

ENTER AND VIEW VISIT TO LAMB WARD

VENUE: HOMERTON HOSPITAL, HOMERTON ROW, LONDON, E9 6SR

Date and Time of Visit:	10 –11:30am Thursday, March 13th 2014
Establishment Visited:	Homerton Hospital, Lamb Ward
Enter and View Visitors:	Malcolm Alexander and Brizlall Boodhoo supported by Kasharena Horton and Tula Biederman
FUNCTION OF THE WARD	
<p>Lamb Ward: 28 beds arranged in 4 bays and 4 single side rooms. Specialty: Respiratory medicine, General medicine Ward manager: Barbara Afrifa Matron: Nikki Wagstaff Consultants: Dr R Rajakulasingham, Prof G Bothamley, Dr A Bhowmik</p>	
FIRST IMPRESSIONS OF THE WARD?	
<p>Very busy ward. We arrived as lots of teams were visiting the ward, but access to staff and patients was not inhibited. There was insufficient storage space for the medical equipment to which staff required frequent access. This created narrowed and potentially hazardous corridors.</p>	
FEEDBACK FROM PATIENTS	
<ul style="list-style-type: none"> • The quality of nursing care is very high, but there is a need for more staff. Some patients told us that when they ask for assistance from nurses by pressing their buzzer that there are sometimes significant delays, e.g. help to get to the bathroom, being provided with support, asking for blankets. • Some patients found the ward very lonely and felt isolated. • Several patients told us they felt that their possessions were not safe. • There are safes on the ward but they do not appear to be working. • The ward is mostly quiet during weekends and nights. 	
COMMENTS AND RECOMMENDATIONS	
<p>As Healthwatch members we take a lay persons approach to our visits. We assess wards both visually and from the point of view of patients and carers. We expect the highest standards and health professionals need to convince us that standards are adequate when we identify problems. Our questions focused on gathering information to enable us to form a clear view of the service. Patients did not know the name of their lead nurse even though their names were behind each bed. Patients we spoke to had not participated in the development of care plans and seemed vague about discharge planning. All patients who arrived by ambulance seemed content with both the LAS service and the care they received in A&E. We saw no information for patients about the aims and values of the ward or any information about Homerton PALS or Healthwatch Hackney. We were concerned the distance of some vulnerable patients from the nursing station.</p>	

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RECOMMENDATIONS

1. Communication between Patient and their Lead Nurse

Patients did not know the name of the nurse in charge of their care even though in every case the nurses name had been placed on a board behind their bed. **We recommend a more proactive approach to enabling patients to know that names and roles (plus pictures) of their clinical team.**

2. Who's Who?

We recommend that an Induction Leaflet is produced for each ward for patients, families and cares providing details about the ward, clinical staff, PALS, Healthwatch Hackney and other sources of information.

3. Lamb Ward assesses staffing levels in relation to patients need.

There were several complaints from patients about staff responding to their needs within a reasonable time. This appeared to be related to a shortage of nurses on this busy medical ward. There were many vulnerable patients on the ward requiring intensive care and other patients requiring support, some of whom were at some distance from the nursing station and seemed lonely and isolated. **We recommend an urgent review of staffing levels and that the report is shared with Healthwatch.**

4. Care Plans and Discharge Arrangements

Patients seemed vague about their care plans and discharge arrangement **We recommend that closer attention is paid to ensuring that patients, relatives and carers are more actively included in the development of care plans and discharge arrangement and that written plans are provided to each patient.**

5. Equipment in the Corridors

We are concerned that the essential equipment stored in the corridors presented a potential safety hazard to patients and staff and that action needs to be taken in the near future to deal with this issue. We were told that although the ward met 'standards' regarding space, that a safety review would be undertaken. **We recommend that the ward is reorganized to enable heavy equipment to be stored more safely and appropriately. Healthwatch would like to see a copy of the safety review.**

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7. Security

There are safes but patients do not seem to know how to use them.

We recommend that information about use of the safes, and advice about security regarding personal property should be placed in the Induction Leaflet proposed in Recommendation 2.

8. TVs

In some cases the earplugs were broken making it impossible to use the television. We recommend that advice about TV/radio and phones is placed in the **Induction Leaflet proposed in Recommendation 2.**

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Interviews with Staff - Comments from Head Nurse of Lamb Ward

- Ward is gender mixed, but patients are separated within bays with their own toilets
- Staff:patient ratio on Lamb are within national guidelines
- The Safer Nursing Care Tool is used. Every day during February, the ward manager assesses/audits the ratio of dependent patients to nurses, and reviews the results. This is done for 3 months for a year. This tool is nationally approved by NHS England
- Lamb Ward uses mostly permanent nurses, bank nurses and very few agency staff. Agency staff are usually the 'same people on the same shifts' each week
- Active recruiting staff is taking place - current vacancies are due to retirement, not nurses wanting to leave for other reasons
- The crowding of equipment in corridors is due to the need to have the equipment close to patients. The Storage Committee is looking into this issue because of safety issues.
- The nurse responsible for each patient's care changes daily, but the nurse's name is posted on a card over each bed
- Lamb Ward staff meet with district/community nurses twice a week to plan discharge arrangements for patients
- Specialist nurses visit patients on Lamb ward to follow-up their treatment
- GPs do not visit their patients on the ward, even after they've directly referred patients to the Ward
- Theft does happen on the ward but patients often don't report it to the police, etc. when it's reported; can't put in cameras for patient privacy reasons

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Interviews with Patients

PATIENT 1

	Enter and View
Date and Time of Interview:	10:30 am on March 13 th 2014
Type of service:	Hospital
Name of service:	Homerton Hospital-Lamb Ward
Interviewers:	Malcolm Alexander with Kasharena Horton

SCALE: 1 is poor and 10 is excellent

QUESTIONS
<p>Why you were admitted to the ward?</p> <ul style="list-style-type: none"> • “Terminal Cancer” <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> • “Came by ambulance, then through A&E “ <p>On a scale of 1 - 10, how did you feel your admission went?</p> <ul style="list-style-type: none"> • “The ambulance and A&E were great. I’ve been here for several weeks.” • Doesn’t remember admission because he was too ill
<p>What is the care like here?</p> <ul style="list-style-type: none"> • “If you ask for something, they say they’ll get it and come back, but they never come back. I asked for them to check my chart, but they never came back to check it. “ • Feels as though he gets “no treatment” <p>How would you rate your care on a scale of 1 - 10?</p> <ul style="list-style-type: none"> • “7” • “Response to buzzers is slow” • “There are few visitors and its very quiet on weekends” • “Nights are quiet “ • “They are short of staff”

<p>Who is in charge of your care?</p> <ul style="list-style-type: none"> • “The staff nurse, but I don’t know her name.” • “There should be a list with pictures of the staff, so you know who’s who” • Doesn’t feel like the nurses and doctors have good communication with each other • Has no care plan • Feels the physios and OT’s, and other staff are good.

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Have staff given you all the information you need? And when you needed it?

- Feels as though the staff (doctors) have given all the information he needs and explained his treatment in a way he can understand.
- “They gave me all the information I needed.”
- “The nurses don’t answer questions because they are too busy, so you have to ask the doctors.”
- “Nurses and doctors don’t help with discharge; it is mostly the social workers.”

Do you feel safe here?

- “yes”
- Has stayed in the same bed the whole time and feels like his possessions are safe
- He feels comfortable with other patients
- The only thing that upsets or concerns him is, “Only thing is when someone doesn’t come back when I ask for something”

QUESTIONS ABOUT THE ENVIRONMENT:

Are there any problems getting the food and drink you need?

- “Food is terrible, they serve the same thing everyday. There is no nourishment in it, but it’s enough to keep you going. My son brings me food sometimes.”

Is it clean here?

- yes

Gender: Male

Age: 71 or 85

Do you consider yourself to have a disability? Yes

If yes, would you mind identifying your disability? Terminal Cancer

Ethnic origin? White Irish

PATIENT 2

ENTER AND VIEW VISIT TO LAMB WARD

SCALE: 1 is poor and 10 is excellent

Enter and View	
Date and Time of Interview:	10:30 am on March 13 th 2014
Type of service:	Hospital
Name of service:	Homerton Hospital-Lamb Ward
Interviewers:	Malcolm Alexander with Kasharena Horton

Questions

Why you were admitted to the ward?

- “pains in my stomach, constipation”
- “I’ve had irritable bowel syndrome and a hernia for many years, but doctors can’t do anything about it”

How did you get here? e.g. by ambulance

- “Came by ambulance, then through A&E, then they took me into a temporary ward “

On a scale of 1 - 10, how did you feel your admission went?

- “A&E is so good.”
- “Ambulance was fine”
- “I had to wait a few hours to be admitted, I felt lonely, and there was no television.”
- “The nurses are very busy”

What is the care like here?

- “There is 1 or 2 people in charge of 8 patients”

How would you rate it on a scale of 1 - 10?

- “I can’t get a doctor at night”
- “They usually come straight away if you press the buzzer, or sometimes in 10 minutes if they are busy” “
- “They bring jugs of water everyday, you get your food. They give the same food, even when I tell them I don’t like it”
- Has been in ward for 4 weeks and thinks she is getting out today, but is unsure
- They offer all different types of pain treatment, such as acupuncture.

Who is in charge of your care?

- “Dr.Mindingly.”
- When asked if the doctors and nurses work together well she responded, “The nurses and doctors talk to each other”

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<ul style="list-style-type: none"> • “I don’t have a care plan” • She couldn’t remember her lead nurses name. The name of the lead nurse was written on a board behind her bed.
<p>Have the staff given you all the information you need? And when you needed it?</p> <ul style="list-style-type: none"> • “yes” • “They ask you what you want” • “I’m scared to go home because I might fall” • Discharge services will take her home, but she would like a discharge plan.
<p>Do you feel safe here?</p> <ul style="list-style-type: none"> • “Everything is safe, and the ward is clean” • She feels safe • She said that she had money (£15) stolen out of her drawer and she still hasn’t gotten her money back. • She said she put her purse down once somewhere in the ward, and it got stolen.
<p>QUESTIONS ABOUT THE ENVIRONMENT:</p> <p>Are there any problems getting the food and drink you need?</p> <ul style="list-style-type: none"> • “You can get kosher food here” <p>Is it clean here?</p> <ul style="list-style-type: none"> • “Ward is clean”
<p>Have your raised any issues with staff? What was the response?</p> <ul style="list-style-type: none"> • Feels like she is listened to when she does raise an issue • “Sometimes I have to use the bathroom in the bed because staff are too busy to attend me. • “some of the care workers are not nice”
<p>Other comments or queries</p> <ul style="list-style-type: none"> • Television on her bed is broken
<p>What did you observe:</p>
<p>Good Points:</p> <ul style="list-style-type: none"> • Doctor came up and introduced herself and also asked who we were.
<p>Issues of Concern:</p> <ul style="list-style-type: none"> • There are not enough staff • The ward is crowded and a lot of machines blocking the passage through the ward.

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Other comments or queries
<ul style="list-style-type: none">• When a staff member is hurting her and she says, “you’re hurting me”, the staff member says “ no, I’m not”• Need to be treated more gently• She said that maybe they don’t like treating, “Jewish people nicely”
Good Points:
<ul style="list-style-type: none">• She stated that she has good home care

Gender: Female

Age-groups do you belong to: 71 or 85

Do you consider yourself to have a disability? n/a

If yes, would you mind identifying your disability? n/a

How would you describe your ethnic origin? Jewish

PATIENT 3

ENTER AND VIEW VISIT TO LAMB WARD

	Enter and View
Date and Time of Interview:	Between 10:00am on March 13 th 2014
Type of service	Hospital Care
Name of service:	Homerton Hospital- Lamb Ward
Interviewers:	Brizlall Boodhoo with Tula Biederman

SCALE: 1 is poor and 10 is excellent

Questions
<p>Can you tell me why you were admitted to the ward?</p> <ul style="list-style-type: none"> Admitted for low blood sugar (diabetic) after collapsing at home <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> Been here 3 weeks, came to A&E first, was turned away, went home, came back the next day by ambulance and was taken straight to this ward <p>On a scale of 1 - 10, how did you feel your admission went?</p> <ul style="list-style-type: none"> Passed out completely during admission
<p>What is the care like here?</p> <ul style="list-style-type: none"> Care isn't that good, but not that bad either. When you press the buzzer, they come, but not promptly Brought his own food and drink Not enough staff, so they aren't available when you need them Pain is under control It's quiet at night, but they're long nights <p>How would you rate it on a scale of 1 - 10? (Why do you say that?)</p> <p>Not first class, 5/10</p>

<p>Who is in charge of your care?</p> <ul style="list-style-type: none"> "I don't know" "I still can't go up the stairs in my house but they want to send me home"
<p>Have the staff given you all the information you need? And when you needed it?</p> <ul style="list-style-type: none"> "Yes" Haven't told him about discharge yet
<p>Do you feel safe here?</p> <ul style="list-style-type: none"> Oh yeah, get on with other patients

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<ul style="list-style-type: none">• Have you seen anything that upsets or concerns you? Not really
QUESTIONS ABOUT THE ENVIRONMENT:
Are there any problems getting the food and drink you need? <ul style="list-style-type: none">• No, if I want anything I ring the buzzer
Is it clean here? <ul style="list-style-type: none">• Yes it's clean
Are there any problems about access to toilets? <ul style="list-style-type: none">• Gets help to toilets
Have you raised any issues with staff? What was the response? <ul style="list-style-type: none">• No, don't have issues. If I had issues, I would raise them
Other comments or queries <ul style="list-style-type: none">• Get more staff!• Need permanent staff, less agency

Gender: Male

Age-groups do you belong to: 60-70

Do you consider yourself to have a disability? Yes

If yes, would you mind identifying your disability? Problem with legs

Ethnic origin? Black Caribbean

PATIENT 4

ENTER AND VIEW VISIT TO LAMB WARD

	Enter and View
Date and Time of Interview:	10:00am on March 13 th 2014
Type of service:	Hospital Care
Name of service:	Homerton Hospital- Lamb Ward
Interviewers:	Brizlall Boodhoo with Tula Biederman

SCALE: 1 is poor and 10 is excellent

Questions
<p>Can you tell me why you were admitted to the ward?</p> <ul style="list-style-type: none"> • Collapsed at home, so came straight here, not A&E • Been here before, but after collapse, chose to come here again <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> • Came by ambulance <p>On a scale of 1 - 10, how did you feel your admission went?</p> <ul style="list-style-type: none"> • Admission went a bit slow at first, soon picked up and then went quite fast. Was probably slow because they're all overworked
<p>What is the care like here?</p> <ul style="list-style-type: none"> • Buzzer response isn't bad, isn't good, because they're understaffed • Difficult because the nurses are expected to do too much • Basic needs are met, no pain • Getting paracetamol at night <p>How would you rate it on a scale of 1 - 10? (Why do you say that?)</p> <ul style="list-style-type: none"> • Very good, 10/10 • Treatment's working • Understaffed at night, have 2 nurses but should have at least 4 • Weekend service isn't as good, 7/10 • It's very quiet at night, too quiet actually
<p>Have the staff given you the information you need? And when you needed it?</p> <ul style="list-style-type: none"> • Doesn't get much information from staff, doesn't know which care home he's going to or when he's going • Doesn't know if they're preparing him for discharge • I understand what's happening, though I don't know the names of the medication I am taking but I don't need to know
<p>Do you feel safe here?</p> <ul style="list-style-type: none"> • Yes • [Have you seen anything that upsets or concerns you?] No not really

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QUESTIONS ABOUT THE ENVIRONMENT:

Are there any problems getting the food and drink you need?

- The food is exceptionally good here

Is it clean here?

- The ward is spotless

Are there any problems about access to toilets?

- No problems with toilets

Have you raised any issues with staff? What was the response?

- No, I haven't

Other comments or queries

- Very very good service
- Suggestions:
 - may sound facetious but a cream tea would be nice
 - more staff
 - could be a bit more communication, very nerve-wracking when you don't know where you're going
- Friendly staff

Gender: Male

What age-groups do you belong to? over 85

Do you consider yourself to have a disability? Yes

If yes, would you mind identifying your disability? Losing sight

How would you describe your ethnic origin? White British, Jewish

PATIENT 5

ENTER AND VIEW VISIT TO LAMB WARD

SCALE: 1 is poor and 10 is excellent

Enter and View	
Date and Time of Interview:	10:00am on March 13 th 2014
Type of service:	Hospital Care
Name of service:	Homerton Hospital – Lamb Ward
Interviewers:	Brizlall Boodhoo with Tula Biederman

Questions
<p>Can you tell me why you were admitted to the ward?</p> <ul style="list-style-type: none"> • Referred by GP, came straight here for chest infection <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> • Came by bus, not ambulance <p>On a scale of 1 - 10, how did you feel your admission went?</p> <ul style="list-style-type: none"> • Admission was very smooth, 8/10 • Can't think of anything that could've been done to prevent admission
<p>What is the care like here?</p> <ul style="list-style-type: none"> • Do you think you're getting the right treatment? Absolutely • At night there are hourly observations, they're around all the time, so not very restful but necessary; otherwise quietish • Staff came straight away when he pressed the buzzer • Pain has improved immeasurably <p>How would you rate it on a scale of 1 - 10? (Why do you say that?)</p> <ul style="list-style-type: none"> • Good, 7/10 • Basic needs are met • There are enough staff and they're available when you need them

<p>Who is in charge of your care?</p> <ul style="list-style-type: none"> • Can't remember • They do work together
<p>Have the staff given you the information you need? And when you needed it?</p> <ul style="list-style-type: none"> • Yes, all the information and he understands • Preparing him for discharge, but during interview, doctors came over, changed it from March 13th to March 14th
<p>Do you feel safe here?</p>

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<ul style="list-style-type: none">• Yes, no worries
QUESTIONS ABOUT THE ENVIRONMENT:
Are there any problems getting the food and drink you need? <ul style="list-style-type: none">• No problems
Is it clean here? <ul style="list-style-type: none">• Yes, very good
Are there any problems about access to toilets? <ul style="list-style-type: none">• No, they seem mostly free
Other comments or queries <ul style="list-style-type: none">• Can't think of any improvements except that they say they'll give you headphones for the TV but they haven't done so.

Gender: Male

What age-groups do you belong to? 41-60

Do you consider yourself to have a disability? No

If yes, would you mind identifying your disability? n/a

Ethnic origin? White British

PATIENT 6

ENTER AND VIEW VISIT TO LAMB WARD

Enter and View	
Date and Time of Interview:	10:00am on March 13 th 2014
Type of service:	Hospital Care
Name of service:	Homerton Hospital – Lamb Ward
Interviewers:	Brizlall Boodhoo with Tula Beiderman

Questions
<p>Can you tell me why you were admitted to the ward?</p> <ul style="list-style-type: none"> • Constipated <p>How did you get here?</p> <ul style="list-style-type: none"> • Came by taxi for a check-up, got a scan, then they sent him here <p>On a scale of 1 - 10, how did you feel your admission went?</p> <ul style="list-style-type: none"> • Looked after him well at admission • Hospital was best option
<p>What is the care like here?</p> <ul style="list-style-type: none"> • Some of the staff are very rude, don't come when you call them • Getting the right treatment? Yes • Pain is controlled with drugs • Sleeps like a log <p>How would you rate it on a scale of 1 - 10? (Why do you say that?)</p> <ul style="list-style-type: none"> • Don't know if it's different at night, some good some bad [staff] at the weekend • Basic needs being met • Are there enough staff? I'm in here to be looked after, there's not enough staff • Sometimes people are mentally disturbed, screaming at night, keeps you awake

<p>Who is in charge of your care?</p> <ul style="list-style-type: none"> • Don't know • The nurses don't come when you really need them
<p>Have the staff given you the information you need? And when you needed it?</p> <ul style="list-style-type: none"> • Not preparing for discharge yet, need more tests • Are they explaining things in ways you understand? Yes
<p>Do you feel safe here?</p>

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<ul style="list-style-type: none">You have to be careful with your belongings, neighbour got stuff nicked yesterday
QUESTIONS ABOUT THE ENVIRONMENT:
Are there any problems getting the food and drink you need? <ul style="list-style-type: none">No problems
Is it clean here? <ul style="list-style-type: none">Spotless
Have you raised any issues with staff? What was the response? <ul style="list-style-type: none">NoSometimes they ignore you when you're struggling
Other comments or queries <ul style="list-style-type: none">Staff should be more friendly, provide more supportStaff the night before were horrible

Gender: Male

What age-group do you belong to? 60-70

Do you consider yourself to have a disability? Yes

If yes, would you mind identifying your disability? Diabetes, Heart problems, feet and legs are sore

Ethnic origin? White British

PATIENT 7

ENTER AND VIEW VISIT TO LAMB WARD

Enter and View	
Date and Time of Interview:	10:00am on March 13 th 2014
Type of service:	Hospital Care
Name of service:	Homerton Hospital- Lamb Ward
Interviewers:	Brizlall Boodhoo with Tula Biederman

Questions	
Can you tell me why you were admitted to the ward?	
<ul style="list-style-type: none"> Breathing problems 	
How did you get here?	
<ul style="list-style-type: none"> Came by ambulance to A&E for breathing problems, was in the acute care ward for a night, only been here one night 	
On a scale of 1 - 10, how did you feel your admission went?	
<ul style="list-style-type: none"> Admission went quite well, 8/10, they were quite good 	
What is the care like here?	
<ul style="list-style-type: none"> Last night was not very good, day staff are fine so far Do you think you're getting the right treatment? So far, really just need oxygen Want to go home today rather than put up with those nurses at night again I do most thing myself Never pressed the button because I can walk and go up to desk 	
How would you rate it on a scale of 1 - 10?	
<ul style="list-style-type: none"> Last night they were rude, don't want to do anything for you, English wasn't perfect. Night staff: 0/10 Staff last night were absolutely ridiculous, quite a few were here but always pretended to be busy Could use help with sleeping but doesn't get it It's quiet at night 	

Who is in charge of your care?	
<ul style="list-style-type: none"> Don't know Can't assess if they're working together because I haven't been here long 	
Have staff given you all the information you need? And when you needed it?	

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- Gave me a packet to read
- Not preparing for discharge
- Are they explaining things in ways you understand? Yes/ Doctors do

Do you feel safe here?

- I was told to keep my valuables with me
- Fine so far
- Have you seen anything that upsets or concerns you? Attitude of night nurses

QUESTIONS ABOUT THE ENVIRONMENT:

Are there any problems getting the food and drink you need?

- No problems

Is it clean here?

- So far, yes

Have you raised any issues with staff? What was the response?

- No, could've gotten in a row last night, just kept quiet

Other comments or queries

- Suggestion: better trained night nurses to be more attentive and caring, don't dismiss patients

Gender: Male

Age: 60-70

Do you consider yourself to have a disability? Yes

If yes, would you mind identifying your disability? Big heart problem, stomach opened out, stoma

Ethnic origin: Black Caribbean