

# Inpatient Care

St Helier & Epsom hospitals

Ward C5

St Helier Hospital

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## Calculating scores

For questions that have asked respondents to give a rating (i.e. 1-5 or 1-10), the scores have kept using the same scale and an average has been calculated.

In order to make it possible to compare responses to non-numeral questions (i.e. 'agree'/'disagree') the following scoring system was developed to give a single score for a scaled text-response question.

For each of the following response types in the tables below a weighting is given between 1 and 0 depending on the positivity of the response. All responses that show that the respondent does not give an opinion are removed from the equation. For example a response of 'Don't know' or 'I have not received any treatment of procedure' would be removed.

Questions with responses 'Yes, definitely', 'Yes, to some extent' and 'No'	
	Weighting
Yes, definitely	1
Yes, to some extent	0.5
No	0
Questions with responses 'Strongly disagree', 'Disagree', 'Undecided', 'Agree', 'Strongly agree'	
	Weighting
Strongly disagree	0
Disagree	0.25
Undecided	0.5
Agree	0.75
Strongly agree	1
Questions with responses 'Yes', 'No'	
	%
Yes	1
No	0

To calculate the score for each site or ward, the responses are substituted with the figures above and then an average is calculated. These are then converted in to a score out of 100 (0-100) by multiplying the final figure by 100 and rounded to the nearest whole number.

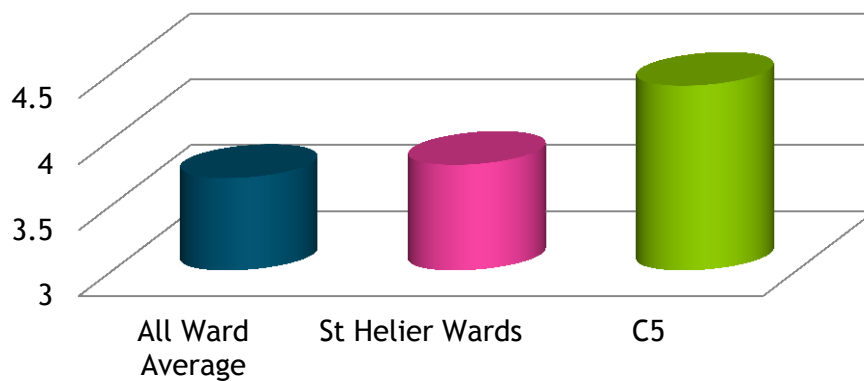
If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

Q: Nurses speak in front of me as if I'm not there - Strongly disagree - Strongly Agree

Q: Have you been bothered by noise at night? - Yes, No

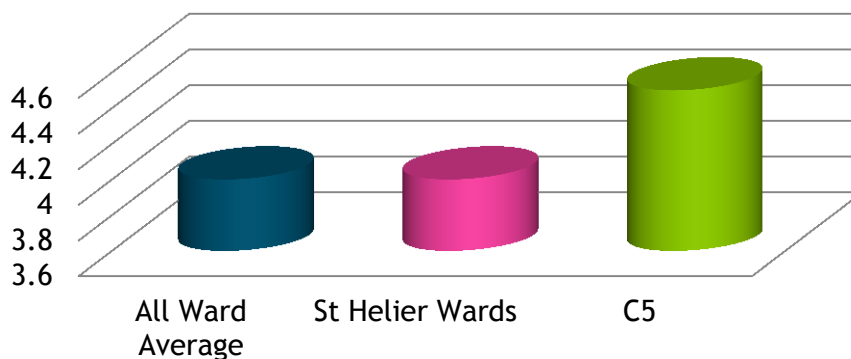
Full responses to questions

**How would you rate the quality of the food?**



Lowest Ward Score - St Helier	3.5
Highest Ward Score - St Helier	4.4

**How would you rate the variety of the food?**

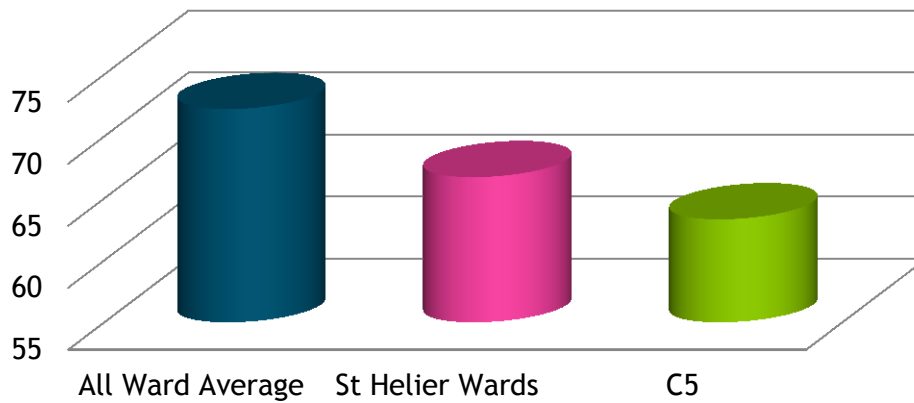


Lowest Ward Score - St Helier	3.7
Highest Ward Score - St Helier	4.5

Any other comments about the food?

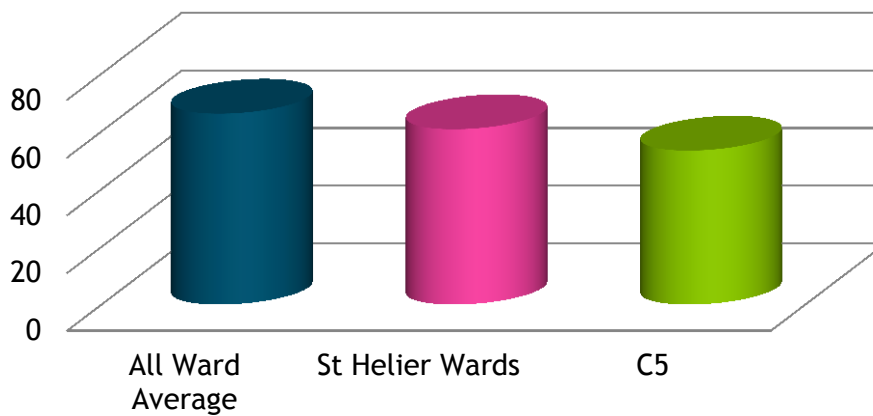
C5	Deteriorates a bit on Sunday. Didn't get what I ordered. Especially by supper time.
C5	Preferred other ward
C5	Soup cold
C5	Biscuits, coffee and sandwiches
C5	Food good - Home from Home
C5	Food lovely
C5	Home from home food
C5	Special diet also available
C5	Very Happy

**In your opinion, are there enough nurses on duty to care for you in hospital during weekdays**



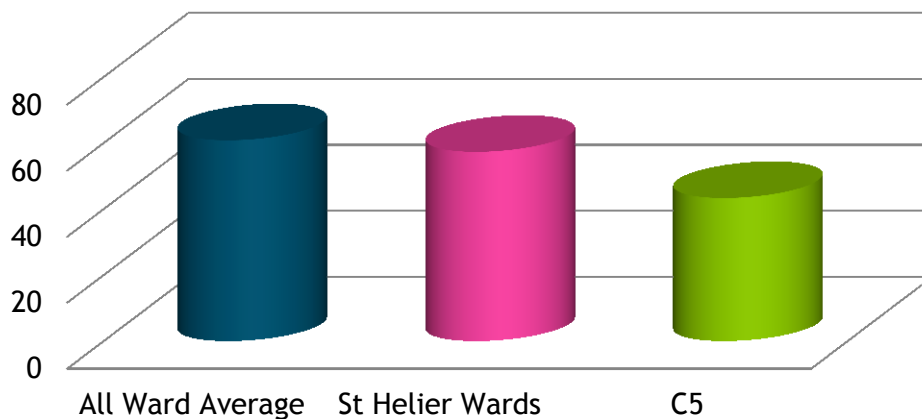
Lowest Ward Score - St Helier	48
Highest Ward Score - St Helier	82

**In your opinion, are there enough nurses on duty to care for you in hospital during week evenings**



Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	76

**In your opinion, are there enough nurses on duty to care for you in hospital during weekends**

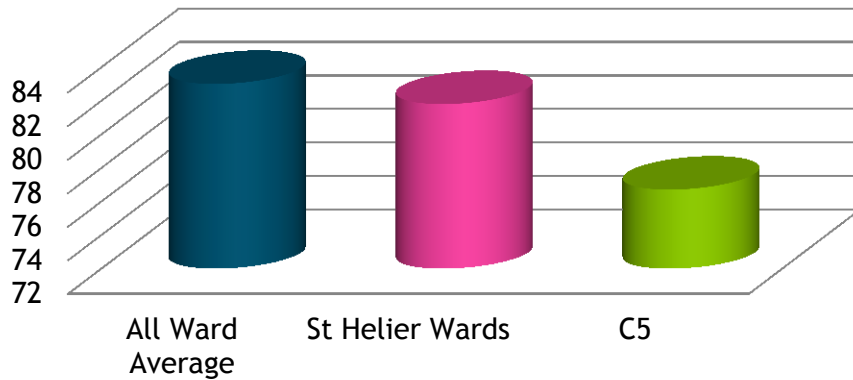


Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	75

**Comments**

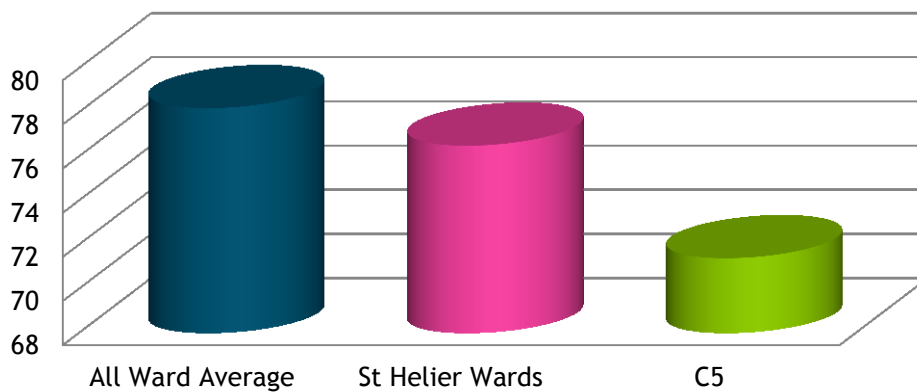
C5	Changeover time 1 1/2 to 2 hours to get attention. Need commode and have to help. Could do with more staff.
C5	Not many nurses to look after. I asked to go to toilet but no-one took any notice so I had done in bed. Student nurse does looks of work and very good.
C5	Not many nurses to look after. I asked to go to toilet but no-one took any notice so I had done in bed. Student nurse does looks of work and very good.
C5	Not very well organised - Nurses
C5	Short of staff over weekend
C5	Short staffed at all times. Very short staffed at night. Can ring bell and wait a long time.
C5	They are very good.

Please state how much you agree or disagree with the following statements about the nurses on this ward: I trust the nurses on this ward



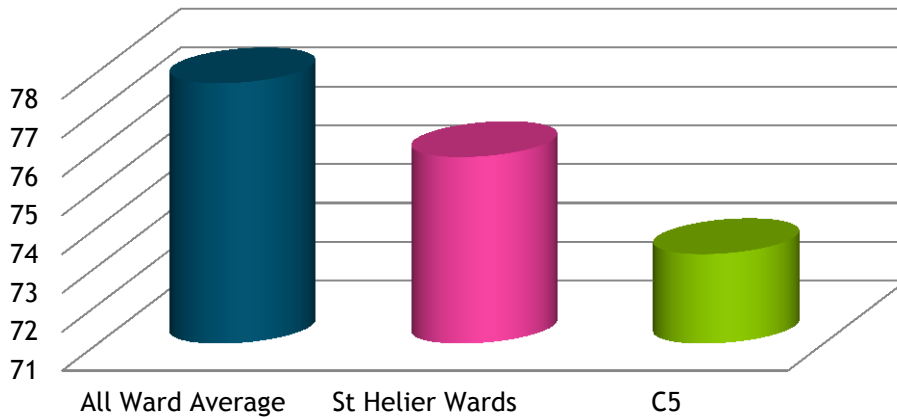
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	88

Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses have explained things clearly to me



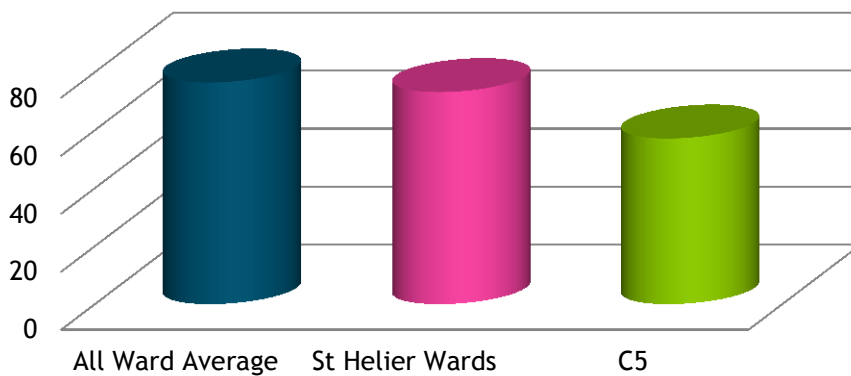
Lowest Ward Score - St Helier	69
Highest Ward Score - St Helier	86

Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses listen to me



Lowest Ward Score - St Helier	71
Highest Ward Score - St Helier	83

Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses speak in front of me as if I'm not there

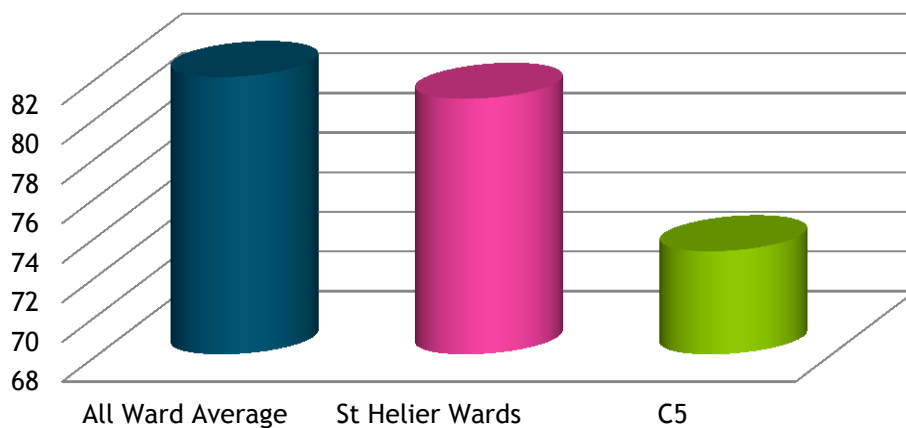


Lowest Ward Score - St Helier	57
Highest Ward Score - St Helier	78

Any other comments about nurses?

C5	Nurses listen to me - if enough time. Nurses earn their money. The jobs they have to do.
C5	Nurses work very hard
C5	Very Nice
C5	Not enough time for listening. Medication missed on occasion
C5	Nurses sometimes speak in front of me as if I'm not there.
C5	Nurses speak in front of me as if I'm not there - Sometimes they ignore you.
C5	Short of staff
C5	Some nurses speak in front on me as if I'm not there, others don't
C5	This is a geriatric ward so some of the nurses are a bit patronising
C5	Treat you as if you are invisible
C5	Trust - yes for service but not auxillary (quite unhelpful and a bit rough. One did say hello when came on duty but other didn't acknowledge you're there. Don't know how long she will be here for.

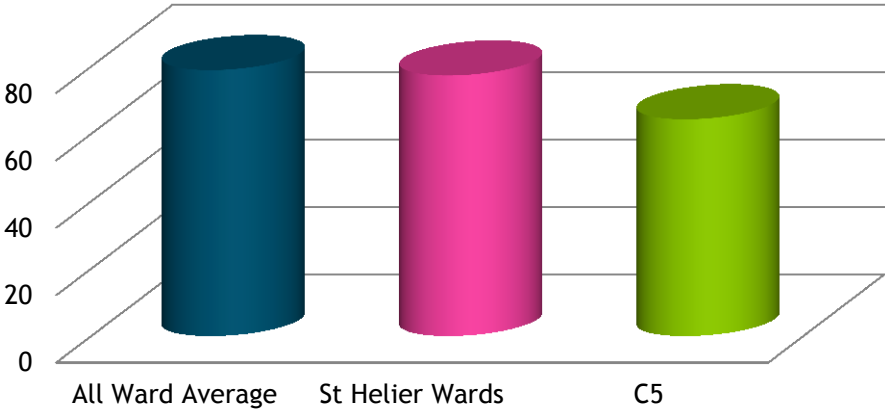
**Please state how much you agree or disagree with the following statements about the doctors on this ward: I trust the doctors on this ward**



Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	87

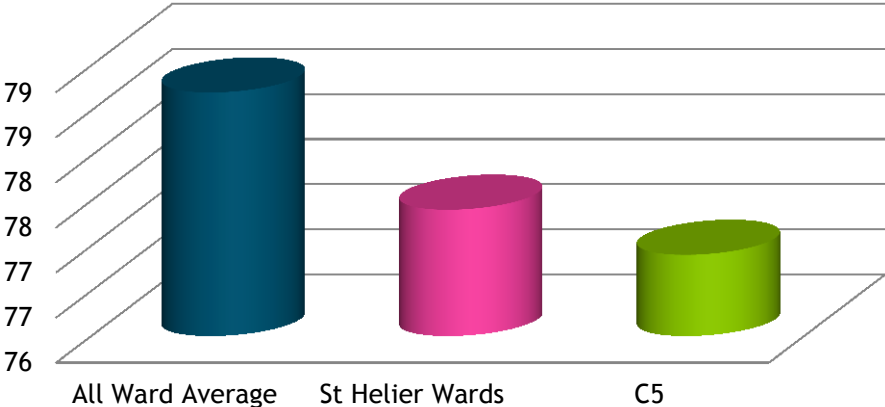


Please state how much you agree or disagree with the following statements about the doctors on this ward: Doctors have explained things clearly to me



Lowest Ward Score - St Helier	64
Highest Ward Score - St Helier	85

Please state how much you agree or disagree with the following statements about the doctors on this ward: Doctors listen to me



Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	84

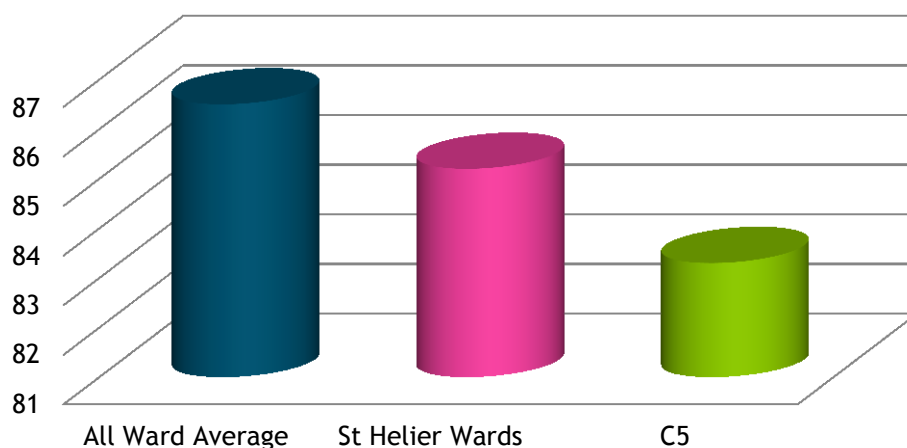
Any other comments about doctors?

C5	Daughter commented - Not sure mother is on the right treatment. Doctor doesn't accept when patient tells them she has a medicine prescribed.
C5	Doctors have not explained things clearly to me - Not all the time
C5	Put a sign up over bed but not explained to patient why
C5	Can't remember seeing a doctor on C5
C5	Physiotherapist - Good
C5	They are excellent. I really feel safe with them

Any other comments about other staff?

C5	Physios - Good Bloods - Very good.
C5	Physios got me walking
C5	Physios just like the doctors (good)
C5	Often come at the wrong time. Physio comes when not well. Don't come back when patient feels better.
C5	All helpful
C5	very kind , helpful and understanding staff
C5	Very nice and helpful
C5	Dementia patient on ward need for staff
C5	Good - raises morale
C5	Physio - Not allowed to have rheumatic?
C5	Physio arranging to go home

**Did you receive all the help that you needed on this ward? (for example; to eat your meals, go to the toilet or respond to your call bell etc.)**

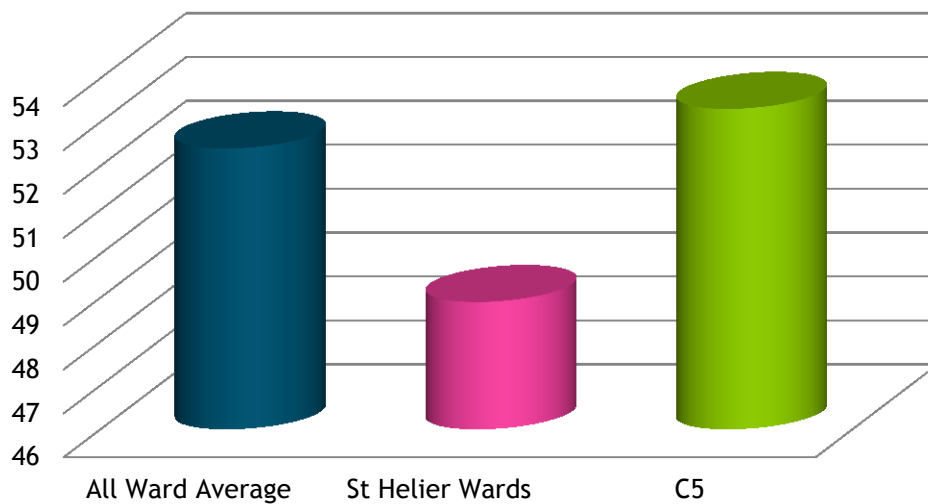


Lowest Ward Score - St Helier	74
Highest Ward Score - St Helier	100

## Comments

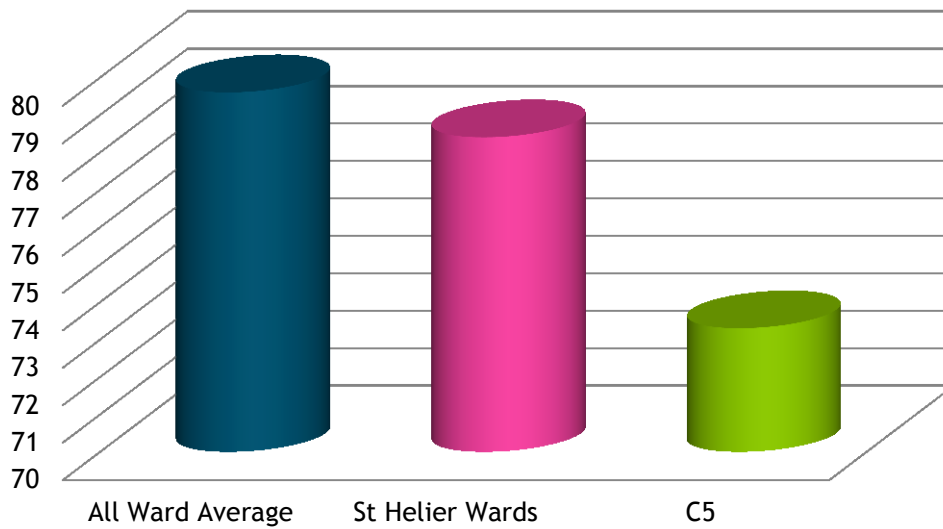
C5	If she wants help e.g. a commode Auxiliary staff will say have to wait - other patients too
C5	Can't walk, Leg in plaster
C5	Look after myself
C5	Bed bath every day - with water. Another ward they used wipes instead of water. Has asked for heels to be rubbed.
C5	Came straight to help.

## Have you been bothered by noise at night?



Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	58

### Have you been bothered by light on the ward?



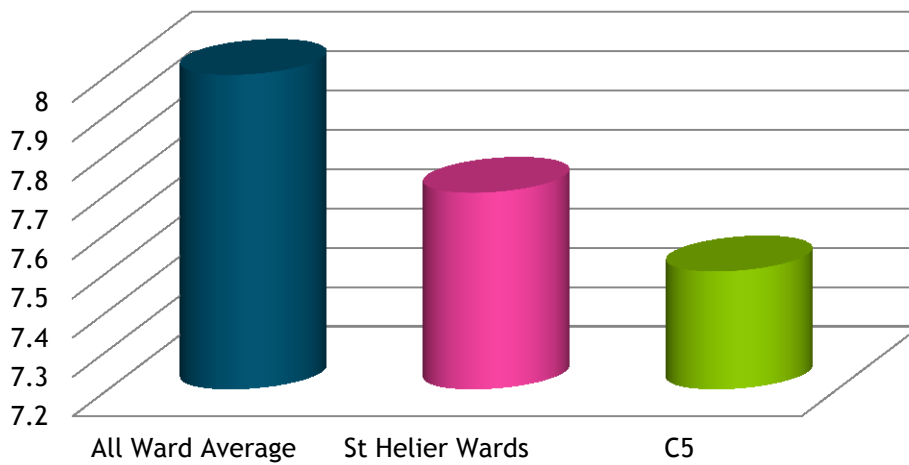
Lowest Ward Score - St Helier	70
Highest Ward Score - St Helier	89

### Have you been given the opportunity to give feedback or raise concerns about the care you have been receiving on this ward?

#### Comments

C5	Commode is very far and can not reach - tried to press button to call nurses
C5	Don't talk to anybody
C5	Long time ago
C5	Moved from C5 to B5 at 2am. Didn't like
C5	Only about noise at night time from dementia patient on ward.
C5	Physios and doctors - yes Other staff - no
C5	Staff have listened to what family have had to say and have tried to be accommodating. But treatment and medication is confusing. Inconsistent information and doctors disagreeing.

Please rate your overall experience of staying on this ward. (1=Poor - 10=Excellent)



Lowest Ward Score - St Helier	7.1
Highest Ward Score - St Helier	8.3

Any other comments about your stay?

C5	Grateful hospital is here. Just wants to get better. Need to have some opinion on medication. Transport here - often left to wait for transport. Put in discharge lounge in night gown (previous stay). Bed manager needed bed but hadn't arranged transport her with daughter until 2 hours later. TV - Paid £15 - still had £5 credit - not playing. No phone. No to get help (except call no. at 50 ppm. Says free TV channels 1-5 - can't get it.
C5	When it rains it comes through the windows as they don't close properly. The water doesn't seem very hot.
C5	No complaint
C5	Undecided.
C5	Excellent staff - should have given 10 but due to short of staff given 9
C5	Stopped because patient was clearly "Not with it" Lovely comments give - The girls are marvellous - nothing seems to be too much trouble.

## Observation Sheets

Ward: C5 (14/06/16 (1), 24/06/16 (2))

From 1-5, how would you rate the following areas?

(1= unacceptable, 2= poor, 3= acceptable, 4= good and 5= excellent)

Area	Score	Comment
Entrance/reception		(1) Very clear compared with other wards
Décor		(1) Very good
Tidiness		(1) Very good. No clutter in main corridor. Good storage. A bit more clutter in side corridor.
Lighting		(1) Very good
Odour		(1) Very good
Cleanliness		(1) Very clean. Beds moved out to clean underneath
Noise level		(1) Low, with some machine noise
Information displayed		(1) All usual ward information
Staffing level		(1) Day - full, evening and night down 1 nurse. NURSE IN CHARGE BADGE SEEN FOR THE FIRST TIME. WELL DONE MANUELLE. Other staff badges in staff pockets so can't be seen (clip on better?)
Safety		(1) Last fall 16/06 according to notice board
Temperature		(1) Good and hot day
Staff interaction with residents		(1) Good use of curtains. Nurse using gloves. A patient complained that there was no laundry service as she didn't have any relatives who lived close to her who she could ask. (2) Sick bowls were not to hand - a nurse had to go off down the corridor to get some and in that time the patient was ill and it went everywhere (all down her). There is a list of things to bring with you (with pictures) on the ward. They have a poste in the corridor asking for relatives to make sure there were clothes in the hospital locker for patients to be discharged in.