

ENTER AND VIEW VISIT TO THOMAS AUDLEY WARD

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

Date and Time of Visit:	10–11:30am Thursday March 27th 2014
Establishment Visited:	Homerton Hospital, Thomas Audley Ward
Visiting Members:	Malcolm Alexander and supported by Kasharena Horton and Tula Biederman
FUNCTION OF THE WARD	
<p>Thomas Audley: 28 beds arranged in 4 bays and 4 single side rooms Specialty: Male and female surgical ward including: general surgery, urology, Breast surgery, orthopaedics, bariatric and maxillofacial surgery Ward manager: Sister Mary Moore. Lead nurse: Nawaz Hoseneer.</p>	
FIRST IMPRESSIONS OF THE WARD:	
<p>Calm. Corridors clear and uncluttered. Quickly provided with information about the ward and the vulnerability of patients by ward manager. No problems with access to patients and staff. All our questions were answered.</p>	
OBSERVATIONS AND COMMENTS:	
<ul style="list-style-type: none"> • There were four bays and four side rooms. Three of the bays were male and one was female. • Good access to toilet facilities, well maintained including cord alarms. Men’s toilet was slightly dirty. • Name of lead nurse for each patient not visible in vicinity of the patients bed (unlike Lamb Ward). Ward manager told us that the method of providing this information was under review. • We heard about a recent violent incident on the Thomas Audley Ward and were concerned about the impact this could have on other patients and on staff. 	
FEEDBACK FROM STAFF:	
<ul style="list-style-type: none"> • It was reported to us that 2 patients had remained on the ward for some time waiting for beds in the Hackney Centre for Mental Health. We were concerned about these delays, and would like to know what impact delayed access to mental health services has had on patient care, and on access to Thomas Audley beds for other patients. . • Patients’ private bedside safes were installed but had not been put into use. If patients ask for valuables to be looked after, they are put into a safe in the ward office. • Staff shortages are only occasional and not regarded as a significant problem on 	

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this ward. The hospital has its own bank of staff on which to draw if a nurse is sick. If the staff bank cannot help the staff are provided by the Cromwell Medical staff (<http://www.cromwellmedical.com>).

- Only some staff had heard of Healthwatch, which we felt created apprehensive feelings about our role. Before future 'enter and view' visits Healthwatch Hackney must make sure that patients and staff know about the role of Healthwatch and have details about the visitors.

RECOMMENDATION FOR THOMAS AUDLEY WARD

- 1) **We recommend that information about the lead nurse and doctor for each patient should be available and visible for each patient.** Several patients did not know who their lead clinicians were.
- 2) **We recommend that patient safes should be operational, made available to each patient and information provided about their use in a ward Induction Leaflet.**
- 3) **We recommend that staff receive additional training about how to respond to patients when they are too busy with another patient to immediately answer a call buzzer.**
- 4) Some patients felt the ward was understaffed at night and weekends. We recommend that a formal assessment of the ward's staffing is carried out in relation to patient need/dependency/vulnerability. The report should be shared with Healthwatch Hackney.
- 5) A patient told us he had waited several hours for 'drainage' during the night because of the shortage of doctors. **We recommend that such delays are reviewed in terms of the adequacy of medical staffing levels at night.**
- 6) We recommend that when violent incidents have occurred on wards that other patients should be offered support to address any concerns. We would like a copy of the procedure used following violent incidents.
- 7) Several patients told us they needed medication to get to sleep at night. We would like information about the use of medication for this purpose on Thomas Audley Ward.

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RECOMMENDATION FOR HEALTHWATCH HACKNEY AND CHIEF NURSE

- 1) We recommend that 2 days before each ward visit, information should be provided to each patients and staff member about the role of Hackney Healthwatch and the identity of Healthwatch visitors.**
- 2) We recommend that Ward Induction Leaflets should be provided to each patient to ensure they know about ward systems, who to contact if there is a problem, how to operate safes and TVs and how to contact PALS and Healthwatch Hackney.**
- 3) We recommend a review of access to psychiatric beds at the Hackney Mental Health Centre, for inpatients on Homerton Hospital wards.**

SOME POSITIVE COMMENTS FROM PATIENTS

- All patients positive about the process of admission including ambulance care.
- “Admission went fine, could not have been better.”
- “The ambulance service was very good.”
- “A&E was very good caring. I appreciated it.”
- “Care is very good and surgery provided very quickly.”
- “Care on the ward is very good, no complaints, very impressed.”
- “Doctors and nurses are marvellous.”
- “Food is fine, Halal food is provided.”
- “If you press the buzzer, someone will come – they’re very good.”
- “Of course the nurses and doctors work together.”
- “Really good service, staff really looked after me.”
- “They come around and tell you what is happening, they answer your questions well, but sometimes not in basic language and you have to ask them what they mean.”
- “They seem to work very well together, if I were to look for negatives, I couldn’t find any.”
- All patients felt the ward was clean.
- Knew who exactly who was in charge of his care; “one of the nicest men you could ever meet and knows his job.”
- Staff are available when he needs them, his pain control is OK.

INTERVIEWS WITH PATIENTS

Patient 1

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Date and Time of Interview:	10:30am on March 27 th 2014
Name of service:	Thomas Audley Ward-Homerton Hospital
Interviewer's:	Brizlall Boodhoo and Tula Biederman

SCALE: 1 poor and 10 is excellent

INTERVIEW
<p>Why you were admitted to the ward?</p> <ul style="list-style-type: none"> • Bowel surgery <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> • Came by minicab to surgical admissions, it was all booked ahead by the consultant <p>How did you feel your admission went?</p> <ul style="list-style-type: none"> • Admission went well
<p>What is the care like in the ward?</p> <ul style="list-style-type: none"> • Care is very good and surgery provided very quickly. <p>How would you rate your care on a scale of 1 - 10?</p> <ul style="list-style-type: none"> • 10/10 • Really good service, "staff really looked after me" • "A patient on the ward kicked a nurse in the face and kicked up a stink. Staff sometimes have a lot to put up with." • "Not enough staff on the ward. Nurses are: 'flying around here like flies' and there are not enough doctors. The other night, I had to wait 3 hours for a doctor when he already knew I needed drainage, and then 7 more hours for the actual service once the doctor had prescribed it." • "If there's not enough staff on duty, you care gets relegated." • "If you press the buzzer, someone will come – they're very good." • "It's not usually quiet at night because of the other patients."
<p>Who is in charge of your care?</p> <ul style="list-style-type: none"> • Knew who exactly who was in charge of his care, "One of the nicest men you could ever meet and knows his job" • "Of course [the nurses and doctors] work together."
<p>Have the staff given you all the information you need, when you needed it?</p> <ul style="list-style-type: none"> • Yes, and we've had chats about discharge

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<p>Do you feel safe here?</p> <ul style="list-style-type: none"> • Yes • “But I feel I have lost is my dignity”
<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"> • No, can only consume water due to the nature of the surgery <p>Is it clean here?</p> <ul style="list-style-type: none"> • Yes
<p>Have your raised any issues with staff? What was the response?</p> <ul style="list-style-type: none"> • “No, I get on with all of them. They come in and we have a laugh.” • Has reported problems with his bedside lamp, but it’s never been fixed
<p>Other comments or queries</p> <ul style="list-style-type: none"> • Doctors and nurses are marvelous
<p>What did you observe:</p> <p>Good Points:</p> <ul style="list-style-type: none"> • Staff came up during interview to update him on the rescheduling of a procedure. Seemed very friendly, got along quite well with the patient. <p>Issues of Concern:</p> <ul style="list-style-type: none"> • IV drip had just run out while we were talking, but there was no sign of staff noticing. However, when we alerted the staff, they came over immediately to turn it off.
<p>Gender: Male Age group: 71-85 Disability? No Ethnic origin? White British</p>

Patient 2	
Date and Time of Interview:	10:00 am on March 27 th 2014
Name of ward:	Thomas Audley Ward - Homerton Hospital
Interviewer’s Names:	Brizlall Boodhoo and Tula Biederman
INTERVIEW	
Why you were admitted to the ward?	
<ul style="list-style-type: none"> • Had an infection, doctors still haven’t entirely figured it out 	

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

- Went to GP, had some tests done, went to A&E, and then sent to ward.

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

- 10/10. Admission was very quick. However, when she needed a nurse to help go to the toilet, there was no one available.

What is the care like in the ward?

- It's okay

How would you rate it on a scale of 1 - 10? (Why do you say that?)

- 5/10
- Do you think you're getting the right treatment? "They don't really know what's wrong, but they are investigating."
- "It's a lot harder to get someone to come at night."
- When she rang the buzzer, it took half an hour for someone to respond.
- Basic needs are met, they've been very helpful.
- Not enough staff, not available when you need them.
- Pain is controlled sometimes. They try.
- Very loud at night, so had some sleeping help.

Who is in charge of your care?

- I don't know
- Are nurses and doctors working together well to provide the care you need?
"No, they don't seem to know what's happening."

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

- "I think so."
- In past visits they've discussed discharge with me, but this time they don't know what's wrong with me, so they haven't gotten to that stage yet.
- [Are they explaining things in ways you understand?] "Yeah."

Do you feel safe here?

- Yes.
- Feels her things are safe
- Gets on with other patients
- Hasn't really seen anything upsetting or concerning

QUESTIONS ABOUT THE ENVIRONMENT:

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<p>Are there any problems getting the food and drink you need?</p> <ul style="list-style-type: none"> No <p>Is the ward clean?</p> <ul style="list-style-type: none"> Yes, it's okay <p>Are there any problems about access to toilets?</p> <ul style="list-style-type: none"> No problems
<p>Have you raised any problems with staff?</p> <ul style="list-style-type: none"> No
<p>Other comments or queries</p> <ul style="list-style-type: none"> It's difficult to keep things confidential and give everyone the best experience when the ward is so open. There is not enough privacy.
<p>What did you observe:</p>
<p>Issues of Concern:</p> <ul style="list-style-type: none"> Interviewee appeared quite despondent about her situation, due to the failure to diagnose her problems. Seemed to need additional reassurance and support.
<p>Gender: Female Age-groups: 20-40 Disability? No, but chronic illness Ethnic origin? Mixed Caribbean</p>

Patient 3	
Date and Time of Interview:	10:00am on March 27 th 2014
Name of ward:	Thomas Audley Ward: Homerton Hospital
Interviewer's Names:	Brizlall Boodhoo with Tula Biederman
INTERVIEW	
Why you were admitted to the ward?	
<ul style="list-style-type: none"> Prostate problem 	
How did you get here? E.g. by ambulance?	
<ul style="list-style-type: none"> Came by taxi to A&E, then taken to ward. 	
How did you feel your admission went?	
<ul style="list-style-type: none"> Went fine, could not have been better. 	
What is the care like in the ward? How would you rate it on a scale of 1 - 10?	

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- Good treatment, 10/10
- Good at nights and on weekends as well
- When he presses the button, staff come
- Basic needs are met fine
- There are a lot of staff and they're available when he needs them
- Sleeps okay with sleeping pills

Who is in charge of your care?

- Doesn't know
- Gets on well with staff

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

- Sometimes he doesn't understand what is said to him, but the doctor can speak his language and can translate.
- They're preparing him for discharge and explaining everything.

Do you feel safe here?

- Yes.
- Gets on well with other patients.
- Hasn't seen anything of concern.

QUESTIONS ABOUT THE ENVIRONMENT:

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

- No problem, they bring him Halal food and it's fine

Is it clean here?

- Yes.

Are there any problems about access to toilets?

- If he needs the toilet, he'll ask and they'll help him.

Have you raised any issues with staff?

- No

What did you observe:

Good Points:

- Seemed calm, relaxed
- Was very pleased with service

Gender: Male

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Age-groups: 20-40
Disability? No
Ethnic origin? Bangladeshi

Patient 4

Date and Time of Interview:	10:00am on March 27 th 2014
Name of ward	Thomas Audley Ward - Homerton Hospital
Interviewer's Name:	Brizlall Boodhoo with Tula Biederman

INTERVIEW

Can you tell me why you were admitted to the ward?

- "I don't know why I'm in hospital."
- "My son whacked me on the head."

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

- Came by ambulance to A&E

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

- Admission was within reason, no argument, 9/10

What is the care like in the ward? How would you rate it on a scale of 1 - 10?

- "Better as everything goes, 9/10."
- Do you think you are getting the right treatment?
"Probably better than not being in hospital."
- Weekend situation isn't as good
- When he presses the buzzer, staff come, respond "within reason"
- Basic needs are met and the staff are helpful
- Are there enough staff? "In my opinion, yes."
- "If I need people, they come, though you have to give them time."
- Pain control is good.
- Usually given something to help fall asleep.
- Reasonably quiet on the ward.

Who is in charge of your care?

- Knows who it is, but not their name.
- Nurses and doctors seem to be working together.
- Physiotherapist and OTs "come sometimes, but need a bit more improvement."

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

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<ul style="list-style-type: none"> Reasonably. Are the nurses preparing you for discharge? "Yes, but then they change their mind. We talk about it when I bring up the subject." Are they explaining things in ways you understand? "Yes."
<p>Do you feel safe here?</p> <ul style="list-style-type: none"> "Yes, I do." Things are safe. Gets on well with other patients. Have you seen anything that upsets or concerns you? Not really.
<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"> No <p>Is it clean here?</p> <ul style="list-style-type: none"> Yes <p>Are there any problems about access to toilets?</p> <ul style="list-style-type: none"> No
<p>Your gender: Male Age-groups: 71-85 Do you have a disability? No Ethnic origin: Black Caribbean</p>

Patient 5	
Date and Time of Interview:	10:30am on March 27 th 2014
Name of ward:	Thomas Audley Ward - Homerton Hospital
Interviewer's Names:	Malcolm Alexander with Kasharena Horton

<p>INTERVIEW</p> <p>Can you tell me why you were admitted to the ward?</p> <ul style="list-style-type: none"> Snapped Achilles tendon. <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> Came by ambulance then went to A&E. Discharged and came back for scans and was admitted. <p>How did you feel your admission went?</p> <ul style="list-style-type: none"> The ambulance was fine, A&E had "no problems, it was fine.

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- Left unattended because there was a disturbance in A&E with a staff assault by a patient thought to be mentally. Stayed in A&E for a while because of the disturbance.

What is the care like in the ward?

- “Care in the ward is very good, no complaints, very impressed”
- Food has been perfectly acceptable, water is always replenished.
- Nights have not been overly noisy.
- Getting the right treatment, he has pressed the buzzer and got a good response, the staff are available when he needs them, and his pain control is OK.

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

- 8/10

Who is in charge of your care?

- “ I don’t know”
- “They seem to work very well together, if I were to look for negatives, I couldn’t find any”
- Has had no discussion with physiotherapy because he will be in a cast for a long time.

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

- There hasn’t been anything lacking in terms of information, but it also depends on what questions you ask.

Do you feel safe here?

- “Yes”
- The safe is not in an ideal place. Would need to ask for assistance from staff to use it because of his condition.
- Feels his things are safe and feels safe.

Other comments or queries

- “I was initially taken into another ward and nurse names were above the bed.”

Your gender: Male

Age-group: 41-60

Disability? Yes

Which disability? Cast

Ethnic origin? Greek

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Patient 6	
Date and time of interview:	10:30am on March 27 th 2014
Name of ward	Thomas Audley Ward - Homerton Hospital
Interviewer's name:	Malcolm Alexander with Kasharena Horton
INTERVIEW	
<p>Why were you admitted to the ward?</p> <ul style="list-style-type: none"> • Bowel trouble. <p>How did you get here? e.g. by ambulance</p> <ul style="list-style-type: none"> • Member of a club, which ordered him a taxi which took him to A&E. • Had "a pretty good experience" in A&E. The service was very quick. • Waited about 30-40 minutes in A&E until the doctor's examination. Nurse did first examination, then doctor, then scans were ordered right after. <p>On a scale of 1 - 10, how did you feel your admission went?</p> <ul style="list-style-type: none"> • 10/10 	
<p>What is the care like in the ward?</p> <ul style="list-style-type: none"> • It does get noisy sometimes from shifting/lights/noises. • Sometimes waits 10-15 minutes for a nurse if he needs something. • They deal with his pain control effectively. • The weekends and nights are pretty quiet <p>How would you rate the quality of your care?</p> <ul style="list-style-type: none"> • "Very good" • "They need more staff on this ward" 	
<p>Who is in charge of your care?</p> <ul style="list-style-type: none"> • "Nora, she introduced herself" • Doctor's visits are very good • They used to have a sign with the nurses 	

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and consultants name on it, but now they don't.
<p>Have the staff given you all the information you need, when you needed it?</p> <ul style="list-style-type: none"> • "yes" • "they come around and tell you what is happening, they answer your questions well, but sometimes not in basic language and you have to ask them what they mean."
<p>Do you feel safe here?</p> <ul style="list-style-type: none"> • "yes" • Doesn't use the safe, but still feels safe in the ward.
QUESTIONS ABOUT THE ENVIRONMENT:
<p>Are there any problems getting the food and drink you need?</p> <ul style="list-style-type: none"> • "Food is fine, they give me what I ask for" <p>Is it clean here?</p> <ul style="list-style-type: none"> • Cleanliness is very good. The ward is always clean.
<p>Have you raised any issues with staff? What was the response?</p> <ul style="list-style-type: none"> • "Asked staff to put the name of the Consultant near the bed" • "Suggested that it would be useful if patient needs were on the board as well." For example "light diet"
Issues of Concern:
<ul style="list-style-type: none"> • No sign of who is in charge of the care, there is no placard or sign • Television is not dependable. • None of the safes work in the ward
<p>Gender: Male Age-group: over 85 Do you have a disability? Yes</p>

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Ethnic origin? White British

Patient 7	
Date and time of interview:	10:30am on March 27 th 2014
Name of ward:	Thomas Audley Ward - Homerton Hospital
Interviewer's name:	Malcolm Alexander with Kasharena Horton

INTERVIEW

Why you were admitted to the ward?

- Belly pain and vomiting

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

- Came by ambulance

How was your admission?

- The ambulance service "was very good".
- A&E "was very good caring. I appreciated it"

What is the care like in the ward?

- When he pressed the buzzer they came quickly
- He is sleeping well at night
- "good behaviour, good caring"

Who is in charge of your care?

- Doesn't know the name, but knows their face.

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

- "Yes, there is an interpreter that comes every day to help me understand all the information"

Do you feel safe here?

- "yes"
- He didn't know what the safe was, so never used it.

QUESTIONS ABOUT THE ENVIRONMENT:

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

- They provide halal food.

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Are there any problems about access to toilets?

- “They help me with getting me to the bathroom”

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

- “Everything is O.K. I am very happy”

Issues of Concern

No one explained to him what the safe is, or how to use it. Wasn't told how to use the television or what it was.

Gender: Male

Age-groups: 20-40

Disability? No

Ethnic origin? Pakistani