

## Enter and View Report

### Visit details

---

Service address:	London Road Community Hospital, London Road, Derby, DE12QY
Manager:	Sue James
Service Provider:	Derby Hospitals NHS Foundation Trust
Date and Time:	Wednesday 28 August 2013
Authorised Representatives:	Jessica Davies, Rebecca Johnson
Reason for visit:	Healthwatch Derby Enter and View Program
Declaration of interest:	There were no declarations of interests on this visit.

### Acknowledgements

---

Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View program.

### What is Healthwatch

---

Healthwatch Derby is an independent consumer champion created to gather and represent the view of the public. Healthwatch Derby plays a role at both a national and local level, making sure the views of the public and people who use services are taken into account.

### What is Enter and View

---

Part of the Healthwatch Derby program is to carry out Enter and View visits. Healthwatch Derby authorised representatives carry out visits to health and social care services to see how services are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allow representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

**Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.**

## Purpose of the visit

This visit was part of Derby Hospitals NHS Foundation Trust monthly PLACE Inspection (Patient Led Assessment of the Care Environment), and was therefore an unannounced visit.

## Methodology

Derby Hospitals NHS Foundation Trust carry out monthly PLACE Inspections at each of their sites where they produce an internal action plan. Healthwatch Derby contacted the lead, Debbie Wild, Contracts Monitoring Officer, to arrange for the Enter and View representatives to take part.

## Introduction/summary

London Road Community Hospital is a community based hospital located in the city centre. It provides rehabilitation and intermediate care, independent facilities and some outpatient services including dermatology. During the tour, representatives visited Reception, Dermatology, Neurology, Ward 4 and Ward 6, making observations and were invited to sample a selection of the three course meals from the hospital lunch menu. The total number of feedback reports received by Healthwatch Derby stands at 38. Out of these 3 identify London Road Community Hospital as the main provider.

## Observations

### Level 1

Positive Observations	Negative Observations
<ul style="list-style-type: none"><li>• Car parks had good signage.</li><li>• Maps at the main entrance.</li><li>• Bright and clean reception.</li></ul>	<ul style="list-style-type: none"><li>• Main signage could be placed better.</li><li>• Hand sanitizer could be placed at entrance.</li><li>• Information boards on the way to neurology were untidy and out of date.</li></ul>

### Dermatology

Positive Observations	Negative Observations
<ul style="list-style-type: none"><li>• Bright, clean waiting area.</li><li>• Plenty of relevant information on information boards.</li><li>• A selection of books in the waiting area.</li><li>• Information boards outlining who's who on shift.</li><li>• Bright, clean consulting room.</li></ul>	<ul style="list-style-type: none"><li>• No sign at Reception.</li><li>• Hand sanitizer visibility was poor.</li><li>• There was a small trolley near reception in the way.</li><li>• A cupboard for equipment was unlocked.</li><li>• The signage on the toilets was confusing as to whether there was a male disabled toilet.</li><li>• The bin in the disabled toilet was</li></ul>

	<p>positioned so that it obstructed patients/visitors using a wheelchair.</p> <ul style="list-style-type: none"> <li>• The bin in the disabled toilet was foot operated, some patients would not be able to use their feet to operate the bin, and these patient would have to lift the bin lid by hand.</li> <li>• There was a ladder in the linen room.</li> <li>• Some signage was not at a wheelchair users level.</li> </ul>
--	---

## Neurology

Positive Observations	Negative Observations
<ul style="list-style-type: none"> <li>• Space in waiting area reserved for wheelchair users.</li> <li>• Some signage in different languages.</li> <li>• Access to a sensory garden where patients can use the facilities to grow flowers and vegetables, improving their skills.</li> <li>• Access to a therapy kitchen where patients can use the facilities to prepare meals, improving their skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Fire procedure was in an inappropriate location and not completed with a map.</li> <li>• Some signs needed to be removed as they are being attached to the wall using tacks in a public place.</li> <li>• Carpets in some of the rooms smelled musty.</li> <li>• No doors on bays could affect a patient's privacy.</li> <li>• Decking in the sensory garden was not accessible to wheelchair users.</li> <li>• Items which could cause harm such as knives were not stored in locked cabinets.</li> </ul>

## Ward 4

Positive Observations	Negative Observations
<ul style="list-style-type: none"> <li>• Good signage to Wards.</li> <li>• Ward entrance was bright and clean.</li> <li>• Same sex bays.</li> <li>• Staff were observed being attentive.</li> <li>• The dining area was a fairly large space with a number of tables for patients to use, allowing for patients to socialise.</li> </ul>	<ul style="list-style-type: none"> <li>• Ward entrance was a bit bare.</li> <li>• Lifting equipment was stored outside of an unoccupied day room.</li> <li>• Some bathrooms were being used for storage.</li> <li>• Unused bay was being used for storage.</li> <li>• A door which was labelled as 'keep locked' was left open.</li> <li>• Some vents were dusty and needed cleaning.</li> <li>• A dirty rotunda was left in an en suite.</li> <li>• Some bays had food debris on the floor.</li> </ul>

## Food Tasting – The Enter and View Team tasted a sample of the lunch menu

Starter	Main Course	Dessert
<ul style="list-style-type: none"> <li>• Soup</li> </ul>	<ul style="list-style-type: none"> <li>• Sausage, mash and Veg</li> </ul>	<ul style="list-style-type: none"> <li>• Chocolate sponge with</li> </ul>

	<ul style="list-style-type: none"> <li>• Cottage Pie and Veg</li> </ul>	custard <ul style="list-style-type: none"> <li>• Yogurt</li> <li>• Fruit</li> </ul>
--	---	---

## Food Tasting

Positive Observations	Negative Observation
<ul style="list-style-type: none"> <li>• Presentation of the food was appealing.</li> <li>• Staff were knowledgeable about the menu.</li> <li>• If nothing appealed to the patient they could choose from a different menu.</li> <li>• Staff were observed assisting patients in the dining room with dignity and respect.</li> </ul>	<ul style="list-style-type: none"> <li>• The Enter and View Team found the taste and the texture of the sausage was very poor and appeared to be of a low quality.</li> <li>• Cutlery in the dining room was watermarked.</li> <li>• Lunch options did not always include a hot vegetarian dish.</li> </ul>

## Ward 6

Positive Observations	Negative Observations
<ul style="list-style-type: none"> <li>• Bays were colour coded for dementia patients.</li> <li>• Excellent signage for dementia patients.</li> <li>• Kitchen fit for purpose.</li> <li>• Physiotherapy room fit for purpose.</li> </ul>	<ul style="list-style-type: none"> <li>• The Chapel and Prayer Room was not fit for purpose.</li> </ul>

## Concerns Resolved During Visit

<ul style="list-style-type: none"> <li>• On arrival there was no receptionist at the desk which could prove a security issue (however, this was explained as the printer is at the far end of the corridor away from reception).</li> </ul>
---

## Interview/Survey findings

There were no surveys conducted during this visit but staff did comment that:

- Often, mandatory training was based at the Royal so staff would have to spend half an hour travelling each way, another hour away from patients.
- Storage space was an issue in Neurology and sometimes, therapists had to see patients in offices.
- Some of the furniture in rooms such as the therapy kitchen and the intended cognitive gym needed updating.

## Conclusion

During the visit it was apparent that trends were emerging namely issues around:

- The appropriate display of the fire procedure.
- The storage of equipment.
- The display of information on noticeboard.

- The provision of facilities such as the therapy kitchen, sensory garden and the chapel and prayer room.

### **Evidence of best practice**

---

Evidence of best practice include:

- Monthly PLACE Inspections are conducted at this hospital site by the trust in addition to the annual PLACE Inspection, involving patient representatives to produce an internal action plan.
- The provision of a sensory garden for patients to use and develop skills.
- The development of a cognitive gym to contribute to patient rehabilitation.

### **Recommendations**

---

Recommendations include:

- All equipment in the hospital should be free from dirt in an effort to improve infection control and stored in appropriate storage areas.
- All disabled toilets throughout the hospital need to be assessed to ensure that wheelchair users are able to access them and all bins in disabled toilets need to be push button lids not foot operated lids as all that were checked during the visit were not appropriate.
- The Chapel and Prayer Room facilities need improving, with the provision of curtains or screens to provide privacy for users, equipment to make it more accessible and welcoming, and service user feedback forms should be made available to allow for their input.
- All fire procedures need to be completed with maps displaying the location and displayed in the designated area near the fire panel.
- Certain items in the therapy kitchen need to be stored in a locked draw when they are not in use.

### **Service Provider Response**

---

In reply to the Enter and View Report, Derby Hospitals NHS Foundation Trust have compiled their own response addressing the recommendations entitled Healthwatch Derby Enter and View PLACE Report – London Road Community Hospital, Derby Hospitals NHS Foundation Trust, Wednesday 28 August 2013.