

Ward 78 Royal Stoke University Hospital (RSUH)

Date and time of visit

19th August 2016 14:00hrs

Name of Service Provider

University Hospital of the North Midlands (UHMN)

Premises Visited

Ward 78 Royal Stoke University Hospital (RSUH)

Managers names

Matron Opinino

Sister Hughes

Authorised Representatives.

Jean Mayer and Phil Leese

Representatives have undertaken Enter and View Training and are enhanced CRB checked

Purpose of visit

Healthwatch Stoke-on-Trent, in partnership with the City Council, has introduced a Dignity and Respect Charter which applies to every patient receiving care. Our visit is to assess how this is perceived by both patients and staff.

Additionally, rumours had been picked up from a reliable source that “money” was going missing from patients.

Methodology

A letter was sent to the Matron of the ward on 27th July 2016 giving details of the forthcoming visit.

Information was obtained verbally from the Matron and other staff at the time of the visit.

Members were able to make an independent visit to the ward and were able to speak with patients, staff and visitors.

Overview of Ward.

Ward 78 is split into four (four - six bed) bays. It is a frail and elderly ward for female patients. Most patients were generally confused but happy to respond to our questions with a stock answer of *“it`s very nice”*. Yet when talking with relations we discovered that many were bringing food in for their relatives because *“they wouldn`t eat the hospital food”* (3 occasions)

Information collected.

We were asked by Sister Hughes if we would like to be accompanied (shown around) but we told her that we would like to go unaccompanied. Sister Hughes had no problem with this and gave us leave to go where we wanted to, she just asked that we contact her before leaving. Our visit coincided with visiting time.

We went into the bays and after realising that most of the patients were not quite up to answering questions or understanding who we were, we concentrated on relatives and visitors. Most of the relatives were happy with the treatment of their relations. The only thing to emerge was the food situation and all relatives were happy to bring food onto the ward with consent of Sister. We both agreed that the ward was spotlessly clean and all the beds, where patients were sitting out of bed, were well made and spotless yet again. We managed to inspect three toilets and again saw nothing that concerned us. We had conversations with two members of staff who were both very enthusiastic about working with the elderly and their own team. There were two side wards - one was empty, when we asked a nurse why she said they were awaiting a newcomer. We did not enter the other side ward as there was a purple bow on the door which means the person in there is nearing their end of life.

The initial feeling we had on entering the ward about it being clean and well run seemed to be exactly what Ward 78 was. A Dignity and Respect leaflet and wallet card was given to each person we spoke to, and although they found everything alright on the day of our visit, something may happen later when we are needed. This seemed to be an appreciated gesture.

Conversation with Sister Hughes.

When we considered we had seen enough we approached the sister and began to ask various questions such as:

- *What is the security system like for patients?*

Sister was asked about money in the patients' hands when they arrive and what she thought was the maximum amount she would feel secure leaving them with -she did not agree with patients with dementia issues having money, but if there was a cafe in the immediate area she said maybe the maximum should be around twenty pounds.

- *What happens in general with valuables?*

Money and jewellery are put into the hospital bank and a record is kept, as well as all the receipts. If relatives want to withdraw any of the deposited goods they can with the receipt number and self-identification.

- *Can you explain more about nursing rotas?*

We told her we had spoken to two nurses who said that they could use more staff and sister said that during day shifts there are four nurses and four care workers, each team allocated to each bay, and on the night shift there are four care workers, one on each bay, and three nurses covering the four bays. She explained that they are the numbers allocated and that is what she has to work with. However, she reassured us that she always demands her full quota. In case she had been worried we gave her a Dignity and Respect poster but she told us she already had it and just outside the ward door we noted it was on display. We were offered an area where we could work in private but we were both satisfied with the visit. We thanked Sister Hughes and her staff and left the ward.

Conclusion.

We were pleased to see a clean and happy ward, considering the elderly and frail nature of the patients. Relatives seemed very content with the care of their loved ones. Staff are enthusiastic and friendly and Sister Hughes, in our opinion, is a sister who has total control of her ward and does not mind lending a hand, or getting stuck in, with everyone when it is needed. We observed this and are convinced it was not for our benefit. We are happy to endorse Ward 78 and we hope it keeps providing over and above caring for the patients and their relatives/carers.

Response from Matron

(see next page)

University Hospitals of North Midlands

NHS Trust

**MR LLOYD COOKE
CHAIR
HEALTHWATCH
HOPE ST, STOKE ON TRENT
ST1 5DD**

Date: 5th of September 2016

Dear Mr Cooke

Following Mr Jean Mayer and Mr Phil Leese's recent Healthwatch visit in Ward 78, I would like to acknowledge that I have received the report you sent me dated 26th of August 2016.


For purposes of accuracy Ward 78 have four bays with 4-6 beds. I have also taken some actions from your report.

1. Comment about hospital food – I will feed this back to the Matron of Corporate Services. The hospital is also bringing in a new hospital menu with more variety of food choices such as finger foods, softer options that the Older People find easier and more palatable to eat.

2. Valuables missing from the Ward – We had an incident in May 2016 about money missing however we were unable to ascertain if it was lost in the ward, in transit or in the place where the patient was discharged. We have a safe in the building for safekeeping of valuable and we do encourage patients and relatives not to bring valuable items or money during their stay in hospital. Security presence is a regular occurrence in the West building as they do constant welfare checks.

On behalf of all the staff in Ward 78, I would like to thank you for your visit and please be assured that we endeavour to deliver the best quality care to our patient. We are always open and transparent to our service users and we take feedback very seriously as part of service improvement.

Yours sincerely


Nadine Opiniano
Matron
Older Adults - RSUH

