



ENTER & VIEW VISIT  
CHEMOTHERAPY UNIT, COUNTY HOSPITAL,  
STAFFORD

**Date of Visit: 1<sup>st</sup> August 2017**

**Authorised Representatives: Christine Ralston, Val Emery  
and Pauline Blackmore.**

## First Impressions

On arriving at the ward/department did the access corridor appear clean and tidy?	Yes		Comments: <i>Spotlessly clean, light and airy</i>
Were there any unpleasant smells on entering the ward?		No	Comments: <i>None whatsoever</i>
If trolleys were in the corridor, did they appear tidy? Did they appear to be functional (i.e. to store linen, resuscitation trolley)	Yes		Comments: <i>Everything in the corridors was functional</i>
At the first contact with a staff member, were you greeting with a smile?	Yes		Comments: <i>We received a very warm greeting. The Manager was very pleased we had taken up her invitation to see the new unit.</i>
When you introduced yourself, did the Staff appear helpful and welcoming?	Yes		Comments: <i>Very much so, from reception to nursing staff.</i>
Did there appear to be adequate staff on duty?	Yes		Comments: <i>Today there did seem adequate staff. We were advised that there is the capability of moving staff around if needed.</i>
Did the environment appear to be calm and organised?	Yes		Comments: <i>There was a lovely calm and friendly atmosphere.</i>

## Safe Clean Environment

When entering the patient areas, did they appear to be tidy and welcoming?	Yes		Comments: <i>Very much so, and very relaxing.</i>
Did the patients have a drink within reach?	Yes		Comments: <i>Not applicable</i>
Could the patient reach the call bell?			Comments: <i>Not applicable</i>
Was the patients' bedside table close to the patient i.e. could be patient reach everything?			Comments: <i>Not applicable. Most people in the unit are in chairs and are mobile.</i>
Did the patients look comfortable?	Yes		Comments: <i>Very comfortable</i>
Do patients appear to be safe?	Yes		Comments:
Were the toilets and showers clearly marked Male/Female?	Yes		Comments: <i>There are now 7 toilets in new unit where previously in the old unit there were only 2.</i>
Were the patients dress in appropriate clothing to maintain their dignity, modesty and comfort?	Yes		Comments: <i>Virtually all were day patients</i>
If curtains were drawn around the bed, was privacy maintained?	Yes		Comments: <i>When needed or requested</i>
Are there any obvious Health and Safety hazards?		No	Comments:
Did you observe staff washing their hand or using alcohol gel?	Yes		Comments: <i>Regularly</i>

## Welcoming Culture

Were the staff you came into contact with wearing their Name badge?	Yes		Comments:
When observing staff with patients, did they appear to be polite, courteous and caring? Were the smiling and pleasant?	Yes		Comments: <i>Very friendly, helpful and supportive.</i>
Was the receptionist welcoming?	Yes		Comments: <i>Yes, they were expecting us.</i>
Do staff appear to work as a team?	Yes		Comments: <i>The whole unit ethos is on team work.</i>

## Personalised Care

Do staff ask patients what they would like to be called?	Yes		Comments: <i>Christian names seem to be the norm.</i>
Do the patients know their approximate date of discharge?			<i>Most are day cases, with treatment varying from 1 to 8 hours.</i>
Do the patients have their name above the bed?			<i>This is not applicable</i>
Are nurse call bells answered in a timely manner?			<i>Not applicable</i>

## General Observations

From your visit and observation did you get the impression that this was a safe well managed ward/department?	Yes		Comments: <i>Very well managed</i>
Were you approached by anyone with a complaint?		No	Comments:
Is this a ward on which you would be happy to be cared for?	Yes		Comments: <i>Would have no qualms about it.</i>

## **Cleanliness of other areas such as Kitchens, Bathrooms, sluice etc.**

*All bathrooms toilets etc. that we saw were spotlessly clean as was the kitchen as well.*

## **Patient Story**

*The patient is on her third out of six chemotherapy sessions. She said that she was very frightened when diagnosed and was told the treatment plan. However both her and her husband were talked through the whole process and the support was amazing.*

*The staff were amazing and answered all questions truthfully and supportively. It was nice that they would have a laugh and joke with you and they now seem like friends, not staff. Only praise for the whole experience, although it is one she would rather not have had.*

## **Areas of good practice**

*Wonderful relationships between staff and patients based on trust.*

*Patients are supported so well, from diagnosis, through treatment by nurses and consultants and they also receive extensive personal aftercare.*

*There is a new prescription service in place which has speeded up the whole process for patients and means that they no longer have to waiting for an extended period of time for their prescription to go home with.*

*A superb Fresh Hair Salon which provides wigs etc. and patients are supported so well through this harrowing experience of hair loss, through to when their hair is regrowing, the salon provides support and practical help with all aspects of this process. There are also great bandanas to purchase and this is appreciated so much by the patients we have spoken to.*

*Staff support to families as well as patients is excellent.*

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## **Recommendations**

*It is a pity that the wonderful new unit is spoilt by the view from the windows as the garden which should have been done isn't. It would complete the environment if someone could sponsor this to be done as greenery and flowers could add a lot towards wellbeing.*

## **Observations**

*It is amazing to see the difference from our last visit in 2015. The unit is now so big with lovely furniture and beautifully decorated. The calmness and trust in the unit is excellent and it is a place you would want to receive treatment if it happened to you.*

*The manager however would love some artwork on the walls if possible to relieve the clinical colouring in the unit. We agreed with this.*

*We would like to thank the staff and patients for a very enlightening visit. We look forward to our invitation when the garden is completed.*