

Ross Community Hospital  
Alton Street, Ross-on-WyeWye Valley NHS  
TrustAuthorised  
RepresentativesRoss Community Hospital  
Alton Street  
Ross-on-Wye  
Herefordshire, HR9 5ADWednesday 7<sup>th</sup> January 2015 09:45 - 15:00

Ian Stead, Joyce Thomas, Debra Tritton, Margot Forde, Val Javens

## Acknowledgements

Healthwatch Herefordshire would like to thank Wye Valley NHS Trust, their Community Hospital Sister and Deputies, patients, visitors and staff for their contribution to the Enter and View programme. Thanks also to their Volunteers and Board Members who assisted in the visit.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

‘Enter and View’ is the opportunity for authorised representatives to go into health and social care premises to hear and see how the consumer experiences the service and collect the views of service users (patients and residents, carers and relatives) at the point of service delivery. Evidence-based feedback will be reported to providers, CQC, Local Authority and NHS commissioners and quality assurers, Healthwatch England and any other relevant partners. Development of recommendations across multiple visits will inform strategic decision-making at local and national levels.

Enter and View applies to all premises where health and social care is funded from the public purse. Only authorised representatives may undertake ‘Enter and View’, and then only for the purpose of carrying out the activities of the local Healthwatch they represent.

‘Enter and View’ is planned, with a clear purpose; it is not an inspection, nor a stand-alone activity, nor a last resort or a first choice option.

Enter & View will deliver on the following Core Priorities: Integrated Services, Communicating with the Public; Focusing on Older People. The specific purpose of HWH's E&V activities will be to engage with residents, patients, carers and friends in 6 venues, using the 10\* Dignity Challenge, to identify good practice in the provision of a dignity focussed service.

### Potential outcomes:

1. Local people are empowered to give their views and influence decisions to improve health and social care services
2. Local people are aware of Healthwatch Herefordshire, understand its purpose and how to access it for help and support



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## Purpose of the visit

To encourage, support, recommend and influence service improvement by capturing and reflecting the views of service users who often go unheard - people living with Dementia - whilst offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences. Engaging carers and relatives, identifying and sharing 'best practice', keeping 'quality of life' matters, specifically through the 10\* Dignity Challenge, firmly on the agenda, whilst encouraging providers to engage with local Healthwatch as a 'critical friend'. Gathering of evidence at the point of service delivery, adding to a wider understanding of how services are delivered to local people. Additionally, it is supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

## Strategic drivers

Enter and View forms part of Healthwatch Herefordshire's engagement programme for 2014-2015. HWH's target is to engage with people using health and social care services, recording and subsequently analysing their experiences.

Healthwatch has identified 'Services for Older People' as one of its priorities, thus Enter and View's aim is to reach older people who are vulnerable and whose voices are seldom heard. Engagement will be with those who are unable to interact with the systems that are already in place to capture feedback. HWH's Enter and View schedule will, therefore, encompass:

- 1. 3 visits to Homes where there is a provision for those with Dementia**
- 2. 3 visits to wards on Community Hospitals where there is a provision for those with Dementia.**

## Methodology

Visits will be undertaken by Healthwatch Herefordshire's Authorised Representatives: Board Members, Volunteers and staff; all lay people who have received appropriate E&V training. All visits have a stringent set of guidelines provided by Healthwatch England which include an emphasis on the importance of communicating and working with the Providers and/or Managers.

6 units were randomly selected from the CQC list of publicly funded, residential homes and community hospitals with this specialist service.

The aim is to gather the views of these vulnerable people, and through HWH's promotion as well as collaboration with the providers, encourage their families, carers and friends to participate and, where necessary, help articulate those views. The intention is to use a paper-based questionnaire focusing on the use of Herefordshire's 10 \* Dignity Challenge as the basis for the questions. The objectives are:

- 1. To identify concerns, compliments or issues raised by or on behalf of the residents**
- 2. To identify those Homes/Units whose delivery of service can be designated best practice**

Volunteers, Board Members and staff will be instrumental in designing and developing the questionnaire. We will be adopting the 'Wave' approach which will enable us to modify our methodology, particularly our questionnaire as we test its efficacy as a result of our visits.

Embedded within our 'Wave' approach the input of an Owner Provider was sought, to assist with the development of an appropriate set of questions which will form the basis of effective analysis.

The information will be collated and published in report format. The reports will be approved by all Healthwatch personnel involved in Enter and View, including the Manager of the Home or Hospital and signed off by Healthwatch Herefordshire's Chair. They will be used to inform and advise local providers and Commissioners.

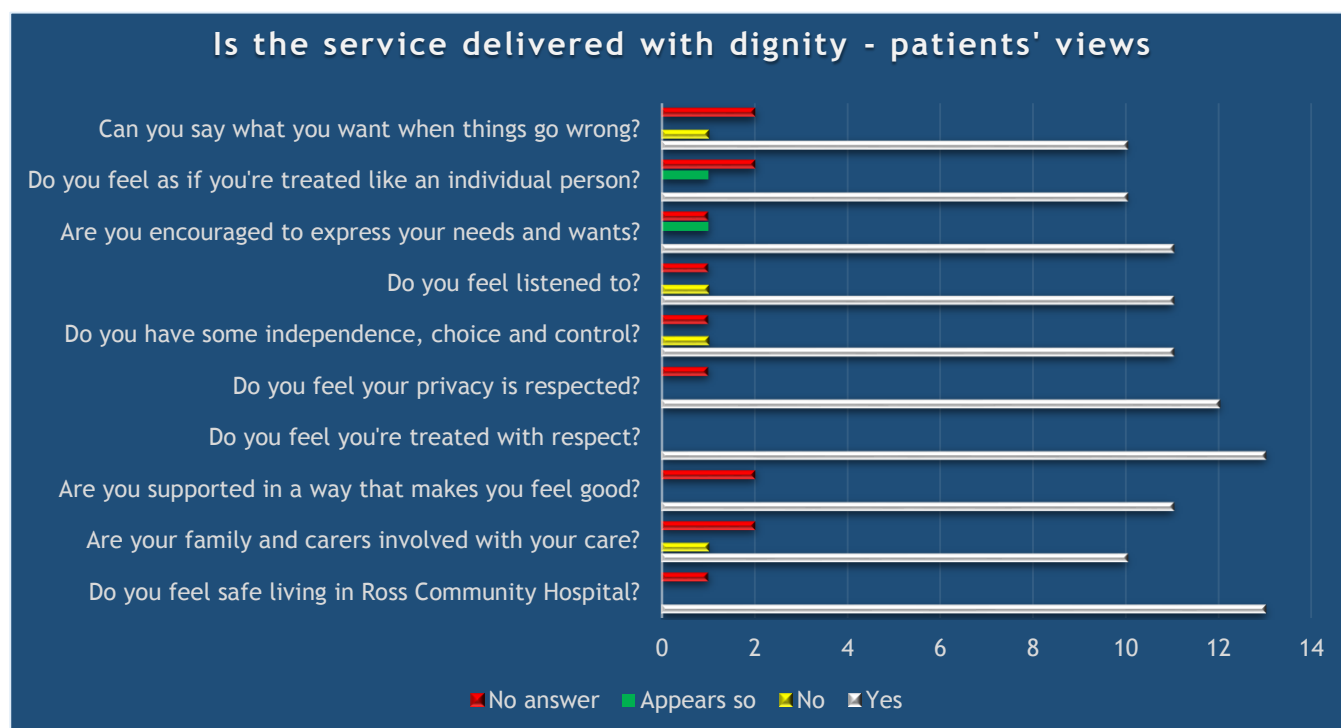
# Summary of findings

Ross Community Hospital (RCH) provides ongoing medical care and rehabilitation to help recovery when patients have had treatment at Hereford County Hospital or another hospital but are not well enough to go home. In recent years, the number of patients with some degree of memory impairment has increased. Capacity at RCH is 32 patients with 50 healthcare assistants and trained nurses: 3 full time re-enablement assistants; 1 Community Hospital Sister, 2 ward sisters who job share a full time post; 1 Ward Manager, 1.5 whole time equivalent Occupational Therapists; 1 full time Physiotherapists. There are 2 Wards: Peregrine (18 patients), and Merlin (14 patients).

HWH engaged with 13 patients; the majority of respondents had varied stages of memory impairment and did not all respond to all the topics raised. Overall those who participated were very positive in their feedback about being treated with dignity at RCH. Cross Border issues were particularly relevant to one patient, but it was evident that staff were going the extra mile to achieve a satisfactory outcome for that person.

## Results of Visit

13 patients at Ross Community Hospital took part in HWH's Enter and View visit, portraying what their views were on the delivery of dignity in the service they received from the nursing staff and healthcare assistants. 5 authorised representatives engaged with 13 patients in the hospital, many of whom had various degree of memory impairment.



## Quotes from Residents

### 1. Do you feel safe in Ross Community Hospital?

- Trouble without hearing aid, it's a nuisance not to hear
- I can be awkward but am looked after well
- In wheelchair so can use arms, so independently safe
- Very looked after
- Yes, very well looked after
- Feel very safe here, much nicer than County Hospital. Very well looked after

### 2. Are your family and carers involved with your care?

- My son helps
- Relatives most helpful
- No - daughter in Kington, Mum is 70 and lives in Hereford
- Daughters involved
- Carer at home, but visits here a lot, very involved
- Daughter is involved, but she has two small children
- Yes, haven't missed a day - visiting hours OK and Christmas OK. 11-8 Christmas and Boxing Day
- Two nephews visit, not so much family, more carers
- Daughter visits, does what she can and step-daughter comes in

### **3. Are you supported in a way that makes you feel good?**

- Do as much as I can, but need to register with new GP
- Staff very helpful
- Staff are lovely
- All the staff are lovely including the Doctor
- Encouraged to ask for things if needed
- Virtual Ward didn't work, and I had to come here

### **4. Do you feel you are treated with respect?**

- Perfect
- Go by Christian names which helps
- Yes, staff lovely, all wonderful
- Yes, very well treated
- Absolutely
- Yes, very much so
- Staff are lovely, so much, most of the time even when busy

### **5. Do you feel your privacy is respected?**

- As much as possible
- Much as it can be. Nice compact ward
- Yes, very much so
- Nearly always
- Always knock
- Most people - only those not knowing where they are don't
- Always respect privacy but take to toilet and wait when needed - male nurse picks me up
- Very polite, can use buzzer when I can find it
- Staff don't shout so as not to disturb others

### **6. Do you have some independence, choice and control?**

- No, not so mobile - lack of fluid
- Yes, hospital has WiFi, but cannot get on it. Hospital not helping. Wants to ride my mobility scooter
- Yes. Independence - staff sometimes suggest something else to wear
- Two good cooked meals. Very good food and nice sweets
- Yes, excellent
- Able to get books and can watch TV if want to
- Yes, Can watch TV when want to

### **7. Do you feel listened to?**

- No - have to guess what they are saying because of hearing
- Treat him very well, would not wish to say anything negative
- Yes - helpful
- Yes definitely - they will do things for you
- Yes, staff are lovely
- Yes, definitely and if worried, will talk to you
- Yes - always get things if needed - use the buzzer and they come straight away
- Mostly 'yes', but 'no' Example- can't always get comfortable

### **8. Are you encouraged to express your needs and your wants?**

- Can speak to staff and argue, but they do what they can - they are fantastic, but will tell you off if you buzz too often
- Feels like a very personal service
- You can discuss
- Yes, staff are lovely
- Yes, always
- Yes, have not had to ask for things
- Have asked about WiFi availability
- Yes, want to get home and about

### **9. Do you feel as if you're treated like an individual?**

- Yes, always - only have to shout to get something
- Yes- very good food
- Yes, very happy with it
- Food good, 2/3 choice, better than Hereford!
- Yes, likes being in a single room Lots of cups of tea!
- Yes, very - never been looked after so well as I am here

## 10. Can you say what you want when things go wrong?

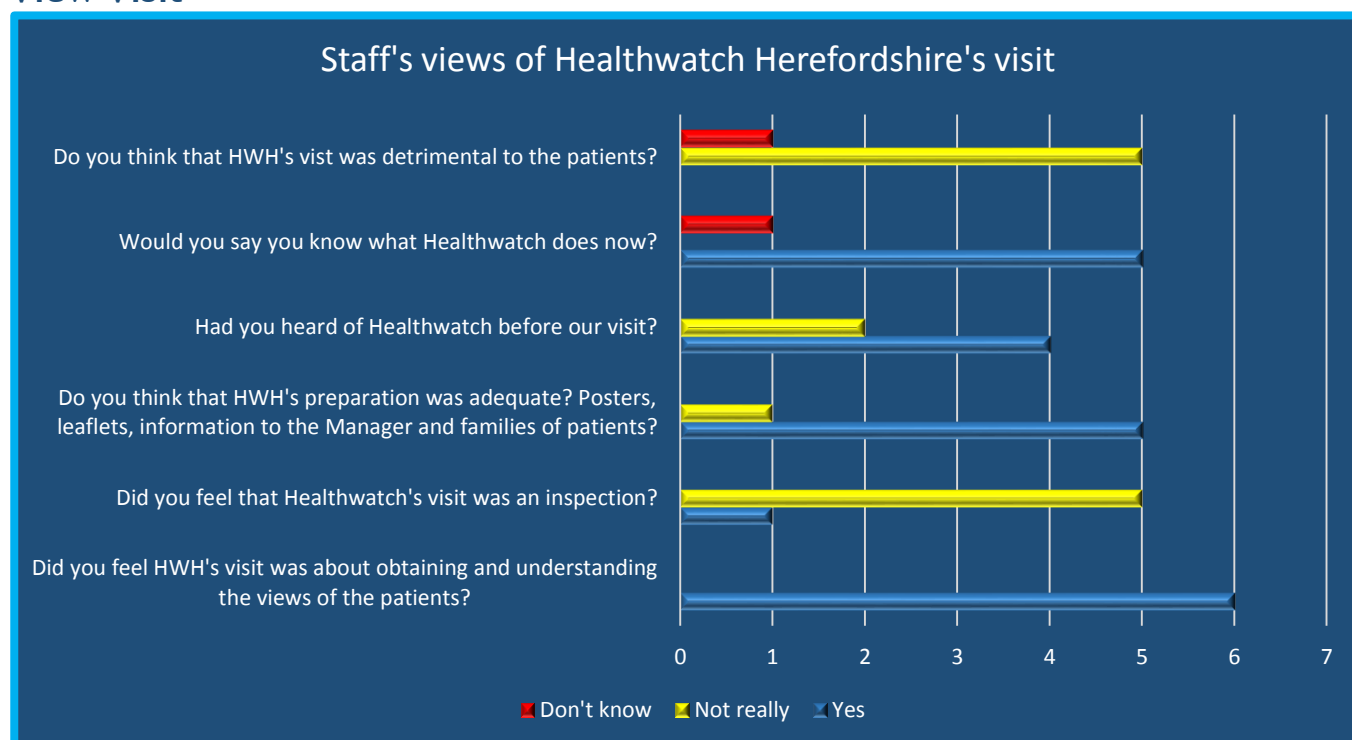
- Yes, Transfer issue with management between Wales and Herefordshire
- Depends on what is the issue Talks to her daughter
- Feel listened and can discuss easily
- Yes, staff always listen
- Yes, always - staff do their best and work very hard
- Yes, no problem - staff mostly listen

## Additional findings

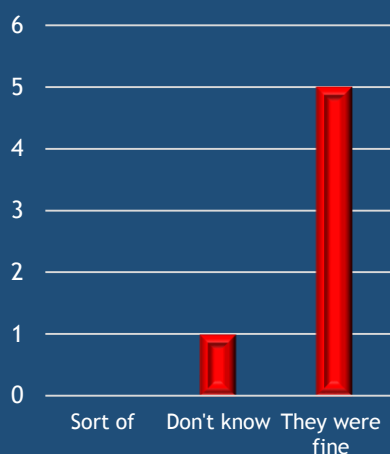
Authorised representative made the following observations:

- The approach to the Ross Community Hospital is well sign posted within the town centre, entrance to the visitors' car park on slope. At first glance the building is modern, with a fresh non institutional façade carried through upon tendering the reception area. Reception desk is well positioned to welcome visitors, diagonally one can see the Optician centre and the Pharmacy. Greeting cards on roundels are available, a noticeboard displays current news. Although not the brightest of winter days, the building was warm and light, partial glass ceiling maximising light.
- There is a dental centre and as well as endoscopy room the latter funded by The Friends of Ross Community Hospital.
- There was unanimous approbation for having a full-time doctor on site; providing continuous coverage for the patients as well as support for the staff.
- In summary the atmosphere is one of controlled calm and safe environment.
- Cross border issues were discussed at length with the Community Hospital sister; the difficulties associated with one patient who wanted to return to his home in Wales. It was evident that everything that could be done by the Sister and her colleagues was being done to facilitate a satisfactory resolution for the patient. The patient highlighted that it was a systems fault, and was not apportioning any of his concern about that onto the service he received in RCH which he said was of the highest standard.
- Issues raised with the Community Hospital Sister about hearing aids for one patient was being taken forward with immediate effect.
- Two Healthwatch authorised representatives said that should they be ill they would like to be treated in Ross Community Hospital.

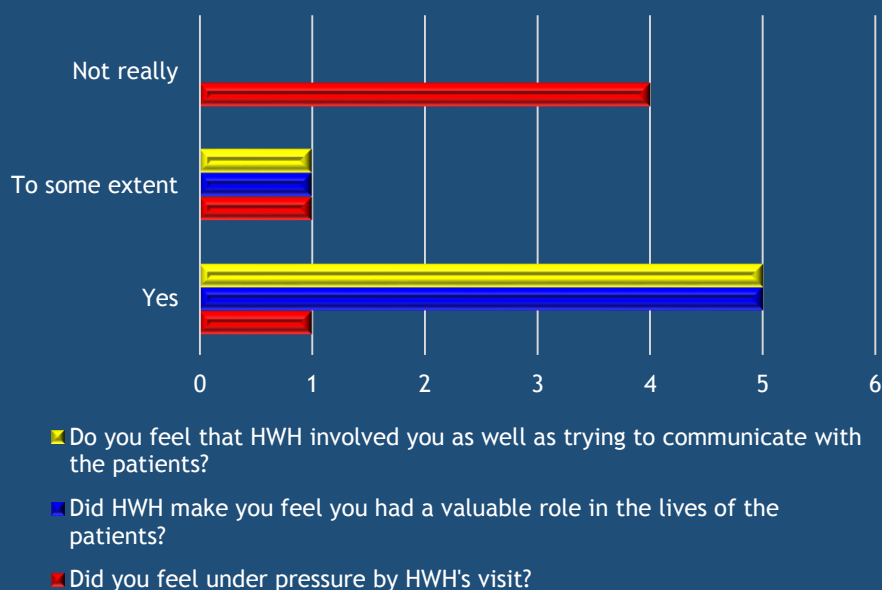
## Ross Community Hospital Staff's views of Healthwatch Herefordshire's Enter and View Visit



Did you feel that the questions were appropriate for the residents of Ross Community Hospital



### Staffs views of HWH's visit



Effective engagement with the staff forms part of Healthwatch Herefordshire's engagement process and the staff's views on the visit are crucial to the ongoing development of the approach and how to improve on getting the best out of the visit.

## Recommendations

Evidence from the patients with whom we engaged on 7<sup>th</sup> January 2015 revealed no trends from which we could make recommendations for improvements.

Added to the statement by two authorised representatives, and emphasising that Healthwatch Herefordshire's visit is a snapshot view of the service being delivered, our recommendation is to identify Ross Community Hospital as one which delivers best practice.

## Ross Community Hospital Response

Sisters and all staff at Ross Hospital wish to thank Healthwatch Herefordshire for their visit and the opportunity for both patients and staff to openly engage with the team. The report will be shared with all the Hospital team to ensure any patient feedback is utilised to improve service development and most importantly our patient experience. We look forward to working with Healthwatch in the future and to continue to grow and develop local services for our local community.

Signed

Paul Deneen OBE DL JP  
Chair Healthwatch Herefordshire

# Enter and View

## Wednesday 7<sup>th</sup> January 2015

Healthwatch Herefordshire is visiting on 7<sup>th</sup> January 2015 in order to ask Patients, their relatives, carers and friends what they think of the service provided at Ross Community Hospital.

We want to establish where best practice is being delivered in Herefordshire, or where improvements could be made.

We would like to invite patients' families, friends and carers to take part in this visit, assisting your loved ones to voice their opinions. Everyone's views are important, so please help us to get an overall picture of the service at Ross Community Hospital.

[www.healthwatchherefordshire.co.uk](http://www.healthwatchherefordshire.co.uk)  
[val@healthwatchherefordshire.co.uk](mailto:val@healthwatchherefordshire.co.uk)



<u>Ross Community Hospital, Alton Street, Ross on Wye, Herefordshire HR9 5AD</u> <u>T: 01989 562100</u> <u>Wednesday 7th January 2015</u>		
<b>Healthwatch Personnel/authorised representatives</b> <ul style="list-style-type: none"> <li>• Ian Stead, Board Member</li> <li>• Allan Lloyd, Board Member</li> <li>• Val Javens, Community Engagement</li> </ul>	<b>Volunteers</b> Debra Tritton Margot Forde Joyce Thomas	<b>Reserves - Volunteers</b> Mary Fielding Bruce Freeman
<u>Programme</u>		
Time	Personnel	Activity
<b>9.50 Arrive Ross Community Hospital</b> <b>Meet very briefly with Jan Elliot</b> <b>10:00</b>	Arrive Ross Community Hospital -  Healthwatch personnel meet Community Hospital Sister, Jan Elliot	<b>Meet Jan Elliot</b> , introductions, reinforce we are engaging not inspecting, induction regarding fire and any other issues we might need to know of, then HWH personnel meet together for briefing. <b>Emphasise that if advised to depart in order that service continues unhindered, take advice and depart.</b>
<b>10:05 - 10:45</b>  <b>Healthwatch Briefing</b>	<p style="text-align: center;"><b>Authorised Representatives</b></p> Ian Stead Allan Lloyd Val Javens Debra Tritton Joyce Thomas Margot Forde <p style="text-align: center;"><b>Reserves</b></p> Mary Fielding Bruce Freeman	<b>Pre-meet to discuss:</b> <ol style="list-style-type: none"> <li>1. Overview of Home resulting from Val's visit on Friday 19<sup>th</sup> December – details already sent out</li> <li>2. Approach, methodology, how we use questionnaires</li> <li>3. Flexible approach when asking questions</li> <li>4. Specific guidelines, safeguarding, diversity &amp; equality and confidentiality</li> <li>5. Establish - refer direct to Jan if not sure of anything</li> <li>6. Split team into three teams – 2 and 2</li> <li>7. Who is going where – to which Ward</li> </ol>
<b>10:45 - 12:15</b>	Healthwatch Team 1 and 2 <b>Peregrine Ward - 18 patients</b>	<b>Peregrine Ward, Ross Community Hospital</b> Using questionnaires as basis of discussion but as basis of obtaining answers to 10* Dignity challenge
<b>10:45 - 12:15</b>	Healthwatch Team 3 <b>Merlin Ward - 14 patients</b>	<b>Merlin Ward, Ross Community Hospital</b> Flexible approach, have questionnaires but if impossible to use, observe and make notes based on 10* Dignity Challenge on stationery provided
<b>12:15 - 12:30</b>	<b>HWH teams meet Flexible</b>	<b>Meet in meeting room to discuss findings, if any difficulties, if all going well, however, teams carry on engaging with Patients</b>
<b>12:30 - 13:15</b>	<b>Lunch - meet other staff if available</b>	<b>Ross has protected meal times so the team will meet in the meeting room for lunch kindly provided by RCH and continue discussion about findings</b>
<b>13:15 - 13:45</b>	Team's Debrief, meeting other members of staff – if available	<b>Debrief</b> <ul style="list-style-type: none"> <li>• Continue meeting in private room</li> <li>• Ascertain whether there are any issues which need to be raised with Jan Elliot outside the Enter and View analyses. Decide, note on these will be taken forward.</li> <li>• Decide whether we need to ask for action plan for recommendations, re-visit, re-meet with any specific concerns about Ross Community Hospital</li> </ul>
<b>13:45 - 14:00</b>	All team members welcome Meet with Community Hospital Sister	<b>Meet with Jan Elliot – alert Sister to any untoward findings, thanks, advise about decision regarding recommendations, action plan, re-meet, re-visit. Outline feedback from Home required.</b>
<b>14:15</b>	Healthwatch Personnel	<b>Depart</b>



## Community hospitals

WVT have four modern and comfortable community hospitals and a rehabilitation centre.

It is important that patients are transferred or discharged from the County hospital as soon as possible after they have been assessed as clinically fit to leave. More beds in this busy hospital will then be available for the most seriously ill patients. It also reduces the risk of problems returning to normal independent routine.

## What do community hospitals do?

Community Hospitals provide ongoing medical care and rehabilitation to help recovery when patients have had treatment at Hereford County Hospital or another hospital but are not well enough to go home. The Hillside Centre in Hereford also provides rehabilitation.

## Choice of community hospital/rehabilitation centre

There are three community hospitals within Herefordshire provided by Wye Valley NHS Trust, Bromyard, Ross and Ross-on-Wye. Whenever possible WVT try to transfer patients to a Community Hospital/Rehabilitation Centre of their choice that meets their needs.

## What will happen when patients move to the community hospital?

Ward staff will make all the arrangements for a Patient's move. Hospital staff will collect patients from the ward and arrange for them to wait in comfort for hospital transport to pick them up.

### *Friends and Family Test*

The Friends and Family Test is a simple question that patients are asked about the care they have received. The test is a way of gathering patient feedback and driving improvement in NHS hospital services across the country. [To find out more about the Friends and Family Test click here.](#)

### *Dementia care*

There are currently 800,000 people diagnosed with dementia in the United Kingdom. Every day in an acute hospital approximately 60 to 65 percent of inpatients will be suffering with dementia, confusion and/or delirium.

At Wye Valley Trust, there is a skilled multidisciplinary team who aim to improve the care and experience for both patients and carers.

Wye Valley Trust has a number of initiatives in place to raise awareness amongst their staff of the signs and symptoms of dementia so that they can provide the best possible care for patients. To find out more, [visit our dementia care page.](#)

## Directions

From Hereford, Hereford, UK

