

Healthwatch Cheshire West Enter and View Report - NHS	
Enter and View Visit to	Ward 32 Countess of Chester Hospital, Liverpool Road, Chester, CH2 1UL
Date	8 th September 2015
Authorised Representatives	Margaret McDermott, Joanne Brookes, Jenny Young
Staff Present	Becca Hardaker - Shift leader
Background	Cestrian Ward, (Ward 32), is a 32 bedded ward offering women antenatal and postnatal care. Care is co-ordinated by a team of obstetricians and midwives. Antenatal admissions include pregnancy induced hypertension, placenta previa and hyperemesis. Postnatal stays vary from six hours to when mother and baby are ready to be discharged.
Overall Impression	This was an unannounced visit. We were welcomed by Becca who had no knowledge of our impending visit as it was her first day as acting manager. On arrival at the ward we had to wait a short time for entry as the ward clerk was on annual leave and the reception desk was not staffed. On entry to the ward an air of calmness and efficiency was apparent.
Any ideas or suggestions for improving service?	The main points we noted where improvement might be considered were: <ul style="list-style-type: none"> • Main reception desk to be manned at all times during day and evening. Currently it is staffed from 8am 4pm, however, staff that we spoke to felt that it should be staffed until 8pm. Representatives understand that there was no cover for when the receptionist was on holiday. We felt that it would be easy for a mother and baby to leave without anyone noticing. • Becca told us staffing levels were always stretched and they were short staffed for support workers. Long term sickness is having a knock on effect. • Although there were many notice boards on various subjects there was no information about who was on duty that day or what the various uniforms represented. • The visitor's toilet had a clinical waste bin but no black bin. Representatives noted that paper towels had been disposed of in the clinical waste bin - something that has significant cost implications.

Welcoming

The atmosphere on the ward was calm giving an air of confidence to the mothers. Visiting times were displayed but Becca said these were flexible according to patients' needs.

The ward was divided into bays with private rooms also. These were used generally by patients who needed to stay for a longer period. It is possible for husbands/partners to stay in these rooms if necessary.

One of the single rooms was adapted for patients with disabilities.

Safety

The environment was clean and uncluttered, hand gel was in situ. All toilets and bathrooms were clean and staff wore name badges. Babies had identification bands. The area was free from clutter.

It was not possible to speak to any mothers in the bays as curtains were drawn around the beds and we had no wish to intrude on their privacy, however, we spoke to two ladies in the single rooms and they told us how well they were treated.

"Staff were all brilliant." They were very happy with the care they were receiving.

A large stats board and quality board were on display in the corridor also a "HOW ARE WE DOING?" notice board, however, Representatives noted that this had not been updated since July.

Caring and Involving

Staff were all very professional and good interaction was observed between staff and staff and patients.

There were many cards of thanks to the staff displayed.

There was a very pleasant lounge with a dining area; mothers kept their babies with them when using this.

A new small office had been fitted out which Becca thought would be ideal for discharging the mothers.

Well organised and calm / Staffing

Staff generally work twelve hour shifts. There are four midwives and two maternity support workers during the day and two midwives and one support worker at night. All staff we spoke to felt that more support workers were needed.

There was also a separate team of specialist midwives who dealt with breast feeding, safe guarding issues etc.

All new mothers have breast feeding "Buddies" for help and encouragement.

Additional Comments

Pharmacy is only open between 10am - 1pm on a Sunday.

Feedback from Provider of Service

We think this is a true assessment with a very good summary report.

We are delighted that the ladies reported that, "Staff were all brilliant," & that "Staff were all very professional and good interaction was observed between staff and staff and patients."

We know our staff work hard to ensure that we give the best care possible.