

Enter and View Visit Report - Oak Ward, Bradwell Hospital, Newcastle under Lyme

Date of Visit: 29 July 2013

Time: 11.00 - 13.00

Matron: Mrs Julie Cumberlidge

Reason for Visit:

Premises visited: Oak Ward, Bradwell Hospital, Talke Road, Chesterton
Newcastle u Lyme

Representatives: Mr Harry Ferguson
Mr Paolo Morganti

1. Report Overview

Bradwell is a Community Hospital set in pleasant surrounds in Newcastle u Lyme.

2. Reason for the Visit

The purpose of the visit was to provide an independent assessment of the care provided within the hospital.

3. Approach Used

The approach used was to observe the environment including the wellbeing of patients, staff, relations and carers.

4. Observations/Findings

4a Physical Environment

External - the hospital is pleasantly situated with well maintained buildings and surrounding grounds including a courtyard garden and another external garden both well kept and which service users can access.

Internal - Oak Ward is clean, well decorated and reasonable temperatures are maintained. The rooms and service areas were well presented and there were no pervading odours of areas of concern.

Oak Ward has 21 beds for intermediate care elderly adult patients who have had acute episodes of illness or suffer from chronic conditions.

The Ward provides support and rehabilitation for patients recovering illness but in need for further nursing and therapy support to enable them to live as independently as possible.

The ward has 3 bays (2 female and 1 male) and 4 single rooms.

At the time of the inspection, there were 14 female and 7 male patients.

The average length of stay is 12 days with a target of 20 days.

There is also access to a RAID service (mental health Rapid Access Intervention for Discharge)

There is an infection control team with a set programme for dealing with any infection issues.

There is a proper procedure in place for dealing with HARMs (urinary tract infections, bed ulcers, falls)

4b. Food & Nutrition

There is a choice of breakfast and also at lunch and dinner when there are hot meals, salads or sandwiches.

There are also facilities to obtain drinks or snacks.

4c. Staff/Training

The reception area was clean and tidy and reception staff pleasant and helpful.

Nursing, care and cleaning staff were all friendly and receptive and the interaction between staff and patients was very good
All staff were responsive to patient's needs.

There is statutory mandatory training on an ongoing basis.

There are monthly ward meetings and weekly multi-disciplinary meetings.

There are three shifts staffed by a mixture of qualified nurses and care staff of NVQ 2 or higher.

In cases of absence, staff may be asked to do extra shifts. Staff may also be requested from other wards or bank and agency staff used.

There is also an activities organizer and rehab support worker available.

4d. Communication

There are Dementia Champions and where necessary the ward has access to mental health colleagues from NHS Combined Healthcare via the RAID team or Community Psychiatric Nurses.

Service users are given an Integrated Care Plan which is built around their needs and is prepared with the aid of Social Care officers and other health workers. All services are available on site

Seventeen patients were spoken with and they were all pleased with the attention that they received from the staff. Most of them had been made aware of why they were in Oak Ward and within a reasonable time they would return home with a Care Plan to help them to live independently.

Patients are encouraged to use the community room rather than staying by their beds and to participate in activity groups which they said they enjoyed. The room is also used as the dining room.

4e. Medicines

Medication is strictly monitored and dispensed by nursing staff who wear a red bid requesting that they are not distracted whilst giving medication.

4f. Complaints

There is proper complaints procedure which service users and relatives are made aware of. Most complaints are dealt with and resolved at ward level.

More serious complaints may need a higher level of investigation and there is access to advocacy services from ASIST.

5. Summary

Oak Ward has a bright and pleasant environment.

It is clean and uncluttered and the staff at all levels were very attentive to the needs of the service users and treated them with dignity and respect.

Every effort is made to ensure that when service users return to their own homes that all the necessary help to enable them to live as independently as possible has been made.

Service users were made aware of why they were in Oak Ward and that they would return to their own home as soon as they were able.

The only adverse comment to make is concerning the 'training kitchen'. The cooker is gas and there is no gas supply available. Also in the other training kitchen there are microwave ovens which prove popular.