

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

On the 24th February 2016, two volunteers and three members of staff from Healthwatch Lancashire gathered survey responses from service users across Calderstones Partnership NHS Foundation Trust to review their experiences and gain insight into their care.

This report summarises reviews from 19 service users from five wards across Calderstones. This is approximately 14% of the total number of service users at Calderstones on the day.



Hospital: Calderstones

Address: Mitton Road
Whalley
Clitheroe
Lancashire
BB7 9PE

Methodology

It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As service users of Calderstones are the ones who experience the process or service first hand, they have a unique, highly relevant perspective. Service user input into designing services can be invaluable as seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Representatives from Healthwatch Lancashire gathered experience surveys with service users from a number of wards across Calderstones. However, due to the hospital being a secure unit, Healthwatch Lancashire had limited access to ward areas.

The surveys included 18 questions on specific aspects of their experience along with additional comments, compliments and concerns.

The questions service users were asked covered the Care Quality Commission's key questions to assess whether services are safe, effective, caring, responsive and well led.

The following representatives participated in the activity:

Amanda Higgins - Staff member (Lead)
Aysha Desai - Staff member
Natalie Cotterell - Staff member
Mavis Williams - Volunteer
Lynn Yates - Volunteer

Results

Representatives from Healthwatch Lancashire listened to 19 service users from five wards across Calderstones.

1. We asked "Do you think the wards are clean?"

18 people said yes **0** said no **1** said Sometimes

2. We asked "Are you happy with the condition and facilities available on your ward?"

16 people said yes **3** said no

3. We asked "Do you think there are enough staff on the ward to deliver a safe service?"

13 people said yes **4** said no **2** said sometimes

4. We asked "Do you think there are enough staff to deliver a quality service?"

6 people said yes **9** said no **4** said sometimes

5. We asked "Do you think that you do enough activities during the weekdays?"

14 people said yes **2** said no **3** said sometimes

6. We asked "Do you think that you do enough activities during the evening and weekend?"

6 people said yes **11** said no **2** said sometimes

7. We asked "Are you encouraged to keep in touch with friends and family?"

19 people said yes **0** said no

8. We asked "Do you feel staff treat you with respect?"

16 people said yes **0** said no **3** said sometimes

9. We asked "How would you rate the food during the week?"

5 people said Excellent

2 people said Good

5 people said Average

6 people said Poor

1 person lived in self-catered accommodation, therefore the question was not applicable.

10. We asked "How would you rate the food at weekends?"

5 people said Excellent

1 person said Good

6 people said Average

6 people said Poor

1 person lived in self-catered accommodation, therefore the question was not applicable.

11. We asked "Do you know what to do to ensure your treatment is progressing?"

18 people said yes **1** person said no

12. We asked “Do you get information in a way that you can understand?”

16 people said yes **1** said no **2** said sometimes

13. We asked “Have you experienced any delays in your care and treatment for reasons that are not your own fault?”

5 people said yes **8** said no **5** said sometimes **1** did not answer

14. We asked “Do you feel optimistic or positive about your care?”

16 people said yes **2** said no **1** said sometimes

15. We asked “Do you think the views of service users are used to improve services?”

14 people said yes **3** said no **0** said sometimes **2** said unsure

16. We asked “Do you feel restraint is always used appropriately and as the last resort?”

12 people said yes **2** said no **5** had not experienced a restraint.

17. We asked “Do you feel supported after there has been a restraint incident, with yourself or with someone else on the ward?”

12 people said yes **2** said no **5** had not experienced a restraint.

18. We asked “Do you know how to raise a concern?”

19 people said yes **0** said no

Results by ward

Number of responses by ward

Ward name	Ward type	Number of service users	Number of responses
Woodview	Medium secure	25	3
Maplewood	Low secure	51	8
West Drive	Low secure, enhanced and step down	51	6
Periphery houses - Trentville and Ravenswood	Enhanced	5	2

Woodview

Summary of responses:

- All service users felt their ward was clean and all were happy with the condition and facilities available.
- All service users felt there were enough staff on the ward to deliver a safe service.
- There were variations in responses as to whether there were enough staff to deliver a quality service.
- All service users felt that there were sufficient activities during the week however all felt there were a lack of activities during the evening and weekend.
- All felt that they were encouraged to keep in touch with friends and family.
- All felt staff treated them with respect and all felt optimistic about their care.
- There were varying views about the food ranging from excellent to poor.
- All services users felt that they knew what to do to ensure their treatment was progressing and all felt that they receive information in a format that they can understand.
- There were variations in service users experiencing delays in their care and treatment.
- Some felt that their views were used to improve services at Calderstones although one was unsure.
- All service users felt that they knew how to raise a concern if they had one.
- All service users felt that restraint was always used appropriately and as a last resort and all that answered felt that they were supported by staff following a restraint incident.

Quotes from service users:

“Staffing issues means that we don’t get to do much in the evenings and at weekends.”

“If we come up with things they act on it. It’s good that they listen.”

“Making appointments is difficult and this has delayed my care plan.”

Maplewood

Summary of responses:

- All service users felt their ward was clean and most were happy with the condition and facilities available.
- There was an equal split of service users feeling that there were always sufficient staff to deliver a safe service.
- Most service users felt that there were not enough staff to deliver a quality service at all times.
- Most service users felt that there were enough activities during the day although most felt there were a lack of activities during the evenings and weekends.
- All service users felt they were encouraged to keep in touch with their friends and family.
- Most service users felt that staff treated them with respect although two felt they were not always treated with respect.
- Most felt that the food was average with three stating it was excellent.
- The majority of services users felt that they knew what to do to ensure their treatment was progressing and most felt that they receive information in a format that they can understand.
- Most felt that they had experienced delays in their care and treatment through no fault of their own.
- Most felt optimistic about their care and treatment.
- Most felt that their views were used to improve services at Calderstones.
- Most felt that restraint was always used appropriately and as a last resort and most felt supported by staff following a restraint incident.
- All service users felt they knew how to raise a concern if they had one.

Quotes from service users:

“I’m happy with everything.”

“There is a lack of communication between doctors and social workers and this has sometimes meant I have had delays in care and treatment.”

“The Ministry of Justice has delayed my care plan. It has taken six months to be moved to a new ward. A few months ago I was moved to West Drive but then told to move back because the Ministry of Justice had not been informed. I asked staff at Calderstones at the time if it had been approved and they said that it didn’t matter.”

“There is very rarely a restraint.”

“The number of staff varies, sometimes there is not enough and it affects the safety and quality of care on the ward.”

Quotes from service users on Maplewood continued:

“The treatment I get from staff varies.”

“Sometimes I have to ask staff to explain the information I get because I don’t understand it.”

“They sent the wrong people out to assess me to move through to rehab.”

“I don’t think service users’ views are listened to at all - on the ward definitely not, they do what they want.”

“I have serious concerns about the care I receive from staff and managers. I have sent them letters complaining about it and they have responded saying the staff on the ward should be dealing with it appropriately. I don’t feel listened to whatsoever. They put you down on an inferior level. It is difficult to communicate with the staff throughout the hospital. I have told the staff but they make the decisions. I don’t feel like I have control, it’s very frustrating.”

“I don’t like it here. I am waiting to move back to Yorkshire. My accommodation is being delayed. I’ve been waiting since last February.”

West Drive

Summary of responses:

- Most service users felt that their ward was clean and most were happy with the condition and facilities available.
- Most service users felt that there were enough staff to deliver a safe service.
- Most service users felt there were not enough staff to deliver a quality service.
- The majority of service users felt that there were enough activities during the weekdays although most felt there were not enough activities during the evening and weekend although two felt that there were.
- All service users felt they were encouraged to keep in touch with their friends and family.
- Most service users felt that staff treated them with respect although one felt they were not always treated with respect.
- All service users scored the food poor at all times.
- All services users felt that they knew what to do to ensure their treatment was progressing and most felt that they receive information in a format that they can understand.
- Some service users felt they had experienced some delays in their care and treatment for reasons that were not their own fault, although three felt they had not experienced any delays.
- All service users felt optimistic about their care and treatment.
- The majority felt that their views were used to improve services at Calderstones, although one did not.
- All service users felt that restraint was always used appropriately and as a last resort and all felt supported by staff following a restraint incident.
- All service users felt they knew how to raise a concern if they had one.

Quotes from service users:

“I don’t like the chef’s food. I’d prefer to make my own but we are unable to do that now.”

“I would ask the staff if I needed help reading something.”

“There are good quality staff here.”

“I would raise any concerns I had at my one-to-one with the staff.”

“People get wound up because they can’t go out when there are not enough staff.”

“The food is bad depending on who cooks it.”

“People at the top do not listen to us. We don’t feel safe because there is no one manning the gate. We have raised issues about the food and said we want it going back to how it was when it was self-catering. We are being de-skilled. Occupational Therapy sessions are the only place when we get a chance to do cooking.”

Quotes from service users on West Drive continued:

“We can’t go for walks and other things often enough.”

“There’s not enough staff and that means there’s not enough to do in the evening and at weekend.”

“The food doesn’t taste like it’s supposed to. The chips are better than they were. We only get takeaways once a month but Maplewood gets them whenever they want.”

“I just keep my head down, take my medication and come to my sessions.”

“It has its moments but it could be improved, it needs updating.”

“There’s not enough staff at the weekends.”

“The food is not good. It’s either cold and undercooked or it’s burnt. Like recently the sausages and bacon were served pink because they hadn’t been cooked for long enough. But the other day when they cooked the bacon for longer it was burnt and my filling came out - it was like concrete. The kitchen on Maplewood is better and the chefs are qualified chefs. On West Drive they are not qualified chefs.”

“They pushed me out too quickly before and now I am back here. It is better this time and is going through slower.”

“I have seen restraint being done. I’ve seen people being injured before, they could train staff better, he was struggling and the staff put too much pressure on his legs.”

“I’d like to go rambling but I can’t because there aren’t; enough staff.”

“Some staff are very cheeky. They don’t speak to us properly.”

“The food is rubbish. The chips are rubbish. The egg is horrible.”

Periphery houses

Healthwatch Lancashire spoke with service users living at Trentville and Ravenswood.

Summary of responses:

- Service users said that the houses were clean, although the condition of the facilities at Trentville needed some improvements.
- Service users felt there are enough staff to deliver a safe service, although one service user felt there was not enough staff to deliver a quality service at Ravenswood.
- A service user felt that there are not sufficient activities although one felt that there was.
- Service users felt that staff encourage them to keep in touch with friends and family.
- Service users felt that staff treat service users with respect.
- A service user at Trentville felt the food is excellent at all times. Ravenswood is self catered and service users make their own food.
- Service users felt that they knew what to do to ensure their treatment was progressing and that they received information in a format that they can understand.
- Service users felt there have been no delays in the care and treatment.
- Service users felt optimistic about their care and treatment.
- Service users felt that their views were used to improve services at Calderstones.
- Service users said that they had not experienced a restraint incident and so had not required restraint support from staff.

Quotes from service user:

“The carpet is not clean but everything else is.”

“The sofa and my bed are not comfortable.”

“I am flat based quite a lot so I don’t feel there is enough to do at any time.”

“I like to stay in one place and I find it difficult when I’m being moved around.”

“I like cleaning my bedroom and cooking.”

“Sometimes I get the wrong letters sent to me.”

Healthwatch Lancashire Patient Engagement Day Action Plan

No.	Deliverable	Expected Outcome	Action	Progress	Date for Delivery
1	Question 4: Do you think there are enough staff to deliver a quality service?	To understand the perceptions of patients regarding the numbers of staff and a quality service	This question will be added to the Calderstones Patient Experience Survey so it can be monitored internally	The following question has been added to the Calderstones Patient Experience Survey which will be circulated for completion in May 2016: <ul style="list-style-type: none"> Are there enough staff on the ward to deliver a quality service? 	31 st May 2016
			This question will be added to the monthly 'Speak Up' Meeting Agenda for further exploration and discussion on the ward	This has been added to the monthly 'Speak Up' meeting agenda for May 2016 for discussion with patients and an action plan for the ward will be developed	31 st May 2016
			Service user feedback and views from the 'Speak Up' meeting will be discussed at the Integrated Therapy Meeting in June 2016	This has been added to the agenda for the Integrated Therapy Meeting in June 2016 so any actions can be logged and tracked	16 th June 2016
			Continue to monitor staffing daily through the Service Coordinator who has an oversight of the staffing levels for the whole service	Senior managers meet with the Service Coordinator each morning to discuss staffing for the day	30 th April 2016
			Any rearranged activities due to staffing to be monitored through the weekly 'Staffing Analysis' meeting via a report produced	A report on activities is produced weekly and presented at the 'Staffing Analysis' meeting with any actions logged and tracked	30 th April 2016
			Report staffing issues via the 'Red Flag' Ulysees reporting system	The 'Red Flag' report is presented and discussed weekly at the 'Staffing Analysis' meeting with any actions logged and tracked	30 th April 2016

2	Question 6: Do you think that you do enough activities during the evening and weekend?	To understand the perceptions of patients regarding the numbers of evening and weekend activities required.	This question will be added to the Calderstones Patient Experience Survey so it can be monitored internally	The following questions have been added to the Calderstones Patient Experience Survey which will be circulated for completion in May 2016: <ul style="list-style-type: none"> • Are there enough activities in the evenings after 5pm? • Are there enough activities at the weekend on Saturdays and Sundays? 	31 st May 2016
			Evening and weekend activity plans will be discussed with patients and a pictorial timetable developed and displayed on their ward/house.	Evening and weekend activities are planned with service users and documented on patients shared activity planners	31 st May 2016
			This question will be added to the monthly 'Speak Up' Meeting Agenda for further exploration and discussion on the ward	This has been added to the monthly 'Speak Up' meeting agenda for May 2016 for discussion with patients and an action plan for the ward will be developed	31 st May 2016
			Service user feedback and views from the 'Speak Up' meeting will be discussed at the Integrated Therapy Meeting in June 2016	This has been added to the agenda for the Integrated Therapy Meeting in June 2016 so any actions can be logged and tracked	16 th June 2016
			Implement new 'Activity Coordinator' role ensuring staff are responsible for the delivery of evening and weekend activities	The job description has been completed and this is awaiting job matching prior to advertisement and recruitment	30 th June 2016
			Planned social activities in the evening to take place for all patients	There is a planned social evening rota delivered by Occupational Therapy staff every two weeks on a Friday evening in St Luke's Club	31 st April 2016



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