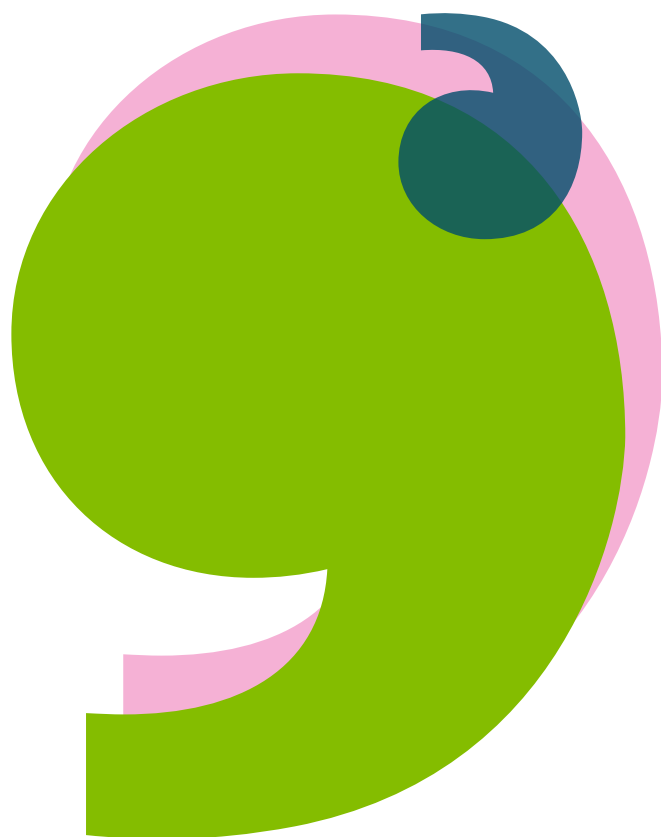


# Enter and View report

Day Hospital, Warneford Hospital, Oxford

October 2019



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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	Day Hospital, Warneford Hospital, Warneford Lane, Oxford, OX3 7JX
Service Provider	Oxford Health NHS Foundation Trust
Date and Time	8 <sup>th</sup> October 2019 13.00 – 16.00
Authorised Representatives	Jeanne Humber, Carolyn Newbert
Contact details	01865 520520

## 1.2 Acknowledgements

*Healthwatch Oxfordshire would like to thank the service provider, patients and staff for their contribution to the Enter and View Programme.*

## 1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



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## 2 What is Enter and View?

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Part of the Healthwatch Oxfordshire programme is to carry out Enter and View visits. Healthwatch Oxfordshire 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.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the CQC where they are protected by legislation if they raise a concern.

### 2.1 Purpose of Visit

To engage with patients to understand their experience of attending the Day Hospital at the Warneford including activities and support, as well as to hear about experiences of wider mental health support.

To get a staff perspective on working at the Day Hospital.

To observe how the project operates and provides its services.

### 2.2 Strategic drivers

During 2019, Healthwatch Oxfordshire looked at patient and service user experiences of mental health services. We wanted to hear what is working well as well as where things could be improved. We visited a range of providers starting with inpatient acute care, moving on to community-based care and then looking at voluntary sector provision.



## 2.3 Methodology

We held a meeting with relevant service Directors and Managers within Oxford Health NHS Foundation Trust. We were introduced to the City Day Hospital manager through them. A date was agreed for us to visit the day hospital.

When we arrived we were introduced to the patients who were having their meet and greet meeting in the main room. We explained who we were and why we were there. Due to unforeseen circumstances, the planned activity for the afternoon was not able to go ahead which allowed us plenty of time to hear from patients both within a group setting, then individually. We also heard from four staff members.

## 2.4 Summary of findings

- The Day Hospital sits within the Neill Unit at the Warneford Hospital. It is a large, bright and open space with patient art on display
- Patients had very positive experiences of the Day Hospital
- All patients told us they wanted the programme to be extended
- With only one full time staff member in the Day Hospital, communication and continuity could be an issue therefore an increased presence from the Team Lead would be appreciated

## 2.5 Results of visit

The City Day Hospital provides support to adults experiencing mental health crisis either to prevent a hospital admission or as support upon discharge. It runs a two-week rolling programme which consists of three days a week of psycho-educational and creative groups based at the Warneford site. The remaining two weekdays are spent at the Stepping into Wellbeing group run by Oxfordshire Mind at The Mill which continues for six weeks after discharge from the day hospital.

The Day Hospital can accommodate up to 15 patients a day, so sometimes people will need to go on a waiting list, but this is no longer than 7-10 days.

The building is bright and cheerful with a warm, comfortable, friendly and relaxed atmosphere. Temperature-wise it was too warm. Even though our posters and leaflets had not arrived we were made very welcome and patients were still very happy to talk with us.

The building has plenty of space with a kitchen, art room, pottery room, office, 1:1 meeting room and two group rooms - one large one used for meetings, break, lunch etc and a smaller one for relaxing in.

The staff were friendly and supportive with patient/staff relationships appearing to be comfortable, relaxed and respectful. We got a strong sense of an open, participative culture with patients being openly supportive of each other.

The building appeared clean and in reasonable condition. There was some peeling paint in the large meeting room which patients wanted dealt with. Plants, books, games and jigsaws were available.

There was a water fountain plus a kettle, tea and coffee in the kitchen. Lunch was also provided in the form of sandwiches, yogurt and a piece of fruit.

Patient transport was provided by South Central Ambulance Service (SCAS) to enable hospital attendance. Both patients and staff informed us of some of the difficulties that arose from this. However, patients did appreciate having transport provided for them.

### Available Information

Entrance to the unit is via an intercom buzzer system. In the corridor there was a large wall-mounted rack containing a wide range of information leaflets. There is a staff photo board of Day Hospital staff, plus another one of the City based Adult Mental Health (AMHT) staff team. Service user art and pottery is on display throughout the building. There was a noticeboard which seemed a bit underused.

We observed a group contract or 'working agreement' on the wall which covered subjects such as confidentiality, respect, practice and participation plus practical information such as break times, smoking and phone use.

### Patient Feedback on the Day Hospital

- Patients told us how much they value the day hospital
- We heard how caring, compassionate and supportive the staff were and that patients felt listened to and respected by them
- All mental health services at the Warneford Hospital are brilliant but staff are overloaded
- Every patient we heard from told us they felt the programme was too short, especially as it was only three days a week. In this time the programme only just scratches the surface of the difficulties faced by patients
- We heard that six days over two weeks wasn't enough. Just as patients felt safe to talk and got used to the routine, it was time to move on
- Some patients would like the option of hot meals for lunch (which happened historically) as cooking a meal after a tiring day of groups was often very difficult
- Patients felt that they sometimes struggled during moments of crisis to recall the coping strategies they had learnt and that reminders were helpful



## Patient Feedback - general

- We heard what a huge problem it was for people to access the benefits to which they were entitled which had resulted in delays of over 6 months or not claiming at all, and even homelessness.
- Patients told us that when they were ill it was really hard to understand the benefits forms and make all the necessary phone calls.
- We heard how helpful the Better Benefits for Mental Health service run by Mind was, but they were incredibly busy. Connections also provide help with benefit applications.
- We heard how patients felt there was a lack of understanding about the problems faced by people experiencing mental illness from staff at the Job Centre.
- We heard that patients were often very keen to attend voluntary sector groups run by Mind etc, however the cost and geographical issues meant it was often not possible which in turn resulted in them becoming unwell again and re-entering the system at crisis point.
- Patients told us they had mixed experience of using community based mental health services with some very positive comments about AMHTS but some feeling that support is not offered until you reach crisis.
- More continuity of care would be good with follow up from the Day Hospital / AMHT post discharge. Some sort of checking in system maybe texts?
- Would like somewhere safe where people can drop in for a chat.

## Activities

- The Day Hospital provides a structured two-week programme for patients which involves three days at the Warneford site from Monday to Wednesday.
- Each morning starts at 10.15 with a 15 minute 'Meet and Greet' session where patients are welcomed in.
- This is followed by a 50-minute session of meaningful activity.
- Before lunch, a psycho-educational group takes place which looks at subjects such as strong emotions, understanding low mood and recovery and wellbeing.
- There is a 45-minute break for lunch.

- The afternoon sessions include a combination of psycho-educational, meaningful activity and creative groups including a fortnightly visit from the Advocacy service.
- Each day ends with a half hour relaxation session with the hospital closing to patients at 3.30pm.
- On Thursdays and Friday's patients who are on their second week at the Day hospital go to Oxfordshire Mind on Cowley Road for the Stepping into Wellbeing group programme. This runs from 10-1.30pm on a Thursday, and 10-3pm on a Friday and support is available for up to six weeks.

### Staff Feedback

- Staff told us what a rewarding place the day hospital was to work in with a supportive, committed and friendly team.
- They felt rewarded by seeing the positive change in patients over a short period.
- They worked with a large variety of patients and this was a great experience.
- We heard how staff felt that low staffing levels had a real impact on the service with sickness and annual leave making it hard to cover shifts.
- At the time of our visit, there was only one full time member of staff based within the day hospital which impacted team communication and continuity.
- We heard how there was a problem finding a suitable private space for staff to receive supervision and that staff would like supervision to take place more frequently and be more personalised.
- We heard that staff would like some more engagement and input from management.
- Some staff told us they would like to review the content of what is offered by the Day Hospital and change some of the groups.
- We heard that staff would like more in place to support them as clinicians e.g. Cognitive Behavioural Therapy (CBT) training, and an admin post to deal with practical issues such as transport not arriving. We heard that chasing transport and ordering taxis for patients took up a fair amount of staff time.
- Staff experienced a lot of frustration with the IT system not being fit for purpose with the average wait for IT support being 50 minutes.
- Staff were frustrated that lack of money, staff and resources has an impact on their wellbeing and their ability provide as effective patient care as they would like to. They feel they are firefighting.





## 2.6 Recommendations for the Day Hospital

- Carry out a review of the Day Hospital programme with staff and patients to provide a chance for feedback on both the programme length and group content.
- Explore the possibility of a fortnightly benefits advice session.
- Ensure regular staff supervision takes place which includes a designated section to discuss staff well-being.
- For the Team Manager to set aside regular time slots to spend with the staff team at the Day Hospital.
- The peeling paint in the main room to be dealt with.
- With patients, design a small business sized card which offers practical tips on dealing with a crisis or difficult situation.
- Investment in the IT system needs to take place in order for staff to work in a more effective and productive way.
- Review the staff supervision form to ensure greater importance is given to staff welfare.

## 2.7 Service provider response

The feedback at the time of the visit appears to reflect the experience of clients accessing the Day Service and the staff perspective as well.

Since the draft report was published, the Day Service has increased its staffing provision and now has two full-time clinicians, and a part-time support worker. However, we have recently had two part-time colleagues leave the team and are going through a team re-structure and transitional phase.

The Team Manager who was managing the Day Service has recently left and as yet we have not been able to establish regular time slots with a Manager to review the structure of the service, as we are awaiting a new Manager to be appointed into post.

Staff supervision is not as frequent due to the above change; however, it is beginning to re-establish a routine with interim Managers supporting the AMHT with supervision.

The programme length and group content discussion will be reviewed when we have a permanent Manager in post. As it stands currently, funding has only been provided for a three-day a week service at the Warneford Hospital and two days a week with Oxfordshire Mind.

