

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 16 April 2014
Authorised Representatives:	Sandra Dawkins and 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 the main entrance, the Macmillan Unit, Entrance 24, Wards 302, 303 and 304 making observations and were invited to sample a sample of the hospital lunch menu.

Observations

RDH Main Entrance Area

Observations

- The male toilets were clean.
- The female toilet was clean but one sanitary bin lid does not open (reported by Debbie).
- The disabled toilet was clean but the pads under the toilet seat had still not been replaced from the last Place Visit (Debbie to chase).

Internal corridors leading to Macmillan

Observations

- New pull up banners and display posters at various locations displaying “Making Your Moments Matter” (RDH pledge regarding dignity and respect etc...)
- Wall needs plastering just outside Boots (where trolley has bashed into the wall) – has been reported, but job not yet completed.
- One out of six of the hand sanitizers was empty and needed refilling.
- A large stainless steel delivery crate parked and left in front of Making Your Moments Matter banner and display (Debbie contacted relevant staff to get it removed to correct location).

Macmillan Unit

Observations

- Nice big “corporate” sign outside entrance clearly showing ward open/close times.
- Reception area – Nice, clean, bright, nicely decorated in Easter theme giving a really warm seasonal welcome to the ward.
- Really nice Muriel on reception wall depicting old news clips of Macmillan unit through the ages.
- Nice big fish tank in reception to promote a relaxed atmosphere.
- Visitor’s toilet was clean and bright.
- Day room 2 – Nicely decorated, bright, clean room, nice easy chairs, TV, various books, CD player with various CD’s.
- Special dispensation for allocate smoking area within Macmillan Unit.
- External garden area – really nice setting, plants, benches patio tables, private setting just for Macmillan patients, easy access from the ward to the garden area.
- Patient room 3 – Nice big clean room, TV, comfy chair, en-suite bathroom very clean
- Relevant health information discreetly placed on inside of en-suite bathroom door for patients to read.
- Patient Room 5 – Nice, big, clean room.
- Chapel – Nicely decorated and furnished in calm colours - nice stained glass window obscured for patient privacy, book shelf with religious books that reflected all religions, prayer mats for the Muslim faith, the room felt very calm and peaceful.
- Staff member didn’t have name badge on (asked by Beverley to get her badge).
- There was a un –laminated poster in the corridor just outside Patient Room 3.

RDH Entrance 24 (adjacent to Macmillan unit)

Observations

- Good clear “anti-smoking signage” on main entrance door.
- Large bright entrance.
- Cigarette butts in the bushes could do with clearing.
- Some of the paintwork could do with refreshing.
- A large delivery of new crutches left in entrance area (left behind a pull up banner) Debbie to arrange to have these moved.

Stairway going up to level 3

Observations

- Nice and bright, clean and brightly decorated in cream and yellow.

Ward 304

Observations

- Main entrance door has main big corporate sign with open/close times.
- Main entrance door has lots of duplicated signs with same info, looks messy (Debbie to speak to appropriate staff).

Corridor leading to Ward 302

Observations

- There was a strong odour in the disabled toilet and the toilet seat was loose (closed off by Debbie until repair completed).
- The sanitary bin in the toilet (for male and female) didn't open.

Ward 302

Observations

- Reception area was clean with a good information hub area.
- Departmental cleaning folder for public use – shows cleaning done on the ward, cleaning targets, scores achieved etc...
- Patients Day Room was nice and clean, had a TV, books and nice pictures on the wall.
- The Quiet Room was clean.
- The Treatment Room was clean.
- Room 2 was nice and clean and ready for next patient – signage sheets completed to indicate room cleaned and appropriate actions taken, en - suite bathroom clean and bright.
- The bathroom was large and clean.
- Room 5 was bright and clean.
- Reception area had an out of date un laminated poster displayed.
- Room 2 had a wheelchair kept in bathroom due to lack of storage space (Debbie asked staff to remove it to appropriate location).
- All beds in Room 5 are supposed to have a TV but some were missing (Debbie asked appropriate staff if the TVs could be replaced, advised need to speak to the external company that supplies the TVs).

Corridors leading to wards 301 and 306

Observations

- Nice art work on the walls (nature collage and view from windows).
- Wards 301 and 306 had corporate signs on external doors giving ward opening hours etc...
- Staff have duplicated posters on the doors giving the same info again, looks overcrowded and messy (Debbie to speak to appropriate staff to remove them).

Ward 303

Observations

- The Ward had a very homely atmosphere with nice décor, comfy settees, a TV and a fish tank.
- Hand wipes given to patients and tables were cleared before lunch.
- Staff were observed communicating with patients as they were handing out their meals.
- Patients who were away from their beds were notified immediately that their meals had arrived.
- A tablet found on the floor (outside bay 3) by Debbie (Debbie spoke to the staff immediately, who advised that it may have been dropped by a patient, but had not fallen off the drugs trolley).
- The team spoke generally to a few patients who were all happy with their meals, one lady commented that it was nice that fresh fruit was available all day, one lady said the meals were good and choice was good. Sometimes she had to spend long spells in the hospital e.g. 6 – 8 weeks at a time and then the meals became a bit repetitive (but she did understand that most patients are only in for a few days or maybe a week or two so the menu is suitable for them (Bev/Debbie highlighted the fact that in special cases e.g. patient with long term admission, there are vouchers available for them to have alternative meals from elsewhere in the hospital).

Concerns Addressed During Visit

- The female toilet was clean but one sanitary bin lid does not open (reported by Debbie).
- The disabled toilet was clean but the pads under the toilet seat had still not been replaced from the last Place Visit (Debbie to chase).
- Wall needs plastering just outside Boots (where trolley has bashed into the wall) – has been reported, but job not yet completed.
- A large stainless steel delivery crate parked and left in front of Making Your Moments Matter banner and display (Debbie contacted relevant staff to get it removed to correct location).
- Staff member at Macmillan Unit didn't have name badge on (asked by Beverley to get her badge).
- A large delivery of new crutches left in entrance area of Entrance 24 (left behind a pull up banner) Debbie to arrange to have these moved/
- Main entrance door at Ward 304 has lots of duplicated signs with same info, looks messy (Debbie to speak to appropriate staff).
- There was a strong odour in the disabled toilet and the toilet seat was loose (closed off by Debbie until repair completed).
- Room 2 on Ward 302 had a wheelchair kept in bathroom due to lack of storage space (Debbie asked staff to remove it to appropriate location).
- All beds in Room 5 on Ward 302 are supposed to have a TV but some were missing (Debbie asked appropriate staff if the TVs could be replaced, advised need to speak to the external company that supplies the TVs).
- Staff have duplicated posters on the doors giving the same info again in corridor leading to wards 301 and 306, looks overcrowded and messy (Debbie to speak to appropriate staff to remove them).
- A tablet found on the floor (outside bay 3 on Ward 303) by Debbie (Debbie spoke to the staff immediately, who advised that it may have been dropped by a patient, but had not fallen off

the drugs trolley).

- One lady spoken to on Ward 303 had to spend long spells in the hospital e.g. 6 – 8 weeks at a time and then the meals became a bit repetitive (but she did understand that most patients are only in for a few days or maybe a week or two so the menu is suitable for them (Bev/Debbie highlighted the fact that in special cases e.g. patient with long term admission, there are vouchers available for them to have alternative meals from elsewhere in the hospital).

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

Meals

- Chicken penne
- Chicken wrap
- Steak casserole (gluten free menu)
- Macaroni cheese
- Sausage and mash
- Tuna salad
- Vegetarian cottage pie
- Curried coat (Caribbean menu)

Pureed meals

- Sausage/chicken/lamb mashed potato and vegetables

Food Tasting

Observations

- Everyone enjoyed their meals, they were hot, texture and taste was good.
- Presentation was good, effort was made to make the meals look appetizing, the least favourite food was the pureed lamb, but everyone said the pureed sausage and chicken tasted like the real thing.
- Chicken penne was a large portion and some were unable to finish it.

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 0 surveys were returned within a two week timeframe.

Patient Surveys

- There were no surveys received from patients on this visit.

Visitor Surveys

- There were no surveys received from visitors on this visit.

Staff Surveys

- There were no surveys received from staff on this visit.

Conclusion

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

- Toilet facilities, the female toilet at the Main Entrance was clean but one sanitary bin lid did not open, the disabled toilet was clean but the pads under the toilet seat had still not been replaced from the last Place Visit, near Ward 302 there was a strong odour in the disabled toilet and the toilet seat was loose, also on Ward 302 a wheelchair kept in bathroom due to lack of storage space.
- Maintenance where a wall needed plastering just outside Boots (where trolley has bashed into the wall) and paint needed refreshing – has been reported, but job not yet completed.
- Deliveries being left in front of signage (Debbie contacted relevant staff to get it removed to correct location).
- Duplicated signage on Ward doors on Ward 304.
- All beds in Room 5 are supposed to have a TV but some were missing (Debbie asked appropriate staff if the TVs could be replaced, advised need to speak to the external company that supplies the TVs).
- A tablet found on the floor (outside bay 3 on Ward 303) by Debbie (Debbie spoke to the staff immediately, who advised that it may have been dropped by a patient, but had not fallen off the drugs trolley).

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.
- New pull up banners and display posters at various locations displaying “Making Your Moments Matter” (RDH pledge regarding dignity and respect etc...)
- The Macmillan Unit provides information and support to patients affected by cancer and their families.
- Visiting opening times displayed on Ward doors.
- Staff were observed communicating with patients as they were handing out their meals.
- Patients who were away from their beds were notified immediately that their meals had arrived.
- The team spoke generally to a few patients who were all happy with their meals, one lady commented that it was nice that fresh fruit was available all day, one lady said the meals were good and choice was good.

Recommendations

Recommendations include:

- The Macmillan Unit, Ward 302, Ward 303 and Ward 304 should consider applying for Derby City's Bronze Dignity Award.
- Pads under the toilet seat in the disabled toilet needed replacing urgently.
- Maintenance in terms of plastering and painting needed addressing.
- Staff must be vigilant of patients losing or misplacing their medication.
- Staff must ensure that all long term admission patients are aware of the food vouchers available if applicable.