

Details of visit

Service address:

Service Provider:

Date and Time:

Authorised

Representatives:

Contact details:

Queen Elizabeth House

Mid Yorkshire Hospitals NHS Trust

20th January 2015 6.30-8pm

Andrew Kent, Nichola Esmond, Helen Watkiss

Healthwatch Wakefield, 11-13 Upper York St, WF1 3LQ
01924 787379**Acknowledgements**

Healthwatch Wakefield would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme. We would particularly like to thank Isobel McNiven and Christine Jackson for staying beyond the end of their shifts to be available to talk us.

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.

**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as 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, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

To follow up a serious complaint raised in early January 2015 with PALs, Healthwatch Wakefield and the Wakefield Express about a patient's experience which mirrors some of the issues Healthwatch Wakefield found at Queen Elizabeth House a year ago, and which were thought to have been addressed.

Objectives

To establish whether measures put in place following Healthwatch Wakefield original Enter and View have been sustained. The visiting team talked to patients and relatives/carers with a focus on:

1. Do you know why you are here - do you know your treatment plan?
2. Do you feel you are getting the therapy you need and where does this take place?
3. Do you know when you're going home / how long have you been here?
4. Do you feel you can go/sit where you like during the day?
5. Do you get help when you ask for it?
6. How do you feel you have been treated - what are staff attitudes like?
7. Is there anything you feel could be done to improve your experience?

Strategic drivers

- Connecting Care is a Healthwatch Wakefield priority
- Intermediate care facilities have been a concern in the past

Methodology

This was an unannounced Enter and View visit.

We spoke to the manager, Isobel McNiven, before we spoke to anyone in the facility and took her advice on whether any patients should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

We had informal conversations with some members of staff, but the focus was predominantly on patients and relatives/carers.

The visiting team spoke to fifteen patients and two visitors/relatives/carers to ask them informally about their experiences of the facility based on the questions detailed above.

When they had finished speaking to staff, patients and family members we left them with some leaflets about Healthwatch Wakefield which included a freepost return form which they could use afterwards if they wish.



Summary of findings

At the time of our visit, the evidence is that there were no significant concerns around the safety, dignity and care of patients.

Most of the patients seemed to know why they were there and were happy overall with the service but were bored and wanted to get home. Those who could occupy themselves, e.g. with reading, seemed to be upbeat. Most patients either knew when they were going home or why they weren't able to go home yet (i.e. things being put in place at home, or treatment not yet finished). Most people reported that they were able to get help when they needed it. Only one person reported this not happening on one occasion. The majority of patients said that staff attitudes were good and they felt well looked after. One person said that this sometimes wasn't the case.

The main themes from patients in relation to improving their experience were:

1. More staff are needed
2. Although most patients praised staff attitudes, one did report that some staff could be 'nasty' particularly in the mornings
3. There did seem to be some confusion over access to physiotherapy - patients were not sure if the communal exercises were sufficient or if they needed individual therapy.

Additional information

There were discussions with staff around staffing levels, the various reasons for delayed discharge of patients and whether patients were always best suited to an intermediate care facility.

Staff commented that have seen a significant improvement in the speed at which Wakefield District Housing are responding to requests for adaptations to patients' homes.





Recommendations

The visiting team did not feel it necessary to include any recommendations in this report, as we are aware that the Trust and the Queen Elizabeth House managers are taking forward actions in response to the serious complaint that led to this unannounced visit.

We would appreciate being kept informed of any improvements or changes that are made as a result of these actions.

Service Provider response

I am delighted that the inspection team had no concerns around the safety, dignity and care of patients. As a Trust we aim to provide consistently high quality professional care to our patients. In relation to the themes you identified to improve patient experience, I would like to assure you that the Care Closer to Home management team have already begun to implement a number of actions to address the areas

I note you requested to be kept informed of any improvements or changes made, which I am happy to do so. I would also like to invite you to visit Queen Elizabeth House again in four to six months to review if the changes we have made have had an impact on patient experience.

I hope you will find the above helpful. If I can be of any further assistance or you require more information or clarification, please do not hesitate to contact me.



Queen Elizabeth House unannounced visit - Tuesday 20 January 2015

Patients	15	Visitors/relatives/carers	2
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1. Do you know why you are here - do you know your treatment plan?

- Yes, came here from Pinderfields, I have an infection.
- Don't really know, apart from need help with walking. Will need some ongoing care but not sure when will be assessed.
- Came here from Pinderfields today
- Came from Pinderfields about a week ago after a stroke. They are arranging some extra help in place at home so my wife can cope when I get back.
- Came from Pinderfields, been here about 4 weeks
- Yes, waiting for physio
- Yes, broken leg. Here to get help to be ready to go home.
- Hospital sent me here.
- Broke my arm and other one already unusable so sent here.
- Sent here from hospital, had some care assessments for when I go home
- Yes, I broke my ankle. I came from Pinderfields, I didn't like it.
- Yes. Came from Pinderfields.
- Yes, to get me back on my feet, I don't know about a treatment plan.
- Yes. I was in Pinderfields, I was in a room on my own, I didn't know if it was night or day. I didn't like it. (Visitor/relative said communication was very poor at Pinderfields. The medical treatment was excellent and they had save the patient's life, but they were moved to another ward and the relative wasn't told. He went straight in to the room and a stranger was in the bed, it was embarrassing. Was on Gate 10, then moved to Gate 1a.)

2. Do you feel you are getting the therapy you need and where does this take place?

- Yes.
- Yes, it was gentle at first but I had a proper session today.
- Yes, I don't always see the point though. (Visitor/relative thought this might be the 'cognitive' activities rather than physical ones).
- Not had much physio or treatment while I've been here. Not had any individual therapy, just group exercises. I think I need more individual help but it's not happening.
- No individual therapy, just group exercises in lounge
- Physio - they don't let you off!
- Keep getting examined to check on progress.
- Yes, two ladies came and assessed how I get upstairs (home has two stairs to entrance). They say when I can do it easily I can go home. They 're coming back tomorrow.
- Yes, exercises in communal area. Not doing any harm.

- I need physio but they're waiting for xrays and info from Pinderfields (been here about week)
- No, I came in Friday my first therapy was Monday. The food is alright. The Pinderfields food is awful.
- Yes, we've done it together in this room (lounge). The food is better here.

3. Do you know when you're going home / how long have you been here?

- A few days I hope while they sort out my care/I spent a week in hospital then I came here on Friday.
- Not yet, I hope soon/been here two weeks. I'm having my assessment week, you really have to be able to go to the toilet on your own before you can be sent home.
- No, but I'm almost ready, met with the social worker yesterday. I'm waiting for a care plan (package). I've been here about five weeks.
- No idea/since Friday.
- Hopeful it will be this week. In hospital two weeks, been here one week.
- Been here at least a fortnight, no idea when going home but being looked after so can't complain
- Came in today, should be going home in two days
- Since Friday, hopefully going home tomorrow or the next day
- Been here 4 weeks, don't know when going home - expect if keep improving will get home
- About a week, will go home when able
- Had to wait at Pinderfields and Pontefract since 19th Dec for a place here, came on 4 Jan. possibly taking the cast off on 9 Feb then won't be going home til I can walk again.
- Been here 5 weeks, don't know when going home, just waiting
- Been here about 3 weeks, possibly going home this week or next, not sure
- Not sure when I'm going home - things being done at home to care for me when I return

4. Do you feel you can go/sit where you like during the day?

- Yes.
- No, they don't appreciate people moving about.
- Yes.
- They don't like you to go upstairs. They wouldn't be able to keep an eye on you.
- Yes.
- Yes
- Yes
- Yes, can move about myself
- Yes, I like it mainly in the lounge where there's company

5. Do you get help when you ask for it?

- Yes. They're over the top nice, you have to have some patience because they are busy but I feel very lucky.

- Whilst I've been here yes, they're very good. You get Horlicks at about 8pm and then my sleeping tablets at 9pm; I get a good night's sleep.
- I think so. (Visitor/relative felt the infection control work had been 'brilliant').
- Yes.
- Yes, they might say 'in a minute' but they do.
- Yes, they come when needed
- Yes
- Usually, but I had to wait about an hour and a half (recently) to go to the toilet. The assistant said she couldn't help me because she needed two assistants to do it and there wasn't anyone else available. I got really anxious because I thought I had diarrhoea. It's not right, it only takes a few minutes to help someone to the toilet, it takes a lot longer to clean someone up after an accident.
- Yes, they're good at night as well.
- Yes, even at night
- Yes
- Don't often have to ask for help, only for the lift
- Yes, get support when needed

6. How do you feel you have been treated - what are staff attitudes like?

- Yes, friendly and kind
- Well
- Very nice, well looked after
- Staff friendly
- Good, staff busy but friendly
- Most staff are nice and I do tell them I appreciate it. There are some nasty staff here though, amazed why they should be like that, maybe I'm a bit more work for them but it's not right. Surely night work is an expected part of the job. Don't want to mention names but mostly in the morning at meal times there's some with a nasty side. But they might be tired.
- Only just arrived but it seems nice, staff seem nice
- Fantastic - satisfied with attention I've had.
- Looked after well, good is lovely, good nurses here
- Very well, definitely, I'm very lucky.
- I think so, very well. It's much nicer than Pinderfields.
- Can't complain.
- OK.
- Yes, well.

7. Is there anything you feel could be done to improve your experience?

- Content with everything on the whole
- I don't think so. The staff are under pressure but they cope very well. I have no complaints.
- The staff are rushed, they haven't got time, it's not their fault. The food is really good, the breakfast especially, I have cornflakes and toast, it's really filling.

- No, maybe more activities or newspapers. (another patient said at this point that they would buy newspapers if they were available)
- More staff? Lots of poorly people here. But I've been looked after so can't complain
- Would like to have a shave!
- Staff could do a bit more possibly
- Could be more staff. I'd appreciate more bath times rather than washes, but if there's not enough staff it doesn't happen.
- Can't say anything but good. They do whatever they can to help and don't push you. They do need more staff, it seems ridiculous sometimes - there's lots of people here to look after. It's better than Pinderfields though.
- Can't think of anything, fairly satisfied
- There could have been more explanation at the beginning about what was happening.
- No, but I'd rather be at home. It's good I can go to bed at 9.30pm; some people go at 5.30pm that would be no good for me.
- No, I'm very happy, I can't see or hear the TV though, it is boring, I'd rather be home.