

# **Enter and View visit to assess ward food at Rossall Hospital**

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## **Report on services provided by Spiral Health CIC**

**Date of assessment:** Tuesday 2nd February 2016, 11.00am to 4.00pm

**Contact Details:** Rossall Unit  
Spiral Health CIC  
Nurse Led Therapy Unit  
Rossall Hospital  
West Way  
Fleetwood  
FY7 8JH

**Hospital staff met during visit:** Matron, Jenny Frary

**Healthwatch Lancashire**  
**Authorised Representatives:** Ilyas Patel (Lead)  
Peter Osborne (Volunteer)

## Introduction

The Enter and View visit undertaken in February 2016 by Authorised Representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced to observe and assess the nature and quality of services and obtain the view of those people using the services, obtain the views of those people using the services, consider how services may be improved and how good practice can be disseminated.

The team of trained Enter and View Authorised Representatives visit the service, recording their observations along with feedback from patients, staff and where possible, patient's families or friends. The Enter and View team compile a report reflecting these observations and feedback, making comment where appropriate.



## Acknowledgement

Healthwatch Lancashire would like to thank Alison Cole who is Chief Nurse/ Director of Operations at Spiral Health CIC, kitchen staff members Sandy and Heather, Matron; Jenny Frary and the staff at Rossall Hospital for being so welcoming to us and providing assistance in arranging this activity.

### DISCLAIMER

THIS REPORT RELATES ONLY TO THE SERVICE VIEWED AT THE TIME OF THE VISIT, AND IS ONLY REPRESENTATIVE OF THE VIEWS OF THE STAFF, VISITORS AND PATIENTS WHO MET MEMBERS OF THE ENTER AND VIEW TEAM ON THAT DATE.

## Rationale

This visit was arranged following a Patient-Led Assessment of the Care Environment (PLACE) inspection in 2015 where the hospital scored below the national average for food.

Location	Result
Rossall Hospital - Spiral Health CIC	80.70%
<b>National average for all hospitals</b>	<b>89.27%</b>

## General Information

Rossall Hospital is a 20 bed nurse led therapy unit. An extract taken from Spiral Health CIC's website states:

"The hospital provides recovery, rehabilitation care and support to patients. They offer comfortable and friendly facilities, with a highly experienced team of nursing staff, occupational therapists and physiotherapists. The main aim of the hospital is to help patients get back on their feet after an illness at home or an acute admission to hospital. The facility has 24hr on site professional assistance, regular GP visits and access to emergency facilities if needed."

## Methodology

Prior to the visit a poster was displayed in the corridor area notifying patients of the time, the month of the visit but not the date of the visit. The Director of Nursing was also informed that the visit would be taking place, and that this would be at on an unannounced date.

On the day of the visit, Healthwatch Lancashire Authorised Representatives observed the patients prior to and during the service of their lunchtime meal. Afterwards, the team spoke with staff and patients. Patients had the opportunity to answer a questionnaire in the sitting area or in the comfort of their room.

The Healthwatch Lancashire team spoke individually to 12 patients on the ward.

At the end of the visit, general feedback was provided to the Chef and the Matron.

## Enter & View Observations

On arrival, the Enter and View team introduced themselves to the receptionist who then asked them to go through into the ward. We met with the kitchen staff first to explain who we were and why we were there. The staff were very accommodating and said that it was “fine” and to ask if we needed anything. We then met with the Matron who welcomed us and again said if we need anything then just to let her know.

We started the day by observing the preparation of the dining area. Before any patients arrived to be seated we had a look around the tables and inspected the cutlery to determine if it was of a high standard of cleanliness and presentation. We had a look around to see if the floors were clean and to check if there were any spillages.

We then sat down to observe as the patients came from their rooms. All the tables were numbered so the patients knew where they were going to sit. Some tables had beakers put out for the patients who might struggle to use a glass.

Most of the patients who came to eat were accompanied by a staff member. They either stood behind the patient with a wheelchair or walked with them to make sure that they did not slip or fall. Once they reached their seat the staff helped with the chair and pushed them in slowly and made sure they were sat comfortably before they went to help the next patient. Seating/pressure cushions were provided to patients who required this.

Due to 17 patients sitting down to eat, it took a while for everybody to be seated and it was observed that staff did not rush the patients in any way.

There was one patient who remained in their wheelchair and could not sit at the table facing the right way. The patient had to sit at an angle and they struggled to reach the table.

Once most of the patients were seated, they were given hand wipes by a member of staff to clean their hands before they started to eat. The staff cleaned their hands as well and put on the aprons before they started to serve.

Patients who had ordered sandwiches were given their plates first. The patients' names were on the plates which helped the staff as they knew who to give it to. Once that was done, the rest of the patients were served their hot meal and drink.

The food served was well presented on the plates. Good portions were served for each course and the patients complimented the food when it was put on their table. At no point were the patients rushed to finish their meal and everybody was offered additional servings.

At the end of lunch, one of the patients had an accident where they spilled their drink. The staff immediately used a sign to inform everyone that the floor was wet and it was cleaned up straight away.

After lunch, the Healthwatch Lancashire Authorised Representatives spoke to 12 patients who were asked to share their feedback regarding the food.

## Patients' Experiences of the Food on the ward

We asked 12 patients a series of questions prior to the meal service.

### Summary of Responses

- 11 patients received a menu.
- 11 patients found the menu simple and easy to understand.
- 11 patients were asked if they needed assistance with eating.
- All 12 patients stated that assistance was provided adequately.
- 11 patients were given assistance with the menu.
- 11 patients were asked if they had any dietary requirements and this was adequately catered for.
- 9 patients were happy with the choice of food on the menu.

### Quotes from patients

**“Heather and the team are fantastic, they are always prepared to help and go out of their way to help if required.”**

**“I feel the same food seems to be served at dinner and tea each day.”**

**“This is my second visit here and the food is not like last time when it was better.”**

**“The menu is repetitive and more suitable for the older patients.”**

**“I have swallowing difficulty so need a special diet which is accommodated.”**

**“The staff are excellent, have no issues with them as they are very caring.”**

**Healthwatch Lancashire Enter and View Authorised Representatives' observations prior to and during food service.**

**Summary of observations**

- Patient areas were cleared ready for the meal service.
- Patients were offered the chance to wash/clean prior to food service.
- Patients were provided with napkins.
- Staff were involved in the delivery of the food.
- Patients were provided with a choice of fresh chilled and/or non-chilled beverages.
- Patients were provided with fresh water.
- Patients were provided with good quality crockery and cutlery.
- Staff observed hygiene procedures.

**Healthwatch Lancashire Authorised Representatives had the opportunity to taste the food. Due to dietary requirements only one member participated.**

**Summary**

- The food was visually appetising.
- The food was served at the right temperature.
- The texture of the food was good.

**Quote from Healthwatch Lancashire Authorised Representative**

**“The soup tasted very nice and was at the right temperature. The liver and bacon served was hot and tasty and it was soft and consistent and easy to cut and eat. For dessert, the sponge was nice but the custard was a little thin. The ice cream was served as an alternative which was in a small tub, this tasted good.”**

**We asked patients a series of questions after they had eaten.**

### **Summary of responses**

- All 12 patients got the food that they ordered.
- 9 patients found the meal appetising.
- 11 patients were happy with the temperature of the food.
- 8 patients enjoyed enjoy the food.
- 11 patients found the portion sizes adequate and could ask for more if they wanted.
- 11 patients were able to reach the food and drink comfortably.
- 11 patients were given the option of eating somewhere other than their bed space.
- All patients felt the food was cleared away promptly after eating.

### **Quotes from patients**

**“In comparison to other health services, the service provided here is fantastic. The staff are very helpful and cater to all your needs.”**

**“The staff have been very good to me, my condition means I need special care and this is being provided here.”**

**“The food has vastly improved since I was last admitted.”**

**“I don’t like it when staff make you rush at meal times and when you finish you might be sat at your table for a while until a staff member becomes available to help you move.”**

**“The portions served at meal times are too much.”**

**“I feel it is ok.”**

**“Food was very nice today as always, don’t know why people complain.”**



Healthwatch Lancashire Authorised Representatives asked the patients if the menu choices changed weekly.

**Summary of responses:**

- 7 patients found the menu choice to change week to week.

**Quotes from patients**

**“Having to move rooms is unsettling, we seem to be rushed between sitting and waiting at meal times.”**

**“I have not seen a change in the menu.”**

**“Some staff members can quite bossy at times.”**

**“I cannot fault the staff in anyway and my diet is catered for.”**

**“I have been made welcome here and feel I am recovering well.”**

## Summary

The staff made us welcome on the day and answered all the questions which were raised. The patients who answered the questionnaires were very honest and described the service the way they saw it.

Staff were still bringing clients to the table after the meals had commenced as there was limited staff available at the beginning of the meal.

One agency nurse appeared halfway through lunch and when this was queried we were told this was because of staff shortages.

Once the mealtime was finished, due to lack of staff, some patients had to wait to be accompanied back to their room or to the sitting area.

**FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES**

*Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness?*

<b>Organisation Address</b>	<b>Premises –if different</b>
Spiral Health CIC Head Quarters NHS Offices, Derby Road Wesham Lancashire PR4 3AL	Spiral Health CIC Rossall Rehabilitation Unit West Way Fleetwood Lancashire FY7 8JH
<b>Contact Name</b>	<b>Telephone Number and/or email</b>
Alison Cole	01253 955955 Alison.cole@spiralhealth.co.uk
<b>Name of Healthwatch Enter &amp; View Authorised Representatives</b>	Ilyas Patel (lead)
	Peter Osborne (volunteer)
<b>Date &amp; Time of Enter &amp; View</b>	Thursday 2 <sup>nd</sup> February 2016, 11:00 - 16:00hrs
<b>Were you happy with the Enter &amp; View Arrangements prior to the visit? Comments-</b>	
Yes	
<b>Please outline any Positive aspects of the Enter &amp; View visit. Comments-</b>	
It is always good to get objective feedback on the services Spiral Health CIC provides so that we are able to learn and improve what we do.	
<b>Please outline any Negative aspects of the Enter &amp; View visit. Comments-</b>	

*It is sometimes difficult ensuring visitors to the unit; Healthwatch in this case, are afforded appropriate time and attention without compromising patient care. However, we really do value the feedback*

*Please use this space to comment on how you think we could improve your experience of our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.*

‘Spiral Health CIC is extremely grateful to Healthwatch Lancashire and all participating individuals for their feedback which helped inform this report. We really value the feedback to enable Spiral Health CIC to learn lessons and to continue to improve and innovate its services across the whole of its service delivery, including the Spiral Health CIC Preston Unit and *Therapy Works*.

It would perhaps be useful if the report also contained some recommendations or examples of exemplar practice that Spiral Health CIC could reflect on, and look to implement in the future.

Spiral Health CIC would also like to acknowledge the hard work and commitment shown by their staff in supporting the delivery of services. It is with great sadness and disappointment that this unit will close on March 31<sup>st</sup> 2016, as services are taken back in-house by Blackpool Teaching Hospitals. We will endeavour to share key messages and learning points from this report. It has been a pleasure and privilege to support the residents of Blackpool and the Fylde Coast.’

**healthwatch**  
Lancashire

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