

## Enter and View Report - Hospital

### Congleton War Memorial Hospital

Canal Road  
Congleton  
Cheshire  
CW12 3AR

**Area Visited:** Wheelchair Assessment Centre

**Date of visit:** 15/4/15

**Trust:** East Cheshire NHS Trust

This report describes our observations of the quality of what we found at the date and time of the visit, with information given from staff and patients

#### Overall observations :

Cleanliness	
Accessibility	
Information for patients relatives and carers	

#### Summary:

Cleanliness was clearly a priority and it showed, as were the friendly and helpful staff members that we spoke to.

Staff were knowledgeable, friendly and efficient. Patients are treated with dignity and respect and with a clear Patient centred approach.

Detailed assessment needs are dealt with at each appointment and patients given time and support to try out wheelchairs, consider seating and physical needs and be supported and advised at all times. Assessments are completed in house and also home visits

## Enter and View Report - Hospital

<b>Enter and View Visit to</b>	Congleton War Memorial Hospital Canal Road Congleton Cheshire CW12 3AR  <b>Wheelchair Assessment Unit</b>
<b>Date</b>	<b>Wednesday 15<sup>th</sup> April 2015 10:30am</b>
<b>Background</b>	<p>East Cheshire NHS Trust was established in 2002, and operates three hospitals - in Macclesfield, Knutsford and Congleton. Macclesfield District General Hospital was purpose-built in the early 1980s to replace a much older infirmary.</p> <p>East Cheshire NHS Trust is an integrated community and acute trust, providing healthcare across central and eastern Cheshire and surrounding areas. The trust provides health services in its hospitals, in people's homes and in community locations - and with over 3,500 dedicated staff, it serves a local population of around 470,000 people. Together community and hospital services deliver safe, effective health care to patients at the right time and in the right place, wherever they are located.</p> <p>Quality is at the core of the trust's mission and vision statements, and underpins the organisational values, strategic objectives and transformation plan.</p> <p>Community health services include district nursing, health visiting, intermediate care, occupational therapy and physiotherapy, community dental services, speech and language therapy and palliative care. Hospital services include Accident and Emergency care and emergency surgery; elective surgery in many specialties; maternity and cancer services.</p> <p>These services are delivered through a service line structure. The service lines are:</p> <ol style="list-style-type: none"><li>1. Surgical Specialties</li><li>2. Clinical support &amp; Diagnostics</li><li>3. Women's and Children's</li><li>4. Urgent Care</li><li>5. Medical specialties</li><li>6. Allied Health Services</li><li>7. Integrated Care</li></ol>

<b>Observations</b>	<p><b>Clinic Provision</b></p> <p>The clinic has been based at the War Memorial Hospital since July 2014, previously service was provided at Sanders Square clinic in Macclesfield and Leighton Hospital.</p> <p><b>Arrival</b></p> <p>On arrival, I was met by staff and asked for ID. The door to the clinic was secured with a keycode. Staff went into the waiting area and brought patients through to 2 clinic areas.</p> <p><b>Clinic area</b></p> <p>The clinics were bright, airy and very clean. Various pieces of equipment were stored there, for patient use. Specialist equipment is ordered after assessment and wheelchair repairs and adjustments are administered by the department and sent for repairs. One clinic had a main hoist, to assist patients onto the bed area.</p> <p>Clinics are staffed by a team of 2 Occupational therapists and an Occupational Therapy Practitioner. There is currently 1 OT Vacancy. Clinical staff are supported by an Admin Coordinator and clerical Officers. This team send out appointments, manage referrals and collect statistical data for the Trust/produce reports.</p> <p>Patients are referred by GPs, Therapists, Community Matron. Their needs are prioritised and an appointment is sent for a clinic or home visit. Appointments are usually 45minutes duration, with an staff member seeing approximately 8 patients a day in clinic and 4 patients a day on home visits</p> <p>Literature and information was available for patients and information was available in the waiting areas and on display in the clinic</p>
<b>Summary</b>	<p>Cleanliness was clearly a priority and it showed, as were the friendly and helpful staff members that we spoke to.</p> <p>Staff were knowledgeable, friendly and efficient. Patients are treated with dignity and respect and with a clear Patient centred approach. Detailed assessment needs are dealt with at each appointment and patients given time and support to try out wheelchairs, consider seating and physical needs and be supported and advised at all times.</p> <p>Assessments are completed in house and also home visits.</p>