

HEALTHWATCH DERBY ENTER AND VIEW PLACE REPORT – ROYAL DERBY HOSPITAL –

11th December 2013

Observations

Reception Area

Positive Observations	Negative Observations	Trust Response
<ul style="list-style-type: none"> The Disabled Toilets were very nice and clean. 	<ul style="list-style-type: none"> The revolving door needed cleaning. The Female Toilets were clean but there were tissues on the floor in the cubicle The Male Toilets were clean apart from a wet patch in front of the urinal. 	<ul style="list-style-type: none"> The door was cleaned 12.12.13 Tissues removed at the time of the visit, toilets are cleaned every two hours. Toilet cleaned every two hours.

Combined Day Unit

Positive Observations	Negative Observations	
<ul style="list-style-type: none"> Staff Board – Photo Board displayed. New weighing scales with frame for people with physical/balance issues. Room 3 – Treatment Room bright, light, lots of space, curtains for privacy. Room 4 – Consultation room – very clean, nice view from the window. 	<ul style="list-style-type: none"> In one toilet there was a large screw left on the side. Christmas decorations on bumper rail needed removing and locating somewhere else, this bumper needs to be cleaned daily. The reception area can be too small on busy days (Ward Sister on Combined 	<ul style="list-style-type: none"> Screw removed and domestics asked to remove any items if found when cleaning. Decorations removed 11.12.13 possibility of moving reception/splitting workload - on-going

<ul style="list-style-type: none"> • Staff bare below the elbow. • Staff wearing the correct uniforms and identifiable by their uniform. • Good information on the walls, informative posters. • Tips for nausea and vomiting. Relevant to the ward. • It was very welcoming, decorated nicely. • Specialist Outpatient Room – good information on the walls, calm atmosphere, spacious. • Simple booking systems for when patients arrive 	<p>Day Unit), people coming in, people being discharged etc...</p>	
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Ward 408

Positive Observations	Negative Observations	
<ul style="list-style-type: none"> • Generally a nice clean ward. • Toilets on the corridor leading to the ward were nice and clean. • On the corridor there was nice art work on the walls, displays from local artists. • Outside 408 the visiting ward times were clearly displayed on the walls. • In ward 408 there was good 	<ul style="list-style-type: none"> • Two unisex public toilets in the corridor weren't clean. • The day room in Ward 408 was tiny, long narrow, cold, looked like a waiting room, didn't appear appealing to the patients to spend time in. • Last meal is served at 5pm, felt it was early, some patients we spoke to also 	<ul style="list-style-type: none"> • Toilets cleaned on next schedule clean 11.12.13 and checked by FM Monitoring Officer. • Day rooms in general are being reviewed. • Supper service commences at 5pm, this is a 5 hour gap from lunch service, all wards have the same meal times.

info on the walls, posters etc... 'A typical patients journey' explaining the process.

- Clear poster of the different staff uniforms, outlining who was who.
- Special menu for special dietary requirements including celiac.
- Really good menu choices.
- Room/Bay 5 – side room - looked really clean and the patients appeared to be quite happy.
- Award board, where staff had been nominated by patients and relatives, good incentives.
- All posters had been laminated
- Christmas decorations were nice.
- Preparation for lunch – hand wipes were given out, cleared the tables so food could be put on.
- Spoke to some patients who were generally happy with the food.
- The hostess brought meals in and one patient was

felt it was too early.

- Meal delivered to one patient found it difficult to remove the plastic, hostess delivered all food and then asked if everyone was ok, if they needed any help.
- Special dietary menu was not laminated.
- Protected meal times there was one gentleman where a nurse came to discuss his treatment while he was eating.
- Small store room near Room 5 was left open, although a sign indicated that door should be shut.

- Hostess or the Modern Housekeeper will help any patients with any packaging if the patient is struggling.
- Special dietary menu does not need to be laminated.
- Senior sister informed of this, patients should not be disturbed while eating unless it is absolutely necessary.
- Staff reminded to keep the store room door closed, there are no harmful products in this store to cause any harm.

<p>away, hostess took the meal away and brought another back when patient had returned.</p> <ul style="list-style-type: none"> • Nice interaction between the hostess and the patients, good communication. • In room 408 there is a quiet room, nice, modern furniture. • A lady was just about to eat her meal and the porters arrived to take her to the discharge lounge but the ward sister asked them to come back after she had finished her meal. • Everyone there enjoyed their meal. 		
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Renal Unit

Positive Observations	Negative Observations	
<ul style="list-style-type: none"> • Really bright, clean, spacious between each bed, tv for each bay 		

Concerns Resolved During Visit

<ul style="list-style-type: none"> • The Male Toilets sealant needed around the sink (Addressed on visit). 	<ul style="list-style-type: none"> • Job requested on the time of the visit.
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<ul style="list-style-type: none"> • One toilet had a very strong odour, the air vent in the toilet wasn't working (Addressed on visit). • A patient was complaining there was nothing on the menu she liked, because the menu is so varied, DW said she would send the catering manager to go down and see her to discuss. (Addressed on visit). 	
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Food Tasting – The Enter and View Team tasted the full lunch menu

<ul style="list-style-type: none"> • Potato topped Fish Pie • Chicken Ceaser Wrap • Cheese and Onion Wrap • Vegetable Casserole • Macaroni Cheese • Jacket Potato with Cheese and Beans • Soya Sandwich • All Day Brunch • Chicken and Mushroom Penne • Corn Beef Hash 	<ul style="list-style-type: none"> • Jam Sponge • Chocolate Sponge • Rice Pudding. 	
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Food Tasting

Positive Observations	Negative Observations	
<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 impressed with the presentation of the meals. 	<ul style="list-style-type: none"> • Strawberry yogurt for the celiac looked unappetizing and a representative said it didn't taste very nice. 	

