

healthwatch
Blackpool

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Lancashire

John's Campaign Report

December 2017



People's views and experiences of the new John's Campaign visiting arrangements at Blackpool Victoria and Clifton Hospitals from two visits in September 2017.

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Summary of findings

The aim of this project was to investigate people's views and experiences of new visiting arrangements - aligned to the recommendations of John's Campaign - recently launched and piloted at Blackpool Victoria Hospital and Clifton Hospital (Lytham St Annes).

The John's Campaign was established to help NHS staff recognise the importance of working with family carers as equal partners in the care and support of people with a dementia who are in hospital.

During our visit to Blackpool Victoria and Clifton Hospital we were able to speak to twenty-six people about their experiences of open visiting arrangements (thirteen people at both sites).

Overall only 42% of visitors spoken with at Blackpool Victoria and Clifton Hospitals were visiting someone who with a dementia (at Blackpool Victoria this was 62% of all visits, at Clifton Hospital this dropped to 23%).

It became apparent from responses received that further promotion of the open visiting would be beneficial. In particular there was more confusion at Clifton Hospital about visiting arrangements and conflicting information detailed in the wards and on the website.

The majority of respondents (92%) welcomed the ability to visit at different times. Some respondents also welcomed the opportunity to help those that they were caring for, particularly with supporting people to eat and drink.

In terms of improvements, the following issues were highlighted:

- The need for better promotion of open visiting arrangements
- More staff on duty to attend to the needs of patients
- Better communication between staff at times of change of shift
- Facilities for visitors to store or hang items
- More support around parking charges

There was a concern from two separate visitors around whether extended visiting opportunities undermined the opportunity for establishing routines for their loved ones. A concern was also highlighted from one visitor about patients with other health conditions being placed on wards with patients with a dementia.

In terms of accommodating extended needs (like overnight stays) there was limited feedback, but the responses received were positive - reflecting experiences from Blackpool Victoria and Clifton Hospital. Similarly, individual responses about both hospitals also reported positive changes experienced by loved ones following the introduction of open visiting.

The main responses around supporting care, focused on supporting their loved ones at meal times with eating and drinking. There were also responses about supporting or potentially supporting patients with toileting - particularly when other staff were busy.

With regards to being consulted upon care and treatment plans, there were positive responses (all from Blackpool Victoria) around having time to speak to ward staff about the care of their loved one and in organising discharge and continuing care arrangements.

Introduction

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

The aim of this project was to investigate people's views and experiences of new visiting arrangements - aligned to the recommendations of John's Campaign - that had been recently launched and piloted at Blackpool Victoria Hospital and Clifton Hospital (Lytham St Annes) following a public meeting organised at Blackpool Victoria Hospital on Monday 8th March.

John's Campaign is a movement to help NHS staff recognise the importance of working with family carers as equal partners in the care and support of people with a dementia who are in hospital. The key focus behind John's Campaign is to have an open visiting culture; supporting carers to access the hospital outside of normal visiting hours, and to enable the carer to be with the person with a dementia. Lancashire and Blackpool have higher recorded prevalence of dementia in those aged over 65 (4.38% in Lancashire and 4.96% in Blackpool), compared to national reported levels (4.29%). The needs of people with a dementia and their carers already require high levels of health and social care input and this requirement will increase to meet the projected needs of this rapidly growing group. Family carers of people with a dementia are often older and frail themselves with high levels of depression and physical illness and a diminished quality of life. Hence, dementia is now seen as an NHS priority area (Blackpool JSNA).

Blackpool Teaching Hospitals NHS Foundation Trust have committed their support to John's Campaign and have piloted flexible visiting arrangements from July 2017 at Blackpool Victoria Hospital (within five wards, including Wards 25 and 26) and Clifton Hospital (Wards 1 - 4). To support the new visiting arrangement, Blackpool Teaching Hospitals NHS Foundation Trust has developed a Family Carer's Charter. Whilst the focus of John's Campaign was concerned with the care and support of people with a dementia who are in hospital, Blackpool Teaching Hospitals NHS Foundation Trust had extended open visiting arrangements to visitors of patients with other health conditions on the participating wards.

Healthwatch Blackpool were keen to hear how this initial implementation of flexible visiting had been for the carers involved and to get feedback that could help guide and shape any future practice.

Methodology

Working with Blackpool Teaching Hospitals NHS Foundation Trust, separate visits were arranged by Healthwatch personnel supported by volunteers at both participating hospitals to obtain feedback from visitors using the associated wards where flexible visiting arrangements had been implemented. In preparation for the visits, Healthwatch Blackpool representatives undertook research around key questions that might impact on carers and family members visiting a loved one with a dementia.

On Thursday 7th September between 1pm and 4pm Healthwatch representatives visited Blackpool Victoria Hospital, and on Friday 8th September at the same times in the afternoon, made a further visit to Clifton Hospital in Lytham St Annes. At both hospitals, Healthwatch representatives were located near the wards operating the open visiting arrangements.

These visits were organised as a 'one-off' special project aimed at investigating people's views and experiences of new open visiting arrangements exploring in particular:

- Whether they were visiting someone with a dementia.
- How they found out about the changes to visiting arrangements
- What changes have worked well with the open visiting arrangements
- What could be improved with the open visiting arrangements
- Whether the hospital ward has been able to accommodate their needs, including overnight stays
- Whether they had physically helped with the care of the person you are caring for
- Whether they have felt involved or consulted on the treatment of the person you are caring for
- Whether they had noticed any differences with the person you are caring for, since you have had this open visiting arrangement
- Whether they had been signposted to any other services?

Whilst these visiting times appeared to be relatively quiet, we were able to speak to twenty-six people over both sites (thirteen at Blackpool Victoria and thirteen at Clifton Hospital). Some visitors to the wards were approached but declined commenting due to not having time. Others chose not to speak with Healthwatch.

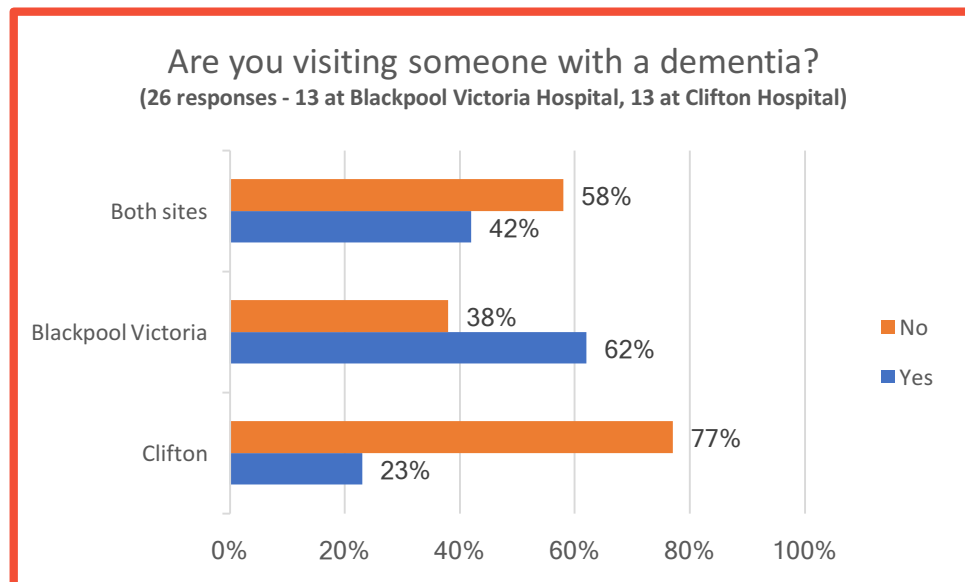
Those people that spoke with Healthwatch generally had limited time, and where this was an issue we adapted the questions asked to minimise the inconvenience. In addition, some visitors were naturally quite anxious due to the health and wellbeing of their relative / cared for person. As a questionnaire that had not previously been piloted, for any future hospital visits we would probably shorten

the questionnaire and questions asked - mindful of the limitations of time available amongst those visiting the two sites.

Q1. Are you visiting someone you care for who has a dementia?

Open visiting was available for all visitors attending wards 25 and 26 at Blackpool Victoria Hospital and wards 1 - 4 at Clifton Hospital. Whilst the campaign was initially set up to support visiting carers and family of patients with a dementia, not all patients on the participating wards had a dementia.

With regards to Clifton Hospital, most patients with a dementia were on ward 1, but the open visiting opportunity had been extended to visits for patients across all four wards at the hospital. Overall only 42% of visitors interviewed at Blackpool Victoria and Clifton Hospitals were visiting someone who with a dementia (at Blackpool Victoria this was 62% of all visits, at Clifton Hospital this dropped to 23%).



Q2. How did you find out about the open visiting arrangements at this hospital?

Visitors to both sites were asked about how they had been made aware of the new flexible visiting arrangements. It became apparent that overall, further promotion of the open visiting would be beneficial. A couple of the visitors at Blackpool Victoria had only latterly found out about flexible visiting, but in all instances staff on the ward had provided consistent messages. This did not seem to be the case at Clifton Hospital where there was more confusion about visiting arrangements and conflicting information detailed in the wards and on the website. There did

not appear to be clarity if open visiting was only available for people visiting patients with a dementia, although even one person visiting a patient with a dementia had not been advised about open visiting.

Responses from carers/families visiting patients at Blackpool Victoria Hospital:

"Not told by ward staff - just assumed it was okay". (Blackpool Victoria Hospital, Wards 25 and 26)

"Found out from other family members". (Blackpool Hospital, Wards 25 and 26)

"We found out from ward staff". (Blackpool Victoria Hospital, Wards 25 and 26)

"I found out from staff on the ward". (Blackpool Victoria Hospital, Wards 25 and 26)

"Our relative was admitted about 4 weeks ago. Prior to that they were on the AMU ward, where open visiting was also available. When they were moved to this ward we asked about visiting arrangements". (Blackpool Victoria Hospital, Wards 25 and 26)

"We've only been visiting for 4 days since they were admitted". (Blackpool Victoria Hospital, Wards 25 and 26)

"They've only been admitted about a week ago". (Blackpool Victoria Hospital, Wards 25 and 26)

"We have been visiting for four weeks, but only found out about the open visiting after a couple of weeks, and only by accident. We are travelling every day from Chorley and it was really difficult at first because we weren't aware of the flexible visiting times. No one mentioned it, and it was only that we arrived late and at that point we were made aware that we could have been coming at any time". (Blackpool Victoria Hospital, Wards 25 and 26)

"The person I am caring for was only admitted yesterday, but was previously on this ward for three weeks. I rung up and found out about visiting times and discovered it was an open visiting option." (Blackpool Victoria Hospital, Wards 25 and 26)

Responses from carers/families visiting patients at Clifton Hospital:

"I didn't know about open visiting, although I don't think I would need this". (Clifton Hospital)

"We found out as soon my wife was transferred from Victoria (2-3 months ago)". (Ward 1, Clifton Hospital)

"I'm confused around when we can visit. I think we were originally told something like 1pm - 8pm but to avoid meal times. I'd like to visit at 4pm". ((Clifton Hospital, Ward 3)

"We weren't aware of open visiting arrangements. In fact, when we came to visit on a previous visit, we were told that visiting was between 2:30pm and 4:30pm (and 6:30pm - 7:30pm) and told to come back then". (Ward 2, Clifton Hospital)

"It's quite confusing. The website gives one set of times (2-4:30pm), people are told another thing on the ward (2:30-4:30pm), but actually its open visiting. It would help to clarify this". (Ward 2, Clifton Hospital)

"The open visiting options have been great. No problems with it". ((Clifton Hospital, Ward 3)

"I found out on the ward". (Clifton Hospital)

"I wasn't aware there was open visiting available". (Clifton Hospital, Ward 2)

Q3. What changes have worked well with the open visiting arrangements?

The majority of respondents (92%) welcomed the ability to visit at different times - which helped with long travel distances and the ability to work around other commitments. Certain respondents also welcomed the opportunity to help those that they were caring for, particularly with supporting people to eat and drink. For those people who were not visiting loved ones with a dementia, there was an acknowledgement of avoiding 'protected times' such as meal times.

Responses from carers/families visiting patients at Blackpool

Victoria Hospital:

"It fits in around other things. We can stagger visits with other family members". (Blackpool Victoria Hospital, Wards 25 and 26)

"It works well time wise for us as we can come early and fit around other family commitments". (Blackpool Victoria Hospital, Wards 25 and 26)

"Actually, this is my first visit today (for the current stint in hospital). Our son visits too - he works and lives quite a distance, so this flexibility is very useful for him". (Blackpool Victoria Hospital, Wards 25 and 26)

"The open visiting has worked very well - it's been really helpful. " (Blackpool Victoria Hospital, Wards 25 and 26)

"It's been helpful to support with meal times". (Blackpool Victoria Hospital, Wards 25 and 26)

"It's been good to be able to come in at different times. I have been involved in supporting feeding". (Blackpool Victoria Hospital, Wards 25 and 26)

"Since we have been able to use the open visiting it's been great as we are travelling from Chorley and can avoid the busy travel times on the motorways. It also means that different family members can come and visit at different times". (Blackpool Victoria Hospital, Wards 25 and 26)

"My husband has only been in for a few days but is quite poorly. It's been good to be able to come into hospital in the mornings and afternoons. I help with feeding at meal times." (Blackpool Victoria Hospital, Wards 25 and 26)

"No time to stop. The open visiting has been great - much better than being limited to the visiting times". (Blackpool Victoria Hospital, Wards 25 and 26)

"My aunt has only been in since last Saturday. It's been great - very helpful to be able to come at different times - I just avoid meal times". (Blackpool Victoria Hospital, Wards 25 and 26)

"It's been great ... no time to stop and talk, but I have no complaints". (Blackpool Victoria Hospital, Wards 25 and 26)

"It's been good for the visiting arrangements". (Blackpool Victoria Hospital, Wards 25 and 26)

"It's been very good. I've noticed the change with visiting (as I've previously visiting family members on other wards and this is much better)". (Blackpool Victoria Hospital, Wards 25 and 26)

Responses from carers/families visiting patients at Clifton Hospital:

"It fits with work and family". (Clifton Hospital)

"It's been really good. We have been able to come in and help with meals at lunch and tea time"

(Clifton Hospital, Ward 3)"

"It's a good idea, if not abused. We recognise not to visit around meal times".

(Clifton Hospital)

"Fits with family commitments and there's no restriction on numbers". (Clifton Hospital)

"The open visiting has been very accommodating and helps with travelling from Blackpool". (Clifton Hospital, Ward 4)

"It's been wonderful - helps to be allowed in any time". (Clifton Hospital)

Q4. What could be improved with the 'open visiting' arrangements?

Some respondents did not have any suggestions on improvements. Other responders highlighted the need for better promotion of open visiting arrangements, more staff on duty to attend to the needs of patients, better communication between staff at times of change of shift, facilities for visitors to store or hang items (such as coats and umbrellas) rather than having to hold everything and more support around parking charges.

There was a concern around whether extended visiting opportunities undermined the opportunity for establishing routines for their loved ones. There was also a concern from a visitor with regards to patients with other health conditions being placed on wards with patients with a dementia.

Responses from carers/families visiting patients at Blackpool

Victoria Hospital:

"Nothing - its fine". (Blackpool Victoria Hospital, Wards 25 and 26)

"Nothing - the ward has been very helpful". (Blackpool Victoria Hospital, Wards 25 and 26)

"I have no suggested improvements". (Blackpool Victoria Hospital, Wards 25 and 26)

"They need more staff to support patients on the ward. Having said that the care has been superb". (Blackpool Victoria Hospital, Wards 25 and 26)

"Better promotion of the open visiting times. Other than that, it's been okay." (Blackpool Victoria Hospital, Wards 25 and 26)

"I don't think it's always good for the patient. In my case, my parent never gets any time to sleep as family members are visiting for long periods". (Blackpool Victoria Hospital, Wards 25 and 26)

Responses from carers/families visiting patients at Clifton Hospital:

"Just better communication between shifts - staff weren't very informed about our access and needs". (Clifton Hospital, Ward 1)

"Nothing - it's all good, even the food (in the café)". (Clifton Hospital)

"I am not really happy about having my husband on a ward with patients with dementia" (Ward 4)

"It would be better if there were more nurses on the ward (Ward 1, Clifton Hospital)"

"To be honest we don't want to be staying for longer periods as we want to create more of a routine for the relative we are visiting. We do, however, see the value for others, particularly for the flexibility of times you can visit". (Clifton Hospital)

"Visitors aren't allowed to place items (like coats and umbrellas) on beds or floors, so we have to hold on to them all the time. It would be helpful if there was a coat stand or hooks on the way into the ward (Ward1, Clifton Hospital)".

"Things could be more accommodating around parking charges in relation to open visiting. Sometimes we are having to pay several times a day on occasions". (Clifton Hospital)

Q5. Did you feel that the hospital ward has been able to accommodate your needs, including overnight stays?

Despite only two responses on this question, both were positive about their experience.

Responses from carers/families visiting patients at Blackpool Victoria Hospital:

"It's been fine - very accommodating". (Blackpool Victoria Hospital, Wards 25 and 26)

Responses from carers/families visiting patients at Clifton Hospital:

"Our loved one is in a private room and we've been able to stay all night. The staff have been great, making brews and toast" (Clifton Hospital, Ward 1)

Q6. Have you physically helped with the care of the person you are caring for?

The main responses around supporting care, focused on supporting their loved ones at meal times with eating and drinking. There were also responses about supporting or potentially supporting patients with toileting - particularly when other staff were busy. Due to the limited number of respondees visiting a person with a dementia at Clifton Hospital, there were no responses on this question at this site.

Responses from carers/families visiting patients at Blackpool

Victoria Hospital:

"I come in specifically to provide support at meal times". (Blackpool Victoria Hospital, Wards 25 and 26)

"Only been involved in supporting meal times. We did offer support with the using the bedpan, but staff were fine". (Blackpool Victoria Hospital, Wards 25 and 26)

"Helping with the feeding has been really beneficial, as it takes time - particularly with giving fluids". (Blackpool Victoria Hospital, Wards 25 and 26)

"Staff don't seem to have that time to dedicate to this. We've also helped with a bedpan as our relative was bursting for the toilet and there was only one member of staff for the seven patients". (Blackpool Victoria Hospital, Wards 25 and 26)

Q7. Have you felt involved or consulted on the treatment of the person you are caring for?

We received three specific responses on this question - all from visitors at Blackpool Victoria Hospital. Key comments in feedback related to being able to speak to ward staff about the care of their loved one and in terms of discharge and continuing care arrangements.

Responses from carers/families visiting patients at Blackpool

Victoria Hospital:

"At first, we didn't have much information, but after 3 weeks the consultant has been involved and they have been great". (Blackpool Victoria Hospital, Wards 25 and 26)

"Yes - we have been consulted on the discharge arrangements and continuing care assessment". (Blackpool Victoria Hospital, Wards 25 and 26)

"Ward staff are very busy. At first, we had to ask to find out anything about our relative. However, we did manage to meet with one of the doctors and since then they have kept us updated". (Blackpool Victoria Hospital, Wards 25 and 26)

Q8. Have you noticed any differences with the person you are caring for, since you have had this open visiting arrangement?

Despite only two responses on this question, both were positive about their experience of open visiting arrangements.

Responses from carers/families visiting patients at Blackpool

Victoria Hospital:

"They seem to be coping better, because we have more flexibility to support their needs". (Blackpool Victoria Hospital, Wards 25 and 26)

Responses from carers/families visiting patients at Clifton Hospital:

"Their mood has improved, as they now have more visits - the extended family are now able to visit!" (Ward 1, Clifton Hospital)

Q9. Have you been signposted to any other services?

In terms of other matters raised by visitors there were comments relating to parking charges and to discharge arrangements.

Responses from carers/families visiting patients at Clifton Hospital:

"We have been able to get free parking, which has been very helpful" (Clifton Hospital, Ward 1)

Responses from carers/families visiting patients at Blackpool Victoria Hospital:

"We've had meetings with the social care department about arrangements for discharge (physio, OT, carers, etc)". (Blackpool Victoria Hospital, Wards 25 and 26)

"Yes, we are seeing the discharge team tomorrow. We have also managed to get free parking for one family representative, which has been really helpful as parking costs have been mounting up".

"We weren't aware of concessionary parking". (Blackpool Victoria Hospital, Wards 25 and 26)

In conclusion:

The Healthwatch visits at Blackpool Victoria and Clifton Hospitals on the 7th and 8th September 2017 provided an opportunity to speak to twenty-six carers / other family members and to get some initial feedback on the implementation of open visiting arrangements aligned to John's Campaign. Overall feedback was very positive around the introduction of these changes (92% of responses), although there were a number of potential areas of improvement for the provider to consider in the continuation or extension of this open visiting arrangement.

In terms of improvements, the following issues were highlighted:

- The need for better promotion of open visiting arrangements
- More staff on duty to attend to the needs of patients
- Better communication between staff at times of change of shift
- Facilities for visitors to store or hang items
- More support around parking charges

There were only a couple of concerns highlighted - these included one around whether extended visiting opportunities undermined the opportunity for establishing routines for their loved ones. There was also a concern from a visitor with regards to patients with other health conditions being placed on wards with patients with a dementia.

Action Statement

Name of Provider: Blackpool Teaching Hospitals,

Date of visit: October 2017

Victoria Hospital

Blackpool Teaching Hospitals would like to thank Healthwatch Blackpool and Healthwatch Lancashire following their visits in October 2017 to The Victoria and Clifton Hospitals.

Blackpool Teaching Hospitals has recently reviewed its implementation of John's Campaign and has sought feedback from service users, visitors, and staff to establish our present position and where we would like to be.

We have identified John's Campaign as one of our Always Events which means that these recommendations should always happen whenever appropriate patients and their carers come into contact with our services.

Inviting Healthwatch to independently gain further feedback is seen as a vital part of this process.

The pilot wards visited by Healthwatch have begun to implement these recommendations and the independent feedback we have received will contribute to how this continues across the whole organisation.

It was positive to read that 92% of responses received about the introduction of the changes were positive. It was also positive to read about the areas identified for improvement as we continue to value the feedback from patients and their carers so that we can ensure that their needs are provided for.

The report has been shared with the respective teams involved and the actions taken have been provided by them and are detailed below.

Thank you Healthwatch Lancashire and Blackpool for the information you have provided to us.

| No. | Issues raised by patients | Response or action from provider |
|-----|--|--|
| 1. | The need for better promotion of open visiting arrangements | The Patient Experience & Involvement Manager leading on this project is working closely with the ward areas and Clinical Improvement Leads to provide additional training whilst encouraging the use of the Johns Campaign packs. Further materials have been provided to all ward areas who are also devising promotional literature and information outside of their ward areas. |
| 2. | More staff on duty to attend to the needs of patients | Blackpool Teaching Hospitals continues to actively recruit to all ward areas to further increase their staffing numbers. We are aware of the issues raised and this is an ongoing action. |
| 3. | Better communication between staff at times of change of shift | The promotion of the packs for patient's carers and their families should assist with this. The Patient Experience & Involvement Manager will be spending time at Clifton Hospital to undertake training and encourage staff to use the packs. This should encourage better communication. |
| 4. | Facilities for visitors to store or hang items | The Patient Experience & Involvement Manager is meeting with representatives from all pilot to identify how this can be provided within the hospital wards |
| 5. | More support around parking charges | There is presently provision for concessionary parking for identified groups of patients being visited; this is advertised across the organisation Staff are encouraged to provide information of this to all appropriate visitors. Visitors are similarly encouraged to ask staff about this if they believe they are appropriate. The Patient Experience Manager continues to work with the car park manager to identify further ways that this may be improved. |

Additional questions:

1. Is the report factually accurate? If not, please state what needs to be changed and why

Yes the report was factually accurate.

2. Have you learnt anything new about the experiences of your patients as a result of this exercise?

I have learnt that the carers and relatives of the patients have needs that need identifying and these can be addressed. I have learnt that promotional work is required in order to embed this in the environments.

3. What was your impression of Healthwatch Lancashire during this exercise? Do you think they could have done anything better?

Health watch have gained fantastic and useful information and the report is easy to read. They were professional and accurate in their findings.