

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, 20 November 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 Orthopaedic Outpatients, Ward 311 and Ward 306 making observations and were invited to sample a sample of the hospital lunch menu.

Observations

Level 1 Corridor

Positive Observations	Negative Observations
<ul style="list-style-type: none">Volunteers on hand to assist patients and visitors.	<ul style="list-style-type: none">Blue chairs on Level 1 appeared to be dusty in the Level 1 corridor.Walls in the blue zone scuffed and damaged.

Observations

Orthopaedic

Positive Observations	Negative Observations
<ul style="list-style-type: none">A cleaning summary was clearly displayed in orthopaedic ward, instructing staff of duties to undertake.There was a bright and informative display board.There were no smoking adverts shown on TV screens.The display rack on the Orthopaedic Ward was clear and presentable.An Orthopaedic Examination Room visited was clean and presentable.	<ul style="list-style-type: none">A fire door on the Orthopaedic Ward was left open.Fire door C/1/240 did not shut when the fire alarm was tested.The bin placement in the Orthopaedic Ward Disabled Toilet made it difficult for wheelchair users to turn around.The floor of Orthopaedic Examination Room 1 was scratched and the window ledge needed cleaning.An examination chair in Examination Room 3 was ripped.The wall protector near c/1/199

	damaged and buckled.
--	----------------------

Entrance 9

Positive Observations	Negative Observations
	<ul style="list-style-type: none"> Cigarette ends were visible at Entrance 9.

Level 3

Positive Observations	Negative Observations
	<ul style="list-style-type: none"> Signage on some doors in this area does not comply with Hospital policy, not branded/laminated and on orange and red paper. The 3 public toilets on this level require a deep clean to remove build up and marks. There were debris on the floor in the public toilets. The paper towel dispenser in the public toilets was cracked.

Ward 311

Positive Observations	Negative Observations
<ul style="list-style-type: none"> The was clear signage on 311 about protected meal times. There was a well-appointed and comfortable quiet room. A nice comfortable day room with lots of books and magazines was provided. There was a clear and tidy washroom in 311. There was a really quiet and peaceful atmosphere on 311. Ward 311 was very tidy and well kept. There were well presented display boards in Ward 311 with lots of information. The Dirty Utility Room storing equipment before cleaning on 311 is really clean and well kept. Staff training was clearly displayed on Ward 311. All items in storage clearly displayed a green label clearly showing it had been sterilised. 	<ul style="list-style-type: none"> There are scratches on doors by Ward 311. There was no display board in the reception area on Ward 311. The floor was scratched in the day room in Ward 311. A fire door in the day room was propped open with a chair as the mechanism wasn't working. The toilet and bath in a washroom in Ward 311 was dirty. Ward 311, Bay 11, C3059 has a loose toilet support rail.

<ul style="list-style-type: none"> • Patients are very happy with the nurses in 311. • Really friendly and approachable staff on 311 from housekeeper to Matron. • There were well kept logs in Ward 311 and efficient crisis management. 	
--	--

Ward 306

Positive Observations	Negative Observations
<ul style="list-style-type: none"> • There was a friendly and welcoming reception area on Ward 306. • There was a good collection of books on Ward 306. 	<ul style="list-style-type: none"> • The signage outside Ward 306 looked untidy and tired. • A day room on Ward 306 did not feel welcoming, the door needed repairing, the lighting wasn't working, not a lot of information or reading material. • A bed in Examination Room 3 was damaged.

Basement

Positive Observations	Negative Observations
	<ul style="list-style-type: none"> • The signs in Lift NY 3357 were peeling from the walls. • In stairwell B/O/ 018 there was a loose floor grip and debris on the floor. • The signs in the basement were missing some letters. • The stairwell B1/1634 was very dirty and dark and a bumper rail was loose.

Concerns Addressed During Visit

<ul style="list-style-type: none"> • A toilet cleaning sign at the main entrance was not clearly displayed when cleaning was in process. (Addressed during visit). • A banner on Level 1 was blocking signage. (Addressed during visit). • A door mat near Renal was raised and crumpled and had a hole. (Addressed during visit).

Food Tasting – The Enter and View Team tasted the full lunch menu

<ul style="list-style-type: none"> • All day brunch • Lamb Hotpot • Ham Salad • Pork and Leek Sausage • Corned Beef Hash • AV4 Chick Pea Masala • Fish and Cheese Sauce • Macaroni Cheese 	<ul style="list-style-type: none"> • Rice Pudding • Lemon Sponge and Custard • Ice Cream Strawberry
---	--

Food Tasting

Positive Observations	Negative Observations
<ul style="list-style-type: none">• The Enter and View Team felt that service from the Host and Modern Housekeeper on the Ward 311 was excellent.• The Enter and View Team were impressed with the choice of meals available on the lunch menu.• The Enter and View Team were impressed with the presentation of the meals.	<ul style="list-style-type: none">• Menu caused some confusion with regards to portion size, it was unclear whether food marked as small always came as a small portion or was optional.

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 6 surveys were returned within a two week timeframe.

Patient Surveys

- All responses were from Ward 311.
- 2 out of 2 responses said the doctors and nurses talked to them about why they were in hospital.
- 2 out of 2 responses said they knew what was wrong with them enough to be able to explain it to a close friend.
- 2 out of 2 responses said they felt involved in deciding what treatment they got for their medical condition.
- 2 out of 2 responses said they had been offered information and leaflets about their medical condition.
- 2 out of 2 responses said they had seen a patient handbook.
- 1 out of 2 responses said they had been told where they or their family could get more information about their medical condition.
- 0 out of 2 responses said they were aware of the dignity champion for their ward.
- 1 out of 2 responses said there was always someone to help you when they needed it.
- 1 out of 2 responses said they received help at meal times when they needed it.
- 1 out of 2 responses felt their relative or friend had been told they could help at meal times if they needed it.
- 2 out of 2 responses said they always got help with washing and bathing if they needed it.
- 1 out of 2 responses said if they needed help toileting, they always got it on time.
- 2 out of 2 responses said a family member or someone close to them has had the opportunity to talk to a doctor with their permission.

Visitor Surveys

- All responses were from Ward 311.
- 2 out of 2 responses said they were made to feel welcome when they come to visit the

hospital.

- 1 out of 2 responses said they felt visiting hours were flexible at this hospital.
- 1 out of 2 responses said they felt visitors were supported by staff at this hospital.
- 2 out of 2 responses said they felt that staff were friendly and helpful at this hospital.
- 1 out of 2 responses said they were happy with the service of physical and medical care provided at this hospital.
- 2 out of 2 responses said they were happy with the service of emotional care provided at this hospital.
- 2 out of 2 responses said they were happy with other aspects of service at this hospital, such as food.
- 1 out of 2 patients said they felt the care plan is followed successfully.
- 1 out of 2 responses said they feel fully informed and kept up to date with the health and care of the patient.
- 2 out of 2 responses said they felt that the patients were treated with dignity and respect.

Staff Surveys

- All responses were from Ward 311.
- 0 out of 2 responses said they felt there were enough nurses on shift at this hospital to meet the needs of the patients.
- 0 out of 2 responses said they felt there were enough care assistants on shift to meet the needs of the patients.
- 2 out of 2 responses said they felt there were enough housekeeping staff on shift to meet the needs of the patients.
- 1 out of 2 responses said they felt satisfied with their present jobs.
- 2 out of 2 responses said they felt they were asked to do things against their better judgement.
- 0 out of 2 responses said they felt they had enough time to fulfil their duties on shift.
- 0 out of 2 responses said they felt they received adequate support at this hospital, both physically and emotionally.
- 0 out of 2 responses said they felt their work was valued at this hospital.

Conclusion

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

- The cleanliness of some equipment, fixtures and fittings and some areas.
- The maintenance of some equipment and fixtures and fittings.
- Consideration to ensure that placement of equipment does not limit access for people with mobility issues.

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.
- A cleaning summary was displayed on the Orthopaedic Ward outlining who was accountable for which duty.

-
- Good record keeping around staff training and crisis management on Ward 311.

Recommendations

Recommendations include:

- All equipment in the hospital should be free from dirt in an effort to improve infection control.
- Fire doors, fixtures and fittings and flooring need to be maintained in line with policies and procedures to minimise a health and safety risk.
- Towel dispensers in the public toilets on Level 3 need repairing/replacing.
- The toilet support rail on Ward 311 Bay 11 C3059 needs repairing/replacing.
- Loose floor grips in the stairwells need replacing/repairing.

Service Provider Response
