

Enter and View visit to assess ward food on the Scarisbrick Inpatient Unit sited at Ormskirk District General Hospital

Report on services provided by Lancashire Care Foundation Trust

Date of assessment: Monday 25th January 2016 11.00am to 2.00pm

Contact Details: Scarisbrick Inpatient Unit at Ormskirk District General Hospital,
Wigan Road,
Ormskirk,
Lancashire,
L39 2JW

Hospital staff met during visit: Ian Brocklehurst (Matron)
Victoria Doran (Ward Manager)
Jane Sharp (Housekeeper)

**Healthwatch Lancashire
Authorised Representatives:** Aysha Desai (Lead)
Doreen Lee (Volunteer)

Introduction

This Enter and View visit was undertaken in January 2016 by Authorised Representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services, consider how this area may be improved and disseminate good practice.

The team of trained Enter and View Authorised Representatives record their observations along with feedback from patients, staff and, where possible, patients' families or friends. The team compile a report reflecting these observations and feedback, making comment where appropriate.



Acknowledgement

Healthwatch Lancashire would like to thank Ian Brocklehurst, Matron; Victoria Doran, Ward Manager, together with staff and patients at the Scarisbrick Inpatient Unit for being so welcoming and for taking part in the visit.

DISCLAIMER

THIS REPORT RELATES ONLY TO THE SERVICE VIEWED AT THE TIME OF THE VISIT, AND IS ONLY REPRESENTATIVE OF THE VIEWS OF THE STAFF, VISITORS AND PATIENTS WHO MET MEMBERS OF THE ENTER AND VIEW TEAM ON THAT DATE.

Rationale

The 2015 Patient-Led Assessments of the Care Environment (PLACE) results for ward food at the Scarisbrick Inpatient Unit sited at Ormskirk District General Hospital (Lancashire Care NHS Foundation Trust) scored below the national average at 86.73%.

Location	Result
Scarisbrick Inpatient Unit (Ormskirk and District General Hospital)	86.73%
National average for all hospitals	89.27%

General Information

The Scarisbrick Inpatient Unit service is provided by Lancashire Care NHS Foundation Trust, based within the premises of Ormskirk District General Hospital.

An extract taken from the Lancashire Care NHS Foundation Trust website states that the Scarisbrick Inpatient Unit:

“Provides care and treatment for adult service users who are showing signs and symptoms of acute functional mental illness. Service users are from the population of Lancashire, predominantly from West Lancashire, Chorley, South Ribble and Preston areas. The Scarisbrick Inpatient Unit forms part of Central Lancashire Step 5 Health Economy within Lancashire Care NHS Foundation Trust.”

The Scarisbrick Inpatient Unit is a 20 bedded unit providing 11 male and 9 female beds. The unit also has 4 male Psychiatric Intensive Care Unit (PICU) beds.

Methodology

Before the visit, the following arrangements and actions were put in place:

- The Enter and View team, comprising of staff and volunteers, as identified.
- A poster was designed and displayed on the male and female ward and the Psychiatric Intensive Care Unit (PICU).
- A patient questionnaire was created.
- The Matron and Director of Nursing were notified that the visit would take place, though the actual date of the visit was not announced.

During the visit:

- The team spoke to patients, structuring their conversations around a questionnaire based solely on food served on the ward.
- Patients were spoken to prior to their lunch being served and following their lunch.
- In addition, the team spoke with the Housekeeper, and where possible, friends and family.
- The team recorded their own observations of the menu and service during lunch.

After the visit Healthwatch Lancashire:

- Sent the draft report and letter to the trust for their consideration and to check for factual accuracy.
- Notified the trust that their response will be added to the final report.
- Notified the trust that the report will be published and shared with relevant stakeholders.

Enter & View Observations

The Enter and View team visited the Scarisbrick Inpatient Unit, situated on the grounds of Ormskirk District General Hospital, during the morning and early afternoon of Monday 25th January 2016.

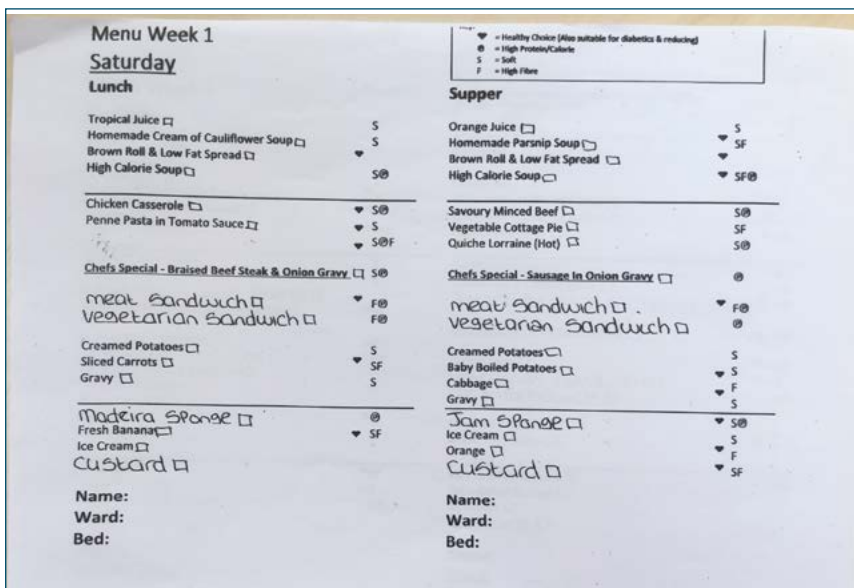
On arrival, the Matron welcomed the team to the Scarisbrick Inpatient Unit and introduced the team to the Ward Manager.

Following a brief introduction to the Ward Manager about the purpose of the visit, the team were led to the dining room which adjoins a communal lounge area.

The posters, informing patients of Healthwatch Lancashire’s proposed visit, were clearly displayed; one on a patient notice board and one on a wall in the dining area. The team were introduced to the Housekeeper who assisted in informing the patients of the team’s presence and the purpose of their visit.

The Matron informed the Authorised Representatives that the ward food is prepared at the main hospital site by Southport and Ormskirk NHS Hospital Trust and delivered to the Scarisbrick Inpatient Unit in a trolley which keeps the food at the required temperature. Meals arrive on trays with napkins, wipes, cutlery and condiments (salt and pepper). The menu is rotated on a two weekly basis. Patients are provided with a menu the day before from which they select their choices. Meals are served and eaten in the dining room to encourage social interaction.

The menu did not include a key indicating healthy options, such as high fibre, suitable for diabetics etc. In addition, the print was not very clear. There was a meat sandwich option and a vegetarian sandwich option and this was handwritten. There was no further detail provided on either the “meat sandwich” option or the “vegetarian sandwich” option. Healthwatch Lancashire’s Authorised Representatives were informed by a member of staff that there is a small or large portion option, but this is not shown on the menu itself. The member of staff indicated that regardless of what is chosen, there is no difference in portion sizes when they are delivered. One patient was observed to be taking a late breakfast. Hot and cold beverages were readily available in the dining room area for patients.



Pictured above: Photography of the food menu given to patients on the Scarisbrick Unit on Monday 25th January 2016.

Patients' Experiences of the Food on the Scarisbrick Unit

We asked patients a series of questions prior to the meal service.

Summary of Responses

- All 14 patients told us they received a menu for the food they were being served on the day.
- 13 patients told us they found the menu simple and easy to understand with 1 patient stating there was no key to the menu.
- 9 patients told us they had been asked if they needed assistance when eating.
- 9 patients told us they had been asked if they needed assistance when reading the menu.
- 10 patients told us they were asked if they had special dietary requirements.
- All 14 patients told us they were happy with the choice of food on the menu.

Quotes from patients

"I don't have lunch as my mum brings it in. I usually have a banana."

"A key to the menu is never included which will be helpful if you are a new patient."

"Menu is repeated every 2 weeks. For a patient who might not be aware, they could be eating the same food all the time, so need assistance with menu choice."

"One of the other patients helps me fill the menu in. I am a diabetic so I avoid cakes and sweet things."

"Under the halal option there isn't a lot of variety - same curries being given two days in a row so get fed up. I just avoid pork now."

"Very happy with food and plenty of choice - both vegetarian and meat dishes as well as sandwiches and catered for diabetics, high fibre and high protein food options."

"One of the nurses helped me fill the menu in as I can't read the small print. I don't need any help when eating. I don't have any bottom teeth so I do have special requirements. I get mash instead of normal potatoes as I can't chew very well."

"It's up to me to choose the menu. I know what to avoid. I am a Type 2 Diabetic and I check my blood sugar levels four times a day."

"I was not told about menus until day 3 by another patient. A week later, I filled in a dietary sheet. On the day I arrived, I was asked whether there is anything I can't eat."

"I don't know what I can eat. I'm a fussy eater and I suffer from an eating disorder. I'm meant to be gluten free but menus don't highlight what is gluten free, halal, vegetarian. When I was in Blackburn, I was seen by one of the chefs as the meals were cooked on site and didn't come from the main hospital. The meat and vegetarian sandwich doesn't specify what's in them. The halal option is also not catered for very well with curry being served every day."

"I wasn't asked if I had dietary requirements. I used to be vegetarian but not anymore."

"Portion sizes could be a bit bigger."

Healthwatch Lancashire Authorised Representatives observed the following prior to and during the lunch meal service.

Summary of observations

- The dining tables were cleared ready for meal service.
- Patients were provided with wipes offering them the chance to clean prior to meal service.
- Patients were provided with napkins in their sealed cutlery packs.
- Staff were involved in the delivery of food and were seen to observe hygiene procedures.
- Patients were provided with good quality cutlery and crockery.
- Hot and cold drinks including water were readily available for all patients.
- The meals looked visually appetising.

We asked patients a series of questions after they had eaten.

Summary of responses:

- 8 patients told us they received the food that they had ordered.
- 6 patients told us that they found their meal appetising.
- 8 patients were happy with the temperature of the food.
- 6 patients told us they enjoyed their food with 2 respondents saying the food was average.
- 7 patients told us they found the portion sizes adequate.
- All 10 patients said they were able to reach food and drink comfortably.

Quotes from patients

“I ordered gravy and custard and I didn’t get it. I didn’t really enjoy the food today.”

“I am not allowed to eat away from the dining room and so I am not allowed to eat in my own room. When I was in Blackburn I could eat supervised in my room or be watched if I ate in another visitor room. They (staff) would let me eat on my own and they would check that I had eaten after I had finished as there was no bin. I am fed up of eating potatoes as they make you fat.”

“Sometimes the food is a bit cold.”

“It’s a bit dry, I could ask for more if I wanted.”

Patients were asked about the food overall during their stay.

Summary of responses:

- Patients' length of stay ranged from 2 days to more than 3 months.
- Of the 10 respondents who were asked whether the menu changed from week to week, 8 respondents said that it did with 2 respondents saying they had not been at the unit long enough to answer the question.

Quotes from patients

"I don't think there is any need for anyone to complain, if they do, they are nit-picking."

"Meals have been excellent."

"Sometimes it's too cold or too hot and sometimes I don't like it."

"Portion sizes are a bit small. Food should be cooked here rather than it coming in a foil container (referring to halal meal). The meat also has a lot of fat on it."

"At one point there were a lot of flies - and blood on ceiling - other splatters as well."

Summary

This Enter and View visit was unannounced. However, Lancashire Care NHS Foundation Trust were informed that the visit would take place during the month of January. As a result, arrangements were not made for the Enter and View Authorised Representatives to sample the food provided to the patients. At the end of the food service, on request, the team were provided with a small selection. This comprised of a salad, wholemeal bread roll with butter, a ham sandwich and some ice-cream. The ham sandwich did not look appetising but tasted good. The remaining samples both looked appealing and tasted nice.

A staff member told us that if a patient doesn't like anything they have ordered and received, staff will assist in getting the patients an alternative meal.

One staff member commented that "the sandwiches are just turkey or just ham for the meat option and cheese and cheese and tomato for the vegetarian option". They also commented that "meals are quite repetitive". One patient commented that the menu in another hospital they were in was on a four-week rota and was better than the two-week rota provided at the Scarisbrick Inpatient Unit.

Executive Director of Nursing and Quality – response to Healthwatch.

Thank you for undertaking the recent Enter and View visit to Scarisbrick Inpatient Unit at Ormskirk General Hospital on the 25th January 2016.

We have received and considered your report and acknowledge its content. We have shared the report with the team at the Scarisbrick unit and the Clinical Director for Adult Mental Health Services. An action plan has been developed, the outcome of which is detailed in the attached document. We will work closely with the Southport and Ormskirk NHS Hospital Trust to consider how improvements in relation to the feedback received about food served on the Scarisbrick ward can be made.

We intend to incorporate these actions into our quality improvement plans which are developed to continuously address issues that are important to the people who use our services.

Thank you Healthwatch for your time and support as we value your feedback which will assist the Trust achieving its Vision for Quality.



Healthwatch Enter and View Factual Accuracy Report

Please complete this form with any factual inaccuracies identified within the draft report. (Please do not enter opinions).

Area Visited	Scarbrick Inpatient Unit at Ormskirk Hospital
Network	Adult Mental Health
Date of Visit	25 January 2016

Please complete (place a 'X' in the appropriate response):

- The report findings are accurate.
- Identified are factual inaccuracies reported below.

Page Number	Draft Report Comment	Suggested change with explanation e.g. "change last sentence from 10 staff to 15 staff"

(Include additional rows if required)

Additional Information/Comments:

Completed by (name/s)	Ian Brocklehurst
Position/s	Modern Matron
Date	02/03/2016

LCFT Action Statement

**Following an unannounced Healthwatch Enter and View visit to:
Scarisbrick Inpatient Unit at Ormskirk General Hospital
On 25th January 2016**

Response to findings noted in the report from Healthwatch to be addressed by the Trust:

As a result of the Enter and View visit the following issues have been identified for attention:

1. Explore how we could influence the content of menus to improve information available to patients, which includes special dietary requirements.
2. How we will address issues raised regarding the food, for example, portion size, variety and presentation.
3. How we will provide timely and ongoing support to patients to understand the menu, choose meals appropriate to their needs and make selection on the menu card.

Action 1

Response to findings:	
Explore how we could influence the content of menus to improve information available to patients, which includes special dietary requirements.	
Action you will take:	
<ul style="list-style-type: none"> • To discuss and suggest ideas to the Southport & Ormskirk NHS trust to develop a patient menu information sheet which will have a clear format (large print) to assist patients to select meals appropriate to their needs. • Arrange to meet and discuss with the head of dining services for the Southport and Ormskirk NHS Trust around the menu display and content (that explains the menu symbols) including special dietary requirements. 	
How will you know it is achieved?	Date when action(s) will be completed.
<ul style="list-style-type: none"> • The menu format will be clear and understood by patients. • A meeting will have taken place between the Modern Matron and head of dining services. Issues within the report will have been highlighted, discussed and considered. 	<p style="text-align: right;">30/04/2016</p> <p style="text-align: right;">30/05/2016</p>

Outcomes for patients:	Name of responsible manager:
<ul style="list-style-type: none"> Patients will have clear information about their menu and choices available to them, which will include any special dietary requirements. Patients will be aware that the issues they have raised have been taken seriously and considered by Southport and Ormskirk NHS Trust. 	Modern Matron

Action 2

Response to findings	
How we will address issues raised regarding the food, for example, portion size, variety and presentation.	
Action you will take:	
<ul style="list-style-type: none"> Arrange to meet and discuss with the Head of the Catering Department for the Southport and Ormskirk NHS Trust to share the report and consider ways to address the issues highlighted in the summary from the Healthwatch report. 	
How will you know it is achieved?	Date when action(s) will be completed.
<ul style="list-style-type: none"> A meeting will have taken place and the issues/concerns raised about the size of portions, variety, choice and presentation of food will have been raised with Southport & Ormskirk Trust. 	30/05/2016
Outcomes for patients:	Name of responsible manager:
<ul style="list-style-type: none"> Feedback the outcome of any discussions to patients to keep them fully informed about how their comments are being addressed. 	Modern Matron

Action 3

Response to findings:	
How we will provide timely and ongoing support to patients to understand the menu, choose meals appropriate to their needs and make selection on the menu card.	
Action you will take:	
<ul style="list-style-type: none"> Staff to actively sit with patients to support menu choices encouraging the patient to select meals appropriate to their dietary requirements and regularly check that the patient understands the menu content, in particular special dietary requirements to meet their needs. Discussion and feedback of this report to be included in the patients' meeting. 	
How will you know it is achieved?	Date when action(s) will be completed.
<ul style="list-style-type: none"> All staff will understand their responsibilities with regard to speaking with patients about their meals and menu choices. Notes from the patient forum will be available as evidence that feedback has been discussed. 	01/04/2016
Outcomes for patients:	Name of responsible manager:
<ul style="list-style-type: none"> Patients will be assisted to confidently complete their menu card, selecting meals appropriate to their needs. Patients will have received feedback and an opportunity to discuss their views. 	Ward Manager

Date: (dd/mm/yyyy)	14/03/2016
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FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness?

Organisation Address		Premises –if different	
Lancashire Care NHS Foundation Trust Sceptre Point Sceptre Way Bamber Bridge Preston PR5 6AW		Scarisbrick Unit Ormskirk District General Hospital Wigan Road Ormskirk Lancashire L39 2JW	
Contact Name		Telephone Number and/or email	
Ian Brocklehurst		ian.brocklehurst@lancashirecare.nhs.uk 01695 684108	
Name of Healthwatch Enter & View Authorised Representatives		Aysha Desai - Lead	
		Doreen Lee - Volunteer	
Date & Time of Enter & View		25 th January 2016 1100am – 2.00pm	
Were you happy with the Enter & View Arrangements prior to the visit? Comments-			
Very satisfied with the enter & view arrangements. It was clearly communicated the purpose of the visit and posters for displaying were forwarded in advance of the visit.			
Please outline any Positive aspects of the Enter & View visit.		Comments-	
We found the Health watch Lancashire authorised representatives to be open & engaging with service users, carers and staff throughout the course of the visit.			
Please outline any Negative aspects of the Enter & View visit.		Comments-	
N/A			

Please use this space to comment on how you think we could improve your experience of our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

If the Health watch had advised that they would like to sample the menu on the day of the visit then we would have been able to communicate this to the catering department to ensure that there were additional meals provided on the day.

<i>Completed by</i>	Ian Brocklehurst
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<i>Position</i>	Matron
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<i>Date</i>	02/03/16
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healthwatch
Lancashire

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