



Enter and View report summary 2018-2019

10 healthcare providers

1 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

2 Where we visited

Seven care homes

One GP practice

Hospital Emergency Department provision

Ambulance Service Project

3 Who we heard from

- We heard from 70 patients/service users
- We heard from 53 staff working in a range of roles
- We heard from 26 family members or friends

4 Common Recommendation Themes

We made 34 formal recommendations; some common themes are listed below:

- Improvements to resident dining experience by increasing staffing levels and reducing wait times;
- Additional training or mentoring for staff;
- Clear and available information about a service, or how to make a complaint, for example produce a service leaflet to give to all patients;
- Cleaning or replacement of soft furnishings to reduce unpleasant odours;
- Reviewing activity provision to involve residents in planning and to broaden range of activities available.

There were 22 changes as a result of our recommendations including:

- “Housekeeping and activity staff now assist at meal times where appropriate. The timings of meals delivered by the kitchen to those who need assistance in their rooms has changed, so this activity is carried out prior to those eating in the dining room. This ensures the dining room experience is enjoyed in a more timely way by residents.”
- “The Buddy system discussed following introduction to the business has begun in earnest but will be fully implemented by our next induction in March.”
- “We will produce a leaflet for the streaming nurse [who assesses patients in A&E] to give to all patients streamed to the UCC [Urgent Care Centre] that

explains the service and who they will be seeing and also sets out alternative options for seeking care such as OOH [Out of Hours] GP or advice from a pharmacist or an MIU.”

- “We believe that all the information required for complainants was available in the “Have Your Say” section of the website. However, we accept that it could be clearer and have now provided all information under a complaints tab within this section. We are also exploring options for a new internet solution with the aim of offering clearer (and more mobile-friendly) information sharing.”
- “There is a rolling maintenance programme to replace furnishings within the home and the two areas in question have been agreed to be replaced in the coming weeks.”
- “We have now revamped our activity programme and continue to seek input from our residents and their relatives and have used the information you have provided as well.”
- “*Care home* has now recruited a minibus driver to enable more trips out to take place.”

We also made a number of informal recommendations or suggestions that were acted upon immediately so were not included in the reports such as ensuring external signs are kept clean.

To read the individual reports please go to the Enter and View report section of our website

<https://healthwatchoxfordshire.co.uk/enter-and-view-reports/>

Healthwatch Oxfordshire would like to thank all providers, staff, patients, residents and carers for making us feel so welcome during our visits.