

Inpatient Care

St Helier & Epsom hospitals

Ward C3

St Helier Hospital

Healthwatch Sutton
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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.

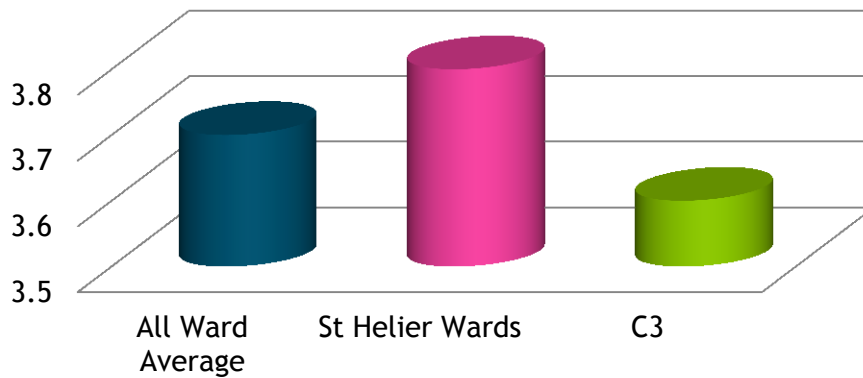
If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

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

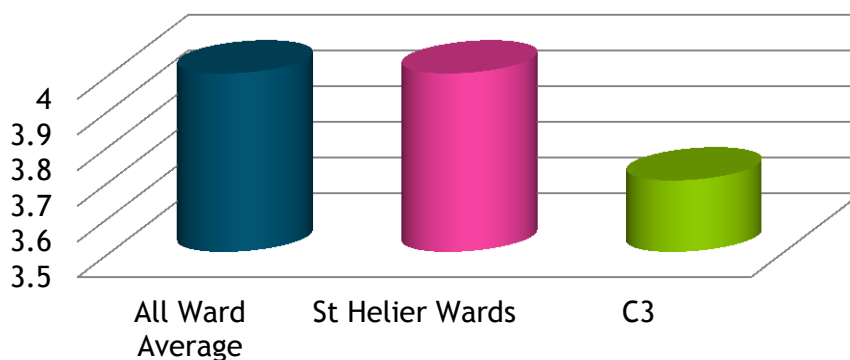
Full responses to questions

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?

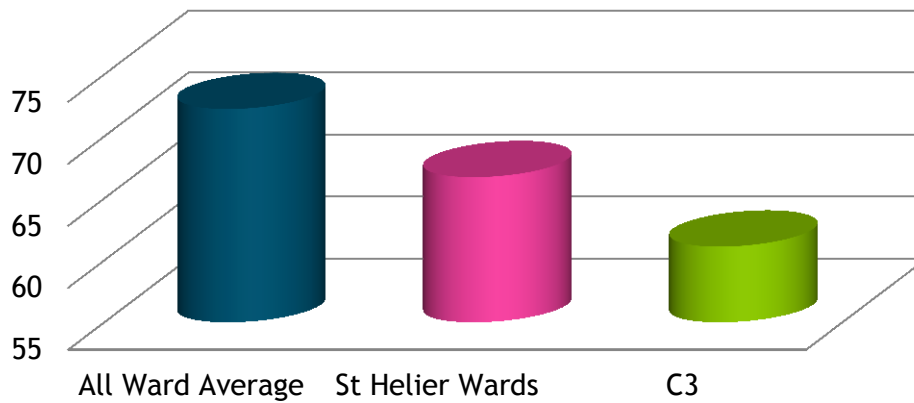


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| Lowest Ward Score - St Helier | 3.7 |
| Highest Ward Score - St Helier | 4.5 |

Any other comments about the food?

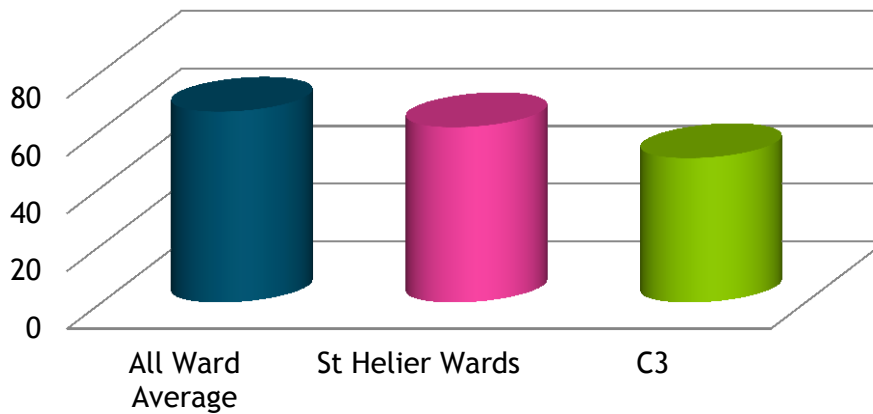
| | |
|----|---|
| C3 | Breakfast could include Porridge or something |
| C3 | On special diet due to swallowing problem |
| C3 | Food very good - no complaint |
| C3 | Good vegetarian food. |
| C3 | Quantity is good. Choices as well. |

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



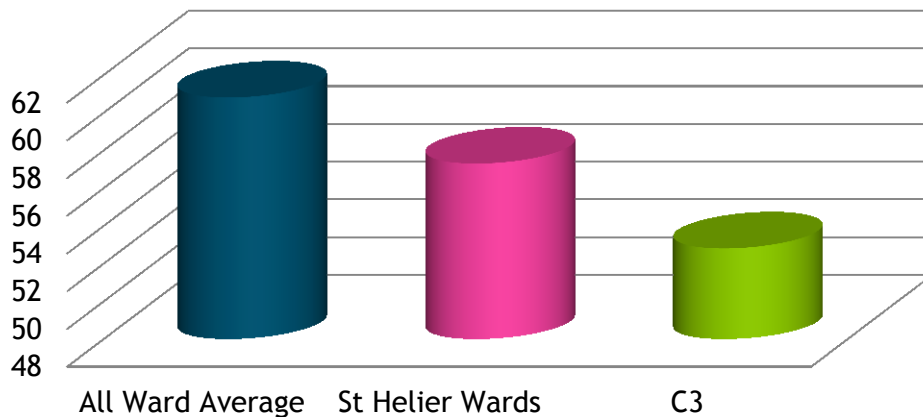
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| Lowest Ward Score - St Helier | 48 |
| Highest Ward Score - St Helier | 82 |

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

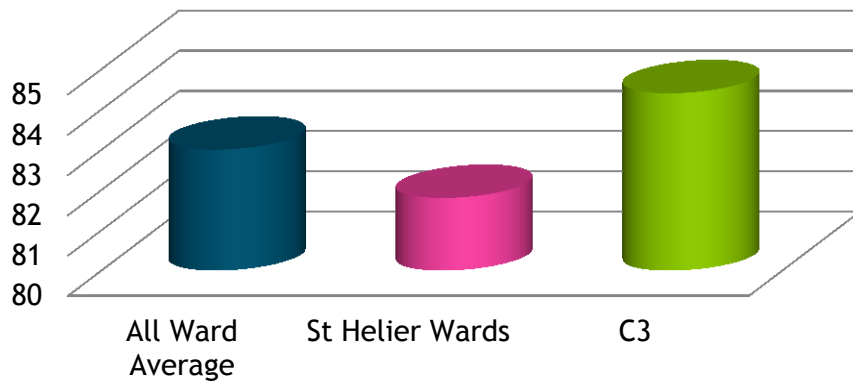


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| Lowest Ward Score - St Helier | 43 |
| Highest Ward Score - St Helier | 75 |

Comments

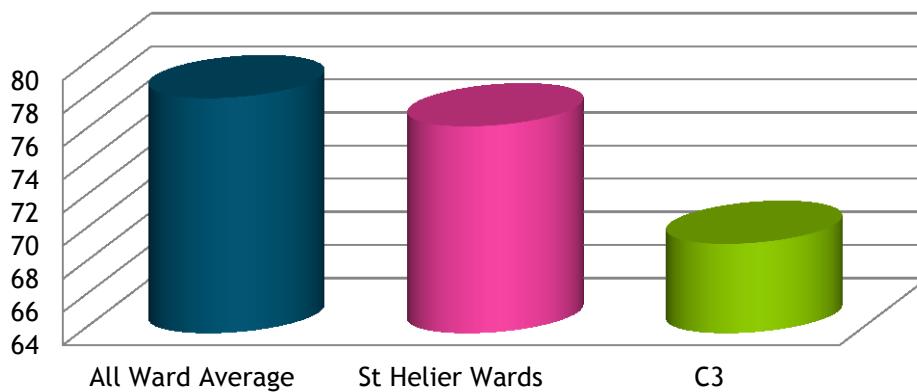
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|----|--|
| C3 | Not enough during night - They have agency staff at night and had bad experience and had complained. One night nurse told patient off - patient is in stroke ward. Night nurse leaned on her bad arm and said it was her fault for not asking the doctor for strong enough pain killers |
| C3 | Not enough nurses |
| C3 | Not many during night |
| C3 | Nurses work very hard |
| C3 | Overworked. |
| C3 | Very helpful |
| C3 | Worse in the evening. Rudeness from staff but stopped when she spoke to the ward manager. Rude mainly at night. Nurses shout at me. Had to wait 40 minutes for nurse to help me to the bathroom. In the bath had to wait 15 minutes. Non-slip socks are the wrong size. No-one gets the right size. Not treating me with dignity when on bedpan. |

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



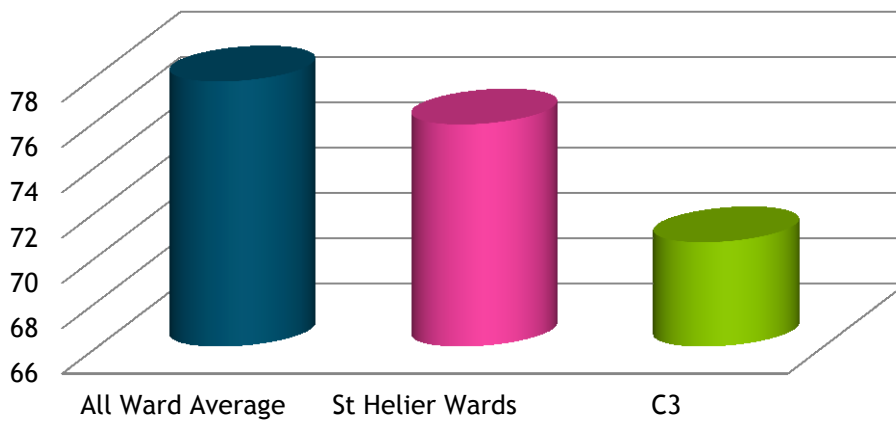
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|--------------------------------|----|
| Lowest Ward Score - St Helier | 73 |
| Highest Ward Score - St Helier | 88 |

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



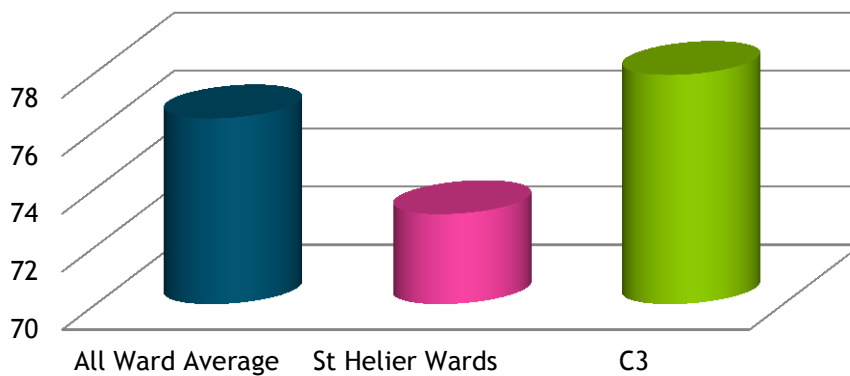
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| Lowest Ward Score - St Helier | 69 |
| Highest Ward Score - St Helier | 86 |

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

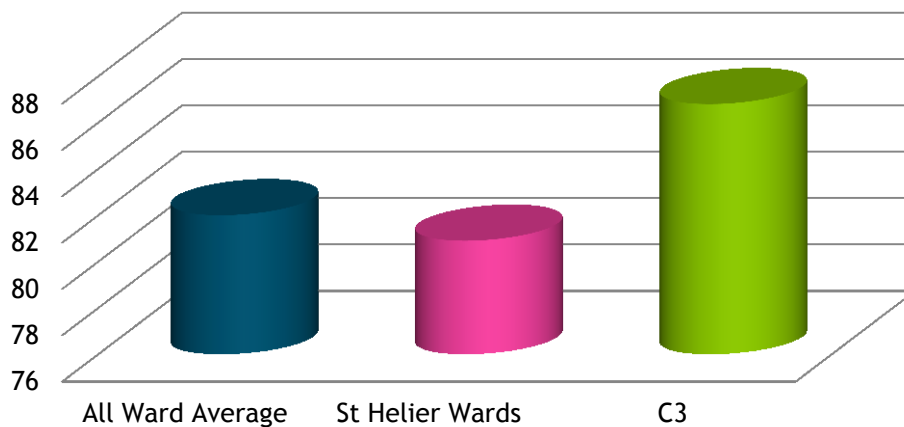


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| Lowest Ward Score - St Helier | 57 |
| Highest Ward Score - St Helier | 78 |

Any other comments about nurses?

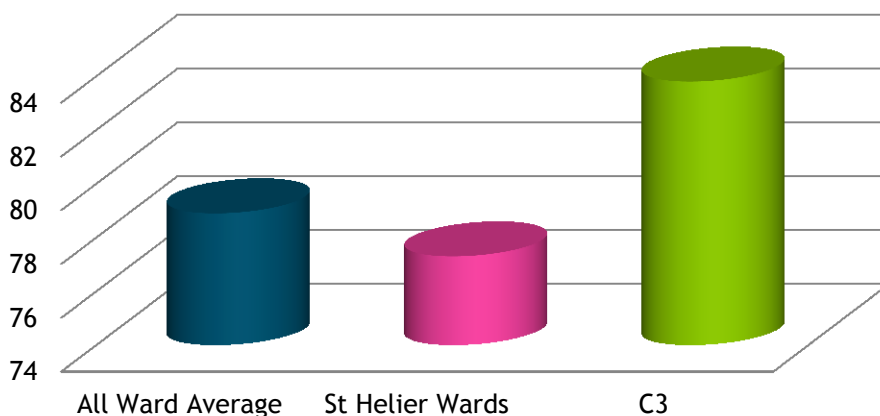
| | |
|----|---|
| C3 | Male nurses are more gentle Female nurses just grab you. Some can not read. |
| C3 | Nurses have explained things clearly to me - Some are nasty. Nurses listen to me - On the whole they listen. Poor attitude even from senior nurse. Day time OK. Not in the evening. Do not care much. |
| C3 | Some nurses spend more time than others. Do best explain. |
| C3 | They are very abrupt - expect you to jump. |

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



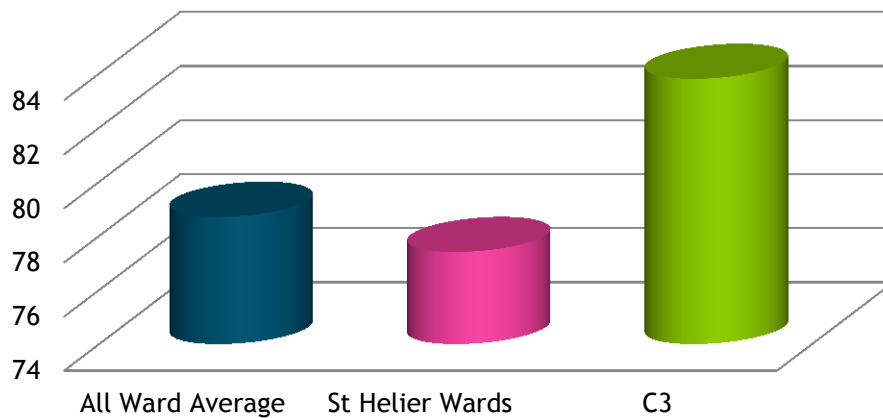
| | |
|--------------------------------|----|
| Lowest Ward Score - St Helier | 73 |
| Highest Ward Score - St Helier | 87 |

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 |

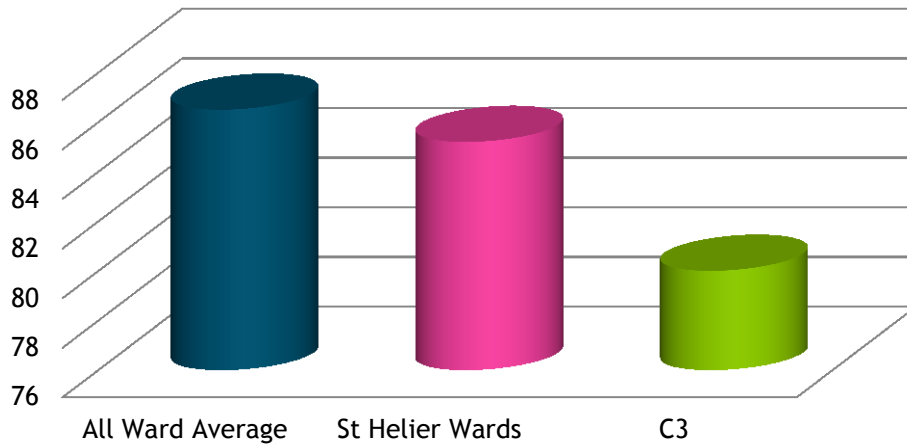
Any other comments about doctors?

| | |
|----|---|
| C3 | They listen but need to react to what you say. |
| C3 | They should be here at weekend. |
| C3 | Seen doctor 3 times only |
| C3 | I trust the consultant. Dose increased of vitamin D without telling me why. Nurses did not seem to know about medication of vitamin D pills, number of. |

Any other comments about other staff?

| | |
|----|---|
| C3 | X-Ray Staff very good. Blood test and blood Pressure check - Good |
| C3 | Very good staff at X-Ray |
| C3 | X-Ray - Very good |
| C3 | occupational therapists, and physiotherapists are brilliant. They have all the time in the world for you. |
| C3 | occupational therapists, physiotherapists - very good. |
| C3 | physiotherapists, phlebotomists - very good. |
| C3 | Blood test - very good |
| C3 | Courteous and 'sweet'. |
| C3 | Good |
| C3 | OK |
| C3 | Very good |
| C3 | Very good |
| C3 | Very pleased with other staff. Overall , they are pretty good. |
| C3 | Yes - so far I have seen. |
| C3 | Yes staff are OK |

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.)

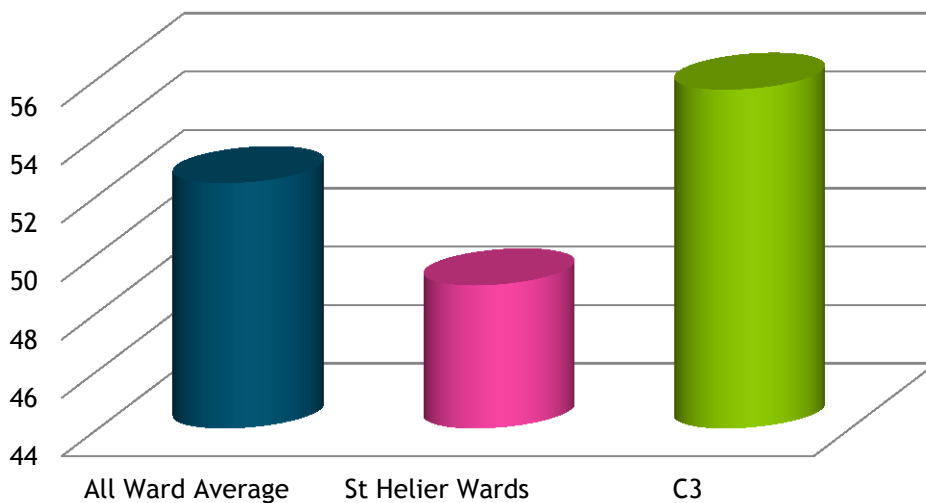


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| Lowest Ward Score - St Helier | 74 |
| Highest Ward Score - St Helier | 100 |

Comments

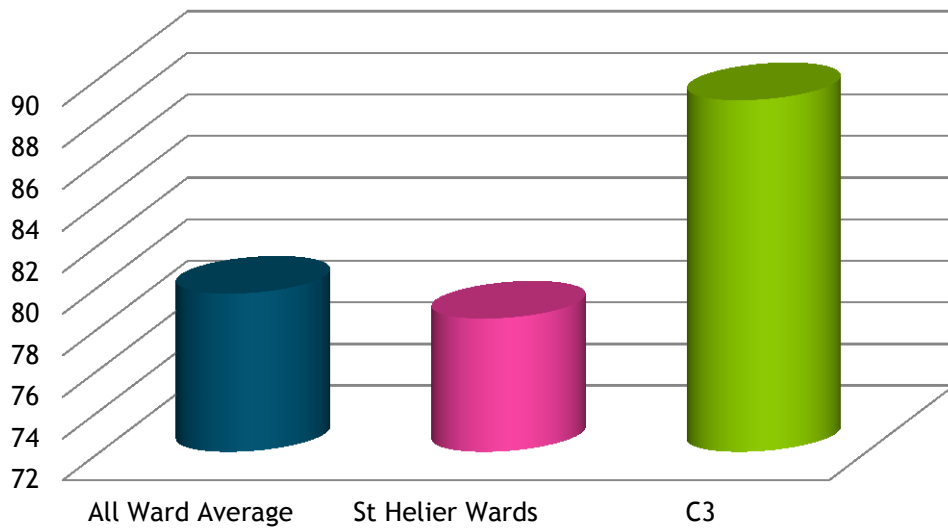
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|----|---|
| C3 | Night nurse made her sit on the bedpan for an hour because she was calling for the toilet. I was told to mess myself in my pod. |
| C3 | Some nurses treat patients like dirt. |
| C3 | sometimes had to wait |
| C3 | when help required - staff likely 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?



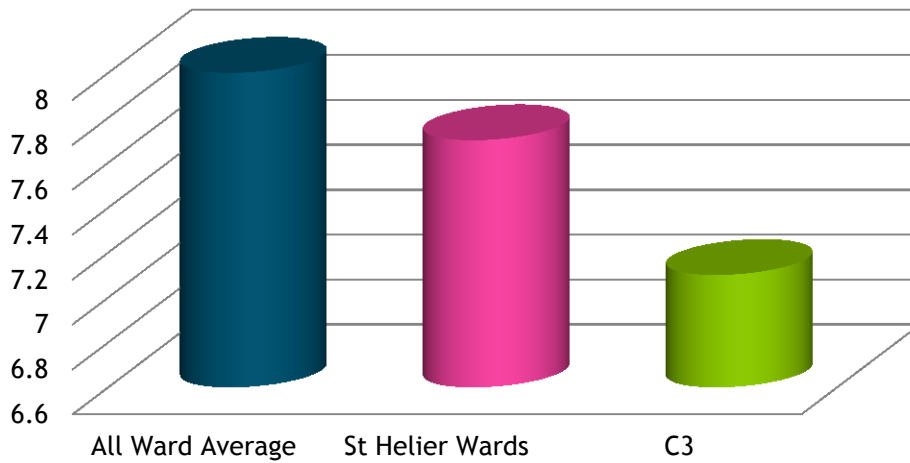
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| Lowest Ward Score - St Helier | 70 |
| Highest Ward Score - St Helier | 89 |

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

Comments

| | |
|----|---|
| C3 | I have made comments about medication. |
| C3 | Staff do listen |
| C3 | The ward manager does listen and he tries to sort things out. |
| C3 | They listen to your problem. |

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?

| | |
|----|---|
| C3 | Hygiene appalling. Bedpan put on her box of chocolates, but staff said it was clean. Bedpans not clean. I've been waiting 2 weeks to go home because they can not get equipment in to my house. On a care package. So meanwhile blocking a bed. |
| C3 | Staff very good. |
| C3 | Very pleased with other staff. Overall , they are pretty good. They work very hard and look after you if needed. |

Observation Sheets

Ward: C3 (15/06/16 (1), 24/06/16 (2), 12/07/16 (3), 14/07/16 (4))

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) 3 | (1) Nurse at reception didn't know where the head nurse on call was. Clear ward sign at entrance. Nurse station hard to find. (3) Nurses station is a long way down the corridor. Helpful staff |
| Décor | | (1) OK (2) In Bed 9 (room) the plaster is cracking in the corner and the paint is peeling off. (3) OK |
| Tidiness | (1) 3 | (1) Variety of equipment in hallways, however, rooms are clean and tidy. Less cluttered than A3 but still equipment in corridor (3) Lots of bins in the side corridor |
| Lighting | | (1) Good (3) OK |
| Odour | (1) 4 | (1) Good (3) OK |
| Cleanliness | | (1) Good (3) OK |
| Noise level | (1) 4 | (1) No noise other than nurses and equipment (3) Occasional buzzer |
| Information displayed | (1) 4 | (1) Lots of info about the ward. Main info board shows ward manager Really nice info board - staff names and pictures (4) Bed numbers missing in some bays |
| Staffing level | (1) 4 | (1) Lots of staff but when a family member asked a nurse for help to do with a fit , the nurse took her time. On notice board shows - one nurse short on the late shift and 1 HCA short on night shift. (2) 1 nurse down on morning and afternoon shift (night-time fine) |
| Safety | | (1) Falls info displayed |
| Temperature | (1) 4 | (1) Quite cool OK (3) OK and hot day |
| Staff interaction with | | (1) Nurses use gels. |

| | | |
|-----------|--|---|
| residents | | <p>They have a physios gym.</p> <p>Observed interaction between a speech and language therapist and a carer - very thoroughly explaining exercises to do with the patient which will help them recover more ability with tone and inflection. They had a great rapport, instructions and examples were really clear and they went over it quite a few times so that the carer seemed fully confident by the end.</p> <p>(2) No 'Nurse in charge' badge</p> <p>Dementia friendly toilet in a room off the main corridor (red seat).</p> <p>Water on the floor under one of the sinks in corridor</p> <p>(3) Very busy ward</p> <p>(4) No visitors chairs in some areas. All gowns well tied up. Nice conversation between OT(?) and patient while he walks with walker. Regular emptying of bins. Ambulance bringing someone in and thoroughly wiping down trolley. Replaced water jugs - couldn't tell if it was red and white jugs to the right patients</p> |
|-----------|--|---|