

Enter & View Visit Report

Whipps Cross University Hospital, Acute Admissions Unit (AAU)

27th & 28th June 2019



Frances Martineau
Vanessa Kahahu-Atkinson
Evalina Strum
Ushra Prima
Jane Merryweather
Carla Sena
Althea Bart
Darren Morgan

“Some patients described staff as helpful and approachable - this helped patients to feel confident enough to ask questions.

In addition, those patients with family members felt that they were also involved in the decisions and care.

Authorised representative

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Visit Details

Service Provider	Acute Admissions Unit (AAU1 & AAU2) Whipps Cross Hospital, Whipps Cross Road London E111NR 03001230808
Service Leads	Julie Day - Associate Director of Nursing Simon Green - Clinical Director Josh Bhatt - General Manager Ananda Chapagain - Clinical Lead Karen Bryan - Matron & Nursing Lead
<i>Date and Time</i>	28th & 28th June 2019, 10am-3pm
<i>Status of visit</i>	Announced
<i>Authorised Representatives</i>	Joyce Osei Frances Martineau Vanessa Kahahu-Atkinson Evalina Strum Ushra Prima Jane Merryweather
<i>Declarations of interest</i>	None

Background

The Acute Admissions Unit (AAU) is a consultant-led service that provides rapid assessment and treatment for patients who require short-term urgent and emergency treatment.

Following assessment, the patient may receive immediate treatment, or be admitted for further care on a specialist medical ward. Many patients are able to go home within 12 hours and are provided with access to support services if needed. Short stay units, for patients with urgent and emergency conditions are available for those who need to stay in the hospital.

This service provides acute medical services for patients who require short-term care for urgent or emergency conditions. Each patient is quickly assessed by an acute medicine consultant - and may also see a specialist doctor, such as a cardiologist, within 24 hours.

The Acute Assessment Unit (AAU) at Whipps Cross University Hospital is a busy 60-bedded medical admissions unit including 10 monitored beds.

The Department of Acute Medicine comprises of nine Consultants of whom five are Rheumatologists, two are Respiratory Physicians, one is an Endocrinologist and one

has interests in Elderly Care and Cardiology. The department also has a dedicated acute medicine SpR (speciality registrar in a hospital speciality) and two rheumatology SpRs who work with a team of five SHOs (non-consultant hospital doctor) and two foundation doctors (FY1s). The department serves a diverse local population of East London with a catchment of over 350,000 people from Waltham Forest, Redbridge, Epping Forest and wider.

Acknowledgements

Healthwatch Waltham Forest would like to thank the service provider, patients/service users and staff for their contribution and hospitality in enabling the AAU Enter and View visit to take place. We would also like to thank our Authorised Enter & View representatives (E&V rep) who assisted us in conducting this visit and putting together this report.

Disclaimer

Please note that this report relates to findings observed on the specific date 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.

What is Enter and View?

Part of the local Healthwatch function is to conduct Enter and View visits. Local Healthwatch representatives visit health and social care services to review the service from a patient perspective and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 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 when people raise concerns about a service but, equally, they can occur when services are performing well. 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. If at any time an Authorised Representative observes anything that they feel uncomfortable about, they inform their lead who will inform the service manager resulting in the end of the visit.

In addition to that, 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.

Healthwatch Waltham Forest (HWWF) has been commissioned to deliver an Urgent Care Patient Engagement project by reviewing the patient experience of those

who use Urgent & Emergency Care Services in Waltham Forest and at Whipps Cross Hospital.

Introduction - Purpose of the Visit

Healthwatch Waltham Forest (HWWF) was commissioned to deliver an Urgent Care Patient Engagement project by reviewing the patient experience of those who use Urgent & Emergency Care Services in Waltham Forest and at Whipps Cross Hospital.

The findings from this Enter & View visit aims to help shape and inform the review of Urgent & Emergency Care Services in phase 1 of the Urgent & Emergency Care Integrated Care Services (ICS). It is also an integral part of the wider work of the Waltham Forest Urgent Care Working Group (UCWG), a multi-agency forum bringing together system partners from the wider Waltham Forest/Redbridge/Whipps Cross Hospital health and social care economy. The Urgent Care Working Group is led by WF CCG and reports to the A&E delivery board (AEDB) and the WF CCG Governing Body.

Healthwatch Waltham Forest aimed to capture patient experience of people using Urgent Care Services to identify key themes, trends, areas for improvement, as well as identify examples of best practice. The information gathered from patients aims to help to improve patient pathways and support the development of an improved experience for patients and service users.

All recommendations or highlights of best practice in this report are based on our observations over multiple visits and evidence from service users and staff engagement. This report will recommend actions for the provider to implement change.

Healthwatch Representatives will be especially observing:

1. Environment.
2. Patients experience of hospital treatment and care.
3. Accessibility.
4. Communication and interaction between patients and staff.
5. Complaints, the process and whether patients know how to formally complain.
6. Staff responsiveness and staff members experience and opinions e.g. training, support, wellbeing etc.

Aims

Healthwatch Waltham Forest is proposing to capture patient experience of people using AAU 1 and 2 to identify key themes, trends and areas for improvement. The information gathered from patients will help to improve patient pathways and support the development of an improved experience for patients and service users.

Methodology

Healthwatch Waltham Forest undertook desk research prior to the Enter and View. We researched the service structure and reviewed patient experience data. Supporting information was provided by the service provider Whipps Cross Hospital.

The visit was announced. Barts Health NHS Trust were initially informed in writing of the planned visit. In addition, confirmation of the visit date and additional information about the Enter and View was provided to the Acute Assessment Unit (AAU) Leadership team. Patients were informed prior to the visit by means of posters and information booklets, which were sent to the department prior to the Enter and View visit.

Our visit was themed around the following aspects of care provision.

- Patients experience of hospital treatment and care
- Accessibility
- Responsiveness
- Communication
- Complaints

The Engagement Process

The visit took place on the 28th June. We employed questionnaires to capture experiences and suggestions for improvements. We spoke to patients, families, friends, carers and staff about their experiences of the unit.

Survey Design

A total of three surveys were designed and included quantitative (mostly multiple-choice options), qualitative (open comment) and demographic questions. The questions were specifically adapted to suit the AAU department. Patients were asked to give feedback on the service, and make suggestions for improvements.

The three surveys used are:

- A patient survey comprising of approximately 25 questions
- A staff survey comprising of approximately 23 questions
- A management survey, completed by an arranged interview - comprising of approximately 27 questionnaires.

Findings for AAU1 & AAU2

We found that the following findings applied to both AAU 1 and 2.

Induction, Training and Appraisals

All the staff had received an induction with the Trust. All staff had completed the mandatory training. All staff interviewed reported having yearly appraisals with team leaders.

Opportunities

All personnel interviewed agreed that there are training and development opportunities within the department. Staff recognised that there are tailored programmes available including those catered to people interested in a degree pathway and leadership programs. However, staff thought the courses available for general nurses were limited.

It is suggested to encourage and enable all personnel to better utilise the training on offer. This would improve the skill set of each person, alleviate pressure on Band 6 and 7 nurses, and improve the capacity of the entire team.

Support from management

All the staff interviewed felt supported by the manager. One person explained that when they are understaffed; the management would source staff from a different department, an agency or use bank staff.

Risk Assessment

Those interviewed were confident that measures are in place to assess risks. Those patients deemed to be at risk are assessed and managed daily, staffing levels are assessed daily. Complaint meetings are used to discuss complaints with the team. All staff know how to use DATIX, (an electronic reporting system) for recording issues.

Reporting incidents

All those interviewed knew the incident reporting procedure. Staff were also aware of the safeguarding policy and how to make a referral to Patient Advice and Liaisons Service (PALS). In cases that involved violence, staff knew how to notify security and record the incident.

Environment: wellbeing of staff

There are different systems and processes in place to support the wellbeing of staff. All personnel have access to occupational health and counselling services.

The hospital has a Wellbeing Centre that staff can access. Staff are encouraged to take regular breaks.

The AAU recognises and celebrates staff achievements via Employee of the month.

Findings for AAU1 & AAU2 (continued)

Environment: Cultural and religious needs

There are different systems in place to enable cultural and religious requirements as well as other general needs to be met.

In terms of dietary requirements, patients benefit from 26 different food menus. The unit is dementia friendly with changes to the layout, signage and clocks to make it easier for dementia patients to navigate. The unit works with the dementia link team and one to one nursing care. The unit has a dementia friendly activity box (containing stress balls and colouring items amongst others).

The unit can access interpreters. However, this service can be slow to respond to requests.

Chaplaincy and religious services are available to patients.

Handling complaints

Informal complaints are settled with the person directly. When this is not possible then the complaint would be escalated to a senior staff member and PALS. Staff interviewed said the patient would be informed of the procedure.

Culture of the Trust

The Trust was described 'as family orientated, friendly with team members supporting each other'.

Environment: Diversity

The majority of staff interviewed agreed that the leadership team is reflective of diversity. However, one member of staff interviewed felt that the diversity was only present up to a certain senior level.

Environment: Challenging another member of staff

The staff interviewed agreed that the environment of the Trust enables them to feel confident and safe enough to challenge any matter when necessary. Staff said they felt supported and valued.

Working environment

All the staff interviewed agreed that there is a good working environment. One member of staff mentioned that an aspect she enjoys about her role is that it is a rewarding profession and it is satisfying to see the positive journey of a patient who recovers from being unwell. Staff also mentioned that the unit is friendly and that there is always someone available to cover a shift.

Findings for AAU1 & AAU2 (continued)

Environment: Transparency

There were mixed opinions when interviewed about the environment of the Trust and if it is open and transparent. Staff answered that the unit is very fair and honest with staff. However, some felt that communication could be improved.

Environment: General comments about the department

Most of the staff we interviewed were satisfied with the unit and their roles. However, some staff felt there are still certain aspects that could be improved further. One person explained that staff sometimes leave to go onto other specialties.

Challenges

IT is a challenge with staff experiencing significant delays when the IT system crashes. This can force staff to write all the information on paper and add it back into the system when the IT system is restored. In relation to IT, the IT Help Desk is not always responsive.

Staff mentioned that it can be difficult to provide the best care possible when experiencing pressure on hospital beds.

Recruitment has improved and vacancies are lower than before.

Suggestions for improving the department

Creating a bigger budget for AAU as the department overspent on staff due to paying bank agency, maternity breaks and long-term sickness. It was proposed that a bigger budget could fund a ward clerk and a reception for the AAU1 unit given that the nurses are not always at the station.

Another suggestion was to improve communication in the unit to increase transparency.

AAU1 Environment/Accessibility

The findings below relate specifically to AAU 1.

- Booking at reception (A&E) was highly rated by the patients not including those that were brought in by ambulance.
- Administration and organisation received mixed opinions from the patients.
- Environment received mixed views from the patients. Some commented that the toilets were dirty while others thought the layout and seating areas were very good.
- Waiting times received mixed feedback from patients.
- Signage to AAU 1 is clear. However, the signage to reception areas could be improved.
- Sticky floors in some areas.
- The toilets were very clean apart from one toilet close to the reception.
- One patient complained about the strong smell of urine in the ward.
- Two possible potential hazards were identified. The handrails were blocked in the general area. There was an open door to room stocked with medicines and other materials. Only staff should have access to this room.
- Hygiene stations around the ward were well stocked with necessary items such as disposable gloves, and sanitisers.
- The ward had silent bins which reduced noise nuisance.
- Staff were focused on patient care.
- Good use of notice boards with numerous informative posters displayed regarding different topics such as hygiene, 'stop smoking support', and PALS. The notice boards could be repositioned for greater impact.
- Reception had bereavement and AAU information leaflets.
- The posters were relevant to the local population e.g. a poster about the African-Caribbean community having twice the risk of having a stroke.
- The clocks were not dementia friendly.

AAU1 Patient Experience

Level of care and compassion received:

Patients interviewed agreed that they had been treated with care and compassion.

Patients described staff as "compassionate and kind". Patients highlighted how attentive staff were. Of the patients we interviewed many said that this was the best ward they have ever experienced. One patient had an overall good experience but expressed feeling neglected about a negative experience the night before the interview.

AAU1 Patient Experience (continued)

We observed the following examples of compassionate care;

- One patient on the ward had diabetes. Staff were very attentive to her needs with regular blood tests and monitoring her diet.
- One patient had a phobia of needles. The nursing staff gave the patient substantial notice to allow the patient to meditate before the injection. This helped to reduce stress and calm the patient before an injection.
- We observed staff being attentive and checking on patients regularly.

Level of assistance

All the patients felt satisfied with the level of assistance received and the response time from the staff. There were comments on dietary requirements that were met, washing facilities, and other general requests. Only one patient, who overall had a good experience, felt that his need for assistance on one occasion was not met within a reasonable amount of time.

Information given

Patients felt that they had received an adequate amount of information and that everything had been explained clearly to them. One patient commented that simpler terms were used to make it easier to understand. Other patients mentioned that they were able to gather all the information necessary by asking the right questions.

Involvement in their treatment

All the patients felt involved in their treatment and/or care. Patients agreed they were able to express their views and make decisions. Some patients described staff as helpful and approachable. This helped patients to feel confident enough to ask questions. In addition, those patients with family members felt that they were also involved in the decisions and care.

Disability needs met

All the patients interviewed with a disability or a need felt adequately supported. A patient with mobility issues was grateful for the Zimmer frame available.

Issues

All the patients interviewed except for one stated that they had not experienced any issues during their care at the time of the interview.

The patient that had experienced an issue during the night shift felt distraught after the incident. The issue the patient experience was lack of care when he was left unassisted in a toilet for two hours.

AAU1 Patient Experience (continued)

How to make a complaint

Majority of patients interviewed were not aware of the procedure to follow in the case of having to make a complaint. However, patients were happy with the service and had no cause to complain. Patients did feel that if they wanted to complain they would be able to. One patient complained about organisation in the ward.

Up to date with information

Majority of patients felt updated on their health care plan as well as their discharge plans. Some were still waiting to be updated on their discharge plans at the time of the interview.

Patients were aware of staff doing the best they can with the resources and staff they have.

Patients felt the food options were great on the ward.

At the time of our visit the patient demographic was mostly 60+ with respiratory issues.

AAU1 Staff Experience

The information presented here is specifically regarding the AAU1 unit.

We observed a good team spirit with colleagues communicating well with each other. We noted that staff had a good rapport with patients.

- Colleagues described the team as supportive.
- Agency nurses receive an annual appraisal from the appropriate line manager at the agency.
- Incidents are escalated to nurse in charge.
- The nurse explained that dementia patients have a passport to enhance their care.
- If a patient has a mental health condition, the psychiatric team are called to support the patient.
- One nurse described the culture of the unit as “multicultural, diverse, stressful, usually good, everyone gets on with it.”
- One person notes that the kitchen staff can be especially rude to agency nurses.
- All doctors should take better precautions and roll up their sleeves for infection control.
- One nurse said they love working here and they learn something new every day.

AAU1 Managerial Experience

We spoke to a Senior Sister, about their experience of working on AAU.

- The Sister we spoke to described the induction process as thorough and noted that Continual Professional Development is encouraged.
- The Sister told us of receiving informal supervision and a yearly appraisal from the line manager. Performance objectives are set during the appraisal and are reviewed every 6 months.
- The Senior Sister told us that all staff are up to date with training.
- Incidents are reported on DATIX in a timely manner. This ensures that the escalation process is adhered to.
- The Sister stated that staff have access to counselling services, wellbeing activities and different sports.
- PALS deals with complaints which are investigated. The staff team are informed of the complaints at meetings.
- The culture of the trust was described as “family orientated, good team, friendly, supportive of each other and all of this filters into good care.”
- The Senior Sister stated that all staff are valued and respected.

AAU1 Weaknesses

- The floors had sticky patches in places.
- One patient complained about being surrounded by this all day.
- The layout of the ward is confusing.
- One member of staff expressed bullying still occurs.

AAU1 Strengths

- Patients were very positive about the service. Patient comments included: ‘compassion and kindness from staff’, ‘quick service’, seamless and efficient transfer from one section to another’ and an ‘efficient service’.
- The staff team work well together and are supportive of each other.
- The ward management are accessible and supportive.
- Staff demonstrated good knowledge of the complaints, incident reporting and safeguarding processes.
- We found the team to be very compassionate and deliver good patient care.
- Patients and their family members felt very involved with the patient’s care plan.
- The ward is generally clean.

AAU1 Recommendations

- Develop a complaints process leaflet for patients. This could be available at the reception areas and given to patients on arrival.
- Better internal signage would make it easier for patients and visitors to navigate the ward.
- Notice boards could be placed behind reception.
- Patients who have dementia would benefit from dementia friendly activities.
- Review reception to ensure that patients have a positive experience as reception is the unit's first point of contact for patients.

AAU2 Environment/Accessibility

- Most of the patients we spoke to were happy with the quality of service they receive.
- The external signage to AAU2 and the internal signage in AAU 2 is clear e.g. the receptions were labelled clearly.
- At the time of our visit the ward was clean with well stocked hygiene stations (with posters explaining hygiene and infection).
- There are silent bins throughout the ward.
- Reception was helpful, and had clear signage.
- Staff were open to talk if they were not busy.
- One patient who had asthma commented on how well they were looked after well.
- There were small posters around ward.
- Helpful signage for staff e.g. Audit sheets, CQC fundamental standards, oxygen delivery devices, observation charts etc.
- We observed a small poster on how to make a complaint near the reception. This was not clearly visible to the public. 'We care' posters are displayed near the reception.
- There was no communal area.
- Patients were happy with space on the wards.
- Individual rooms for patients are spacious, bright and breathable.
- No dementia friendly clocks, activities, or posters.
- There is an activity resources box opposite the reception. Inside are books, reading glasses, and a doll.
- Patients described the environment as clean.
- A few complained that their beds were not comfortable.
- Some patients said the ward is cold. Some patients' requests of a blanket were met, while others were not.
- Patients also have fall buzzers, storage and personal information by beds.
- A Healthwatch representative personally asked reception for a PALS leaflet. The receptionists could not find any but did offer to find information on how to contact them.

AAU2 Patient Experience

- Patients had a positive experience of reception.
- The signage received mixed views from patients. One patient rated it as poor whilst other patients rated it as average. The remaining patients interviewed thought the signage was good.
- All patients interviewed rated the administration and organisation positively. The majority of patients rated it as 'very good'.
- The majority of patients rated the environment as very good. However, a small number of patients rated the environment as average.
- Waiting times received mixed reviews from the patients. Some patients rated the service as 'very good', others as 'average' and one patient rated it as 'poor'.

Level of care and compassion received

Patients agreed that they had been treated with care and compassion. One patient however highlighted that at night there were low staff levels and the person felt slightly neglected.

Level of assistance

The majority of patients felt that their requests for assistance had been met within a reasonable amount of time. One patient said that the level of assistance was dependent on the staffing levels. Another patient explained that he had requested a walk around but was not able to; whilst a third patient had asked for extra pillows and had not received one at the time of the interview. The remaining patients interviewed felt positive about the assistance received.

Information provided

Most patients felt that everything had been explained clearly to them and that they were aware of the situation. One patient appeared confused with the information provided and was waiting to hear more from the doctor.

Involvement in their treatment

All the patients felt involved in their treatment or care plan. They were confident to express their views. Those patients interviewed with family members also felt that they were involved in the care and treatment.

Disability needs met

There was a mixture of opinions regarding the support received for those patients with special needs or a disability. Some patients felt supported. Other patients stated that they had not received the support required.

AAU2 Patient Experience (continued)

Issues

The patients we spoke to did not experience any issues at the time of the interview. One patient explained she had accidentally urinated on the bed. The nurse in charge made a face which made the patient feel awful. The patient explained that she had to walk around for an hour waiting for the bed to be changed. The patient felt that when the nurse stripped the bed sheets it was done with bad attitude. We did not witness this incident.

How to make a complaint

Most patients were not aware of the complaint procedure.

Up to date with information

- Many of the patients we spoke to were aware of their health care plan and updated about their discharge plans. Two patients were still waiting for an update and were confused about their health care plan.
- Patients felt the care they received was ‘amazing and compassionate’.
- One patient had a negative experience with a nurse who made her feel very uncomfortable.
- Most patients felt comfortable to share views or complain if they wanted.
- Patients with back problems were given extra pillows.
- The majority of patients were happy with the service and did not want to complain.
- Patients said they were involved in their care and care plan. Patients felt their condition and treatment was explained to them fully and they understood what is happening with their health.
- Fall buzzers, and personal information were by patient beds.
- All patients said they were treated very well and “like a person.”
- There were mixed views on the waiting times.

AAU2 Staff Experience

We spoke to a Band 5 nurse about her experiences of the ward.

- Induction was good.
- Supervision takes the form of daily informal chats with the nurse in charge.
- Support from management is generally good and when understaffed management do what they can to get good service support.
- Additional training on working with patients with mental health conditions would be useful. Requests for mental health training have been made but no response as yet.

AAU2 Staff Experience (Continued)

- At the moment patients with mental health conditions are referred to psychiatric liaison team if needed.
- The department has created a positive work environment with a good team spirit.
- However, communication could be improved as information is not always disseminated properly.
- This is a rewarding profession likes to see a patient who has been very unwell and gone onto recovery, and receiving a “thank you.”
- Challenges: turnover, staffing, communication, training- sometimes lacking and also gets delayed.

To improve

- Communication from top to bottom and improve transparency
- Wants opinion to be valued to feel motivated.

AAU2 Managerial Experience

This member of staff has been working with the department for a few months.

- This interviewee has a supervision every 4 months and a yearly appraisal with the registrar. This is nationally mandated.
- Risks are assessed and managed via DATEX. However, DATEX can be complex and rigid to use. To improve usability the system needs to have more free text options.
- If a patient requires an interpreter then Language Line is used. Cultural preferences forms are used to record a patient’s cultural preferences. This is then input into the Cultural Record System.
- The interviewee had not had specific training to work with patients with mental health issues. However, they knew how to contact the psychiatric liaison team when required.
- All complaints are dealt with through PALS.
- This officer described the culture of the unit as positive. The other positive aspects of the role were identified as good patient care, and a welcoming, caring and polite team.
- This officer really enjoyed being able to support staff.

AAU2 Weaknesses

- Some patients told us they were not happy with the way the service was. One patient suggested that there should be more staff. Another patient explained that she had experienced a negative attitude from a staff member.
- Staff are not specifically trained in working with patients that have mental health conditions.

AAU2 Strengths

- A number of patients were happy with the service they received on AAU 2. Patients were particularly happy about polite and pleasant staff, clean toilets, being kept informed and offered refreshments.
- The environment was clean and welcoming.
- The internal signage is clear and easy to read.
- Patients were very happy with the care and said their condition was thoroughly explained to them.

Summary of Findings

To conclude, the AAU is a fast-paced unit. Those in the AAU1 could have a slightly different experience to those in AAU2.

On arrival, we noted that the members of staff on the reception/nurse station on AAU 1 were not responsive and did not come across as approachable. In one instance, a member of staff displayed quite an abrasive attitude when approached. It was noted that staff on the reception of AAU 2 were responsive, welcoming and had a willing to help approach.

Of all the patients that we spoke with, none were aware of how to formally make a complaint and were not aware of PALS in general. To improve this, PALS information should be readily available as patient leaflets within the ward.

There was good rapport between staff and patients. A number of patients described the staff team as compassionate and kind. A few patients told us that AAU1 was the best ward they had experienced.

Summary of Findings (continued)

Most of the staff of whom we spoke to had received little to no mental health training.

At the time of our visit, the AAU 2 unit was an understaffed unit. However, it was noted that staff dealt with this very well and ensured that patients' needs were met.

Staff had not always received full induction training. One member of staff told us that they felt forced to learn on the job completely. However, they also felt that despite this they believed the culture of the unit to be a positive one and the AAU had improved their system of working.

Summary of Findings: Accessibility/Environment

Summary of information gathered from Healthwatch representatives regarding Accessibility/Environment:

A&E entrance is located in the area marked as red zone within the Hospital. There is signage that provides direction to users that enter the Hospital compound from the main road. There is a bus stop located near the Hospital entry road. The estimated walk from the bus stop to the A&E entrance is 12 minutes. The unit is wheelchair accessible.

The external signage to unit can appear confusing, though signage once inside the unit is clear. Signage provides direction for side rooms, wards and toilets.

There are parking facilities in the Hospital (Parking 1,2,3,4) operated by Ringo that charge varying prices depending on the time the vehicle has been parked. We observed the parking was very busy with limited available parking spaces. The parking also had disabled parking bays.

At the time of our visit, we observed a small area within the ward to have a sticky floor. It was also noted that one of the toilets located near a staff work station required cleaning. One patient had complained about a strong urine smell in the ward.

Disabled toilets with rails were available. There were also Zimmer frames for patients with reduced mobility problems.

Patients were able to raise and lower bed whenever they needed to access the toilet.

Patient Information was displayed on posters by the entrance. Some information included Patient Advisory Service (PALS service), CQC inspection visit, patient feedback results, actions taken and smoking cessation support.

AAU2 Recommendations

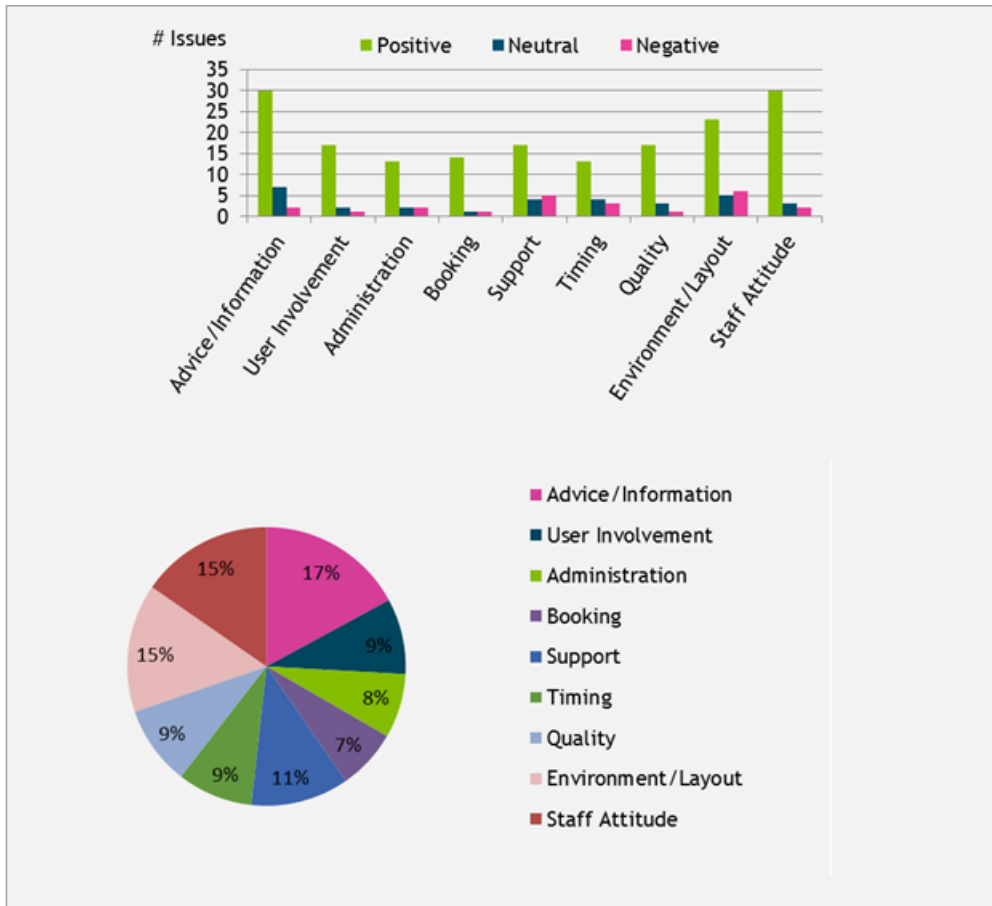
- 1) Introduce mental health training for all staff to enable them to confidently work in the best way with patients around mental health need.
- 2) Put in place clear signage for reception/nurse station areas. This can help to clearly guide patients and relatives to access information and support when needed.

Service Provider Response

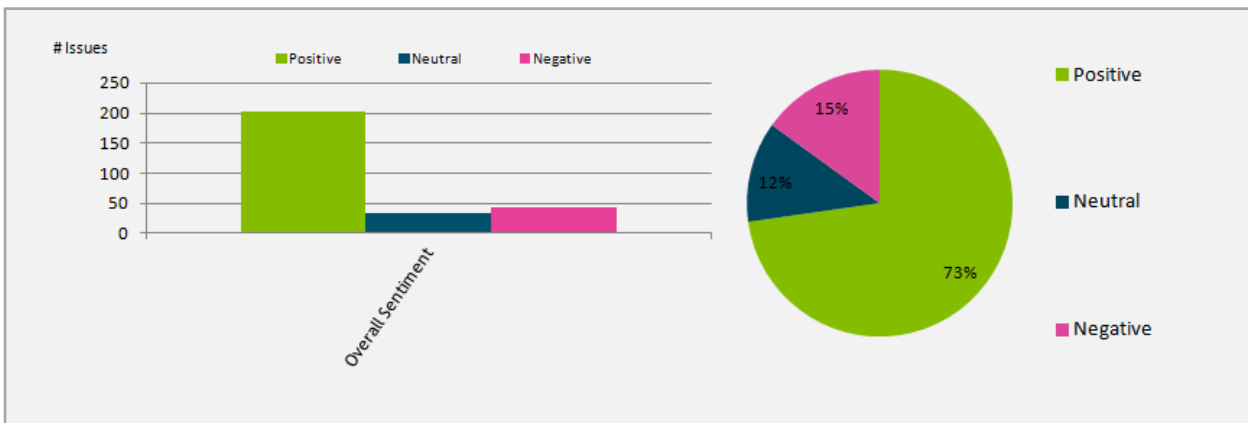
The provider has acknowledged receipt of this report.

Data Graphs: Leading Themes for AAU 1 and AAU 2

The patient experience performance table below illustrates that the patient experience is essentially very good on AAU 1 and 2. For all categories that positive feedback is greater than the negative.



The sentiment about the service is 73% positive compared to 15% neutral.



This report is available to the general public, and is shared with our statutory and community partners.

If you have any comments on this report or wish to share your views and experiences of the community Health and Social Care services in Waltham Forest, please contact us.

About Us

Healthwatch Waltham Forest, Waltham Forest Resource Hub (central), 1 Russell Road, London, E10 7ES.

Tel 020 3078 9990

info@healthwatchwalthamforest.co.uk

www.healthwatchwalthamforest.co.uk

Company No 8395175 Registered in England.

Registered Charity Number 1154603

