

Enter and View Report

Visit details

Service address:	Royal Derby Hospital, Uttoxeter Road, Derby, DE223NE
CEO:	Sue James
Service Provider:	Derby Hospitals NHS Foundation Trust
Date and Time:	Wednesday, 30 October 2013
Authorised Representatives:	Rebecca Johnson, Steve Barr
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest 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 programme.

What is Healthwatch

Healthwatch Derby is an independent consumer champion created to gather and represent the views 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

The Royal Derby Hospital is the second largest hospital in the East Midlands and is located near to the city centre. It provides general medical, surgical, maternity, rehabilitation care and accident and emergency services. During the tour, representatives visited Reception, Ward 209 and Ward 204, making observations and were invited to sample the full hospital lunch menu.

Observations

Level 1

Positive Observations	Negative Observations
<ul style="list-style-type: none">• Big maps and good signage directing patients and visitors to the various departments.• Multi faith calendar and prayer schedule displayed.• Very well appointed prayer rooms and wash rooms for patients, visitors and staff.• Use of colours in the different sections of the hospital.• Well presented signage with directions and colours for the visually impaired.• All the corridors are kept light and bright.• The hospital in general was very clean.• Volunteers were very visibly assisting patients and visitors in a friendly manner.• All the nurses that were spoken to were friendly and helpful.	<ul style="list-style-type: none">• The revolving entry door needs to be cleaned.• There was a strong smell of smoke in entrance way.

Ward 204

Positive Observations	Negative Observations
<ul style="list-style-type: none"> Nice display in Ward 204 Ward 204 reception nice and presentable. Welcome display board was bright and inviting. Very good display in the corridors of Ward 204. 	<ul style="list-style-type: none"> The leaflet display rack was untidy making it difficult for patients and visitors to access information. Patient tables were cluttered in Ward 204 and had not been tidied before dinner. None of the patients asked had been given hand wipes before food on Ward 204. There were several cluttered trolleys on the Wards of 204. There were open and exposed linen left in the corridor. Several bays didn't display the nurse in charge, making it difficult for patients and relatives to know who to talk to. Most of the doors in Ward 204 were propped open. En - suite of Bay 2 in Ward 204 needed cleaning and airing.

Ward 209

Positive Observations	Negative Observations
<ul style="list-style-type: none"> Bright and colourful pictures in the maternity corridor provided as part of AIR; the Art For Wellbeing Project. Hand sanitizers were available as soon the ward was entered. Empty bed space was very well appointed and laid out. Ward 209 was very clean. 	<ul style="list-style-type: none"> Bay 4 windows were taped shut because of a draft making it look unsightly. There was debris/litter/dust in the lift and stair well to leading to level 2. Only 3 seats in the maternity corridor for visitors. There was no signage asking people to ensure they clean their hands. A comment box was displayed but no comment cards were available. Ward Assurance displayed on 209 was dated from 2011. The leaflet rack was messy and had no space. A fire door was propped open to Ward 209. The day room on Ward 209 seemed very clinical. Only Macmillan information was available, no books, television etc... The water machine in 209 had been decommissioned but there was no signage for an alternative machine.

	<ul style="list-style-type: none"> • Wheelchairs were blocking the second drinks machine on Ward 209 which we later found out had also been decommissioned. • There were commodes stored in both wash rooms in Ward 209. • An emergency cord in Washroom A was detached and draped over the arm of the toilet, we were informed that it wasn't used very much however it was not signed as storage.
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Concerns Addressed During Visit

<ul style="list-style-type: none"> • All bins are foot operated (The Trust is currently sourcing new bins). • Disabled toilets being cleaned but no alternative sign (Addressed on visit). • Disabled toilet in prayer room area has no disabled sign and the mirror is too high, loo roll is too far away, soap and towels too far up (The Trust has stated that facilities for disabled people are to a standard DDA specification). • Broken shoe rack blocking chapel door (Addressed on visit). • Hospicon top up machine out of order and no signage for alternative (Addressed on visit). • Elevator signage outside Ward 209 read "about ward and beast unit" instead of labour ward and breast unit (Estates requested to amend). • Patient alarm button was under the bed in Ward 204 (Addressed on visit).
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Food Tasting – The Enter and View Team tasted a selection of the lunch menu

<p>Main Course</p> <ul style="list-style-type: none"> • Chicken Ceaser Wrap • Two cheese and onion wrap • Ham and tomato sandwich • Cheddar cheese and pickle • Potato Top Fish Pie • Vegetable Casserole with Dumplings • Corned Beef Hash • Chicken Casserole • Chicken Penne Pasta • Lamb and Veg • Salmon • Sausage and mash • Macaroni Cheese 	<p>Desserts</p> <ul style="list-style-type: none"> • Lemon and jam sponge • Apple crumble • Fresh fruit • Yoghurt • Jelly and ice cream
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Food Tasting

<p>Positive Observations</p> <ul style="list-style-type: none"> • The Enter and View Team were impressed with the choice of meals available on the lunch menu. • The Enter and View Team were 	<p>Negative Observations</p>
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impressed with the presentation of the meals.

- The Enter and View Team found that all meals were served at an adequate temperature.

Interview/Survey findings

During the visit, Healthwatch Derby left patient, visitor and staff surveys for service users, their friends and family, and those who provide care to complete anonymously. A total of 17 surveys were returned within the two week timeframe.

Patient Surveys

- 3 responses were from Ward 209, 1 response was from Ward 204 and 4 responses didn't indicate a ward.
- 7 out of 7 responses said the doctors and nurses talked to them about why they were in hospital.
- 6 out of 7 responses said they knew what was wrong with them enough to be able to explain it to a close friend.
- 5 out of 7 responses said they felt involved in deciding what treatment they got for their medical condition.
- 4 out of 7 responses said they had been offered information and leaflets about their medical condition.
- 2 out of 8 responses said they had seen a patient handbook.
- 2 out of 8 responses said they had been told where they or their family could get more information about their medical condition.
- 3 out of 8 responses said they were aware of the dignity champion for their ward.
- 7 out of 8 responses said there was always someone to help you when they needed it.
- 3 out of 5 responses said they received help at meal times when they needed it.
- 0 out of 4 responses felt their relative or friend had been told they could help at meal times if they needed it.
- 5 out of 5 responses said they always got help with washing and bathing if they needed it.
- 4 out of 5 responses said if they needed help toileting, they always got it on time.
- 5 out of 7 responses said a family member or someone close to them has had the opportunity to talk to a doctor with their permission.

Visitor Surveys

- 2 responses were from Ward 209 and 1 response was from Ward 204.
- 2 out of 3 responses said they were made to feel welcome when they come to visit the hospital.
- 1 out of 3 responses said they felt visiting hours were flexible at this hospital.
- 2 out of 3 responses said they felt visitors were supported by staff at this hospital.
- 2 out of 3 responses said they felt that staff were friendly and helpful at this hospital.
- 1 out of 3 responses said they were happy with the service of physical and medical care provided at this hospital.
- 0 out of 3 responses said they were happy with the service of emotional care provided at this hospital.

- 1 out of 3 responses said they were happy with other aspects of service at this hospital, such as food.
- 0 out of 3 patients said they felt the care plan is followed successfully.
- 2 out of 3 responses said they feel fully informed and kept up to date with the health and care of the patient.
- 2 out of 3 responses said they felt that the patients were treated with dignity and respect.

Staff Surveys

- 4 responses were from Ward 204 and 2 responses were from Ward 209.
- 0 out of 6 responses said they felt there were enough nurses on shift at this hospital to meet the needs of the patients.
- 0 out of 6 responses said they felt there were enough care assistants on shift to meet the needs of the patients.
- 2 out of 6 responses said they felt there were enough housekeeping staff on shift to meet the needs of the patients.
- 2 out of 6 responses said they felt satisfied with their present jobs.
- 2 out of 6 responses said they felt they were asked to do things against their better judgement.
- 0 out of 6 responses said they felt they had enough time to fulfil their duties on shift.
- 0 out of 6 responses said they felt they received adequate support at this hospital, both physically and emotionally.
- 1 out of 6 responses said they felt their work was valued at this hospital.

During the visit a patient commented that they:

- Found the food tasteless, food is very traditional and would have preferred modern options like burgers.

During the visit a staff member commented that:

- Food quality is very inconsistent in terms of being reheated and distributed.

Conclusion

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

- The cleanliness of some equipment and its appropriate storage.
- Ensuring relevant and up to date information is displayed on the wards.
- Ensuring patients on all wards are prepared to receive meals.
- Ensuring patients on all wards have space to eat.
- Ensuring the provision of temporary signage where required to instruct patients, visitors and staff of changes to the norm.
- The provision of patient feedback.

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.
- Specific signage to improve access for people with visual impairments.
- The majority of patients surveyed felt that information provided was clear and that more information was available if needed. They felt involved in making decisions about their treatment and also felt that there was always someone to help when needed with tasks such as eating, washing and bathing.
- The majority of visitors surveyed felt they were made to feel welcome when they came to visit the hospital and that they were supported by staff. They felt that staff were friendly and they were kept up to date with the health and care of the patient, and that patients were treated with dignity and respect.

Recommendations

Recommendations include:

- All equipment in the hospital should be free from dirt in an effort to improve infection control.
- All eating areas should be clean and patients should be offered hand sanitizer before eating to improve infection control.
- Materials displayed on wards should be relevant to provide the patient and their family and friends with up to date information about their care.
- Patient feedback needs to be encouraged on the wards to allow for their opinion to be taken into account.
- It is important that staff feel supported in their roles, in terms of resource and supervision, to deliver a high standard of care that meets the needs of the patients. The majority of staff surveyed did not feel valued or that they could discuss concerns with senior management.

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, 30 October 2013.

