



Enter & View Report

Arrowe Park Hospital: Discharge Hospitality Lounge

Service address:

Wirral University Teaching Hospital Foundation Trust

Arrowe Park Road,
Upton
Birkenhead.
CH49 5PE

Service Provider: Wirral University Teaching Hospital Foundation Trust

Date: 16/09/2019

Authorised representatives: Elaine Evans, Diane Morley

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Acknowledgements

Healthwatch Wirral would like to thank staff, patients and visitors in the Discharge Hospitality Lounge at Wirral University Teaching Hospital NHS Foundation Trust for talking to Healthwatch Wirral Authorised Representatives.

Please note that this report relates to findings observed on the specific date and time of the visit. 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 Healthwatch Wirral's work 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 use the service first hand.

General profile of the service that was entered and viewed.

The Discharge Hospitality Lounge is a facility provided by Wirral University NHS Foundation Trust for patients who are waiting to go home or to go to another service provider.

It is situated on the ground floor of the hospital.

https://itservicemanagementcqc.org.sharepoint.com/sites/IntelligenceHealthwatch/Shared Documents/Local Healthwatch Intelligence/Enter and View/2020 21/20200724_Wirral_E&V_Arrowe Park Hospital Discharge Hospitality Lounge Revisit.docx

Purpose of visit

Provider request for Healthwatch to review changes made since last visit

Type of E&V visit undertake

Announced visit

Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues will be directed to the service provider.

The Enter & View visits are a snapshot view of the service and findings are reported based at the time of the visit.

Enter and View visits are conducted in a way that works in accordance with Merseyside Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.

Discussions, findings and observations

Healthwatch Authorised Representatives were greeted by the Discharge Hospitality Lounge staff who invited Healthwatch representatives to view the changes made to the environment following our recommendations.

It was reported that not every patient being discharged from hospital is sent to the discharge hospitality lounge.

It was also reported that not every patient is discharged early in the day, as per hospital policy. Patients are discharged as early as reasonably practical. The reasons given for late discharge included patients not being sent from the ward to the Discharge Lounge until later in the day and that some patients may be delayed waiting for clinical procedures, medication or for transport.

Nutrition and Hydration.

Refreshments are available from the snack fridge and vending machine and lunch and dinner can be provided if required. It was reported that staff monitor patients' needs and use the staff kitchen to provide drinks and toast if required.

Transport.

Transport can be arranged for patients who require it and is provided by the hospital Patient Transport Service, West Midlands Ambulance Service, Age UK and local taxi services.

Medicines Management.

Medicines are safely stored in the small pharmacy room located in the facility. A pharmacy technician is available to answer any queries that patients may have about their medication and also can chase up medicines that patients need on discharge.

Medication is managed by trained nurses and the pharmacy technician.

Complaints

These are dealt with by the Manager and are managed as quickly as possible either face to face, or by telephone call or letter to prevent complaints being escalated to formal whenever possible.

Communication

It was reported that staff follow the Trust's policies and procedures to engage with patients who have communication problems.

Quality and Performance monitoring

The staff measure performance against-

- Patient feedback through Friends and Family test (FFT)
- Service KPI's

Environment

Main corridor

The approach to the Discharge Hospitality Lounge was well lit and clean and the floor tiles outside the entrance had been repaired. The signage in the area was good and the ceiling tiles above the main door had been repaired. Hand sanitizers were available and explanatory notices reminding visitors to use them. The sanitizer at the entrance was positioned on the wall.

Communal Lounge

On entering the Lounge, the lighting had been improved with the introduction of sky panels and lighted 'window scenes'.

The area appeared to be clean and fresh.

Desks and work areas had been provided for staff on both sides of the entrance. This arrangement enabled them to monitor patients easily.

The information Board and Staff boards were up to date and provided comprehensive information for patients and visitors.

The lounge appeared to be well staffed who were observed supporting and chatting to patients who were waiting. Patients appeared to be dressed appropriately and looked comfortable while they were waiting to be discharged.

On our previous visit, the desk we observed having a multitude of trailing cables draped down to the floor on had been improved by using a 'tidy cable' system.

A large flat screen TV was positioned on the wall along with a selection of bright artwork. The area was appropriately furnished with specialist seating, positioned to enable staff and patients to manoeuvre safely around the area. Trays and side tables were made available for patients to use. We were informed that the chairs were designed to

provide 12 hour pressure relief for patients. Reading materials were made available for patients while waiting.

Toilets

Toilet facilities were available for disabled and able bodied patients. The disabled facilities were clean and met normal H & S standards. The cold tap that was hard to turn off at our previous visit had been repaired.

Side Ward/ Bay

It was clean, spacious, and fresh. There was plenty of room for patients and staff to manoeuvre around safely.

The missing curtain hooks on the curtains around the beds had been replaced.

Call bells were within easy reach for patients to use if required.

This area had a dementia friendly corner which had been refurbished appropriately.

The Pharmacy Room and Sluice Room were adjacent to this area and both were locked and secure.

The side ward area, which on our previous visit had looked untidy, had been decluttered.

Kitchen (Staff only)

The room was small but appeared to be adequately equipped and clean (the cleaning schedule was displayed) and the stained ceiling tiles observed at our previous visit had been replaced.

Sluice

This was locked and secure.

Waste Management

The bins were used correctly and were not overflowing.

Staff observations

All of the staff were welcoming and helpful and were observed interacting well with each other and the patients.

The Ambulance crews were observed being friendly and treating patients with dignity and respect.

Staff feedback

Healthwatch Authorised Representatives spoke to several members of staff on the day who reported that they were happy with the changes made to the environment

6.0 Conclusions

We were made welcome by staff during the visit. The improvements made were good and made the lounge more welcoming.

Healthwatch follow up action

HW Will visit the discharge lounge in 12 months to review any further improvements.

Glossary

FFT Friends and Family Test

11.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner and to CQC.

Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

Healthwatch Wirral

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