire for carrying out the review on Ward 25 in November 2016, and welcome any further review you may wish to make. My team and I appreciate the comments and positive feedback.

Healthwatch Shropshire has received the following information and action plan from the trust in response to our recommendations:

To review menu options on the ward, how these meet dietary requirements and how patients are told about the options available to them

- The trust do offer a wide range of menu options, if in preoperative assessment patients have any complex menu plans the pre-operative staff usually inform the ward in advance.
- Housekeepers discuss any menu requirements with patients and if we are unable to assist the Kitchen Staff will come to the ward and discuss any help they can give.

This is already in progress and overseen by the Ward Manager, Housekeepers and Healthcare Assistants. There is a good working relationship with kitchen staff. This is part of the Patient Engagement and Involvement Panel observations of care.

To consider how patients can watch TV, listen to the radio, etc. on the ward, for example through the use of the hospital Wi-Fi

- Radios on the handset are in use, however the trust do not provide ear plugs for sole use due to infection control, but patients are encouraged to use the handset. Patients are also able to bring in their own radios and small televisions.
- We have recently been donated New Televisions for our side-rooms, which are bracketed to the walls (23/12/16)
- Hospital Wi-Fi is available to all patients and you just access a code for a week's usage

To review how senior clinicians speak to patients and check their understanding of what is being said

- On board rounds the Nurse in charge discusses with the team progress and discharge planning, and then on the Ward Round Staff then are present and follow up with their patient afterwards what has been discussed, to ensure that patients understand their plan of care.
- For relatives at visiting times staff are visible and paperwork is completed in the bays to allow relatives to discuss with staff any queries or issues they may have.

This is on-going and is overseen by the Nurse in charge of the shift on a daily basis.

There is a Daily Action Review by the Patient Experience and Involvement Panel and exemplar ward observations and patient surveys.

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!

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