



healthwatch
wirral

Visit Report

Wirral Women and Children's Hospital

Service address: Arrowe Park

Service Provider: Wirral University Foundation Trust Hospital

Date: Monday 17th June 2019

Authorised: Elaine Evans

Representatives: Di Morley
Alison Shead

Acknowledgements

Healthwatch Wirral would like to thank the staff at The Women and Children's Hospital who gave us a warm welcome.

1.0 General profile of the service that was entered and viewed.

Wirral Women and Children's Hospital is based on the Wirral University Foundation Trust Hospital site. A full range of services are offered for women and children. These include Outpatient, Inpatient, Day Case and Community Services.

2.0 Purpose of visit

Familiarisation

3.0 Type of visit undertaken

Informal (to view Maternity and Children's Services)

4.0 Methodology

The visit was not designed to be an inspection, audit or an investigation, but 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.

The visit provided a snapshot view of the service and this report is based on the findings at the time of the visit.

5.0 Discussions, findings and observations

Healthwatch Authorised Representatives were warmly welcomed by Associate Director of Nursing & Midwifery, Alison Horton and Anne Marie White Associate Director of Children's Nursing who agreed to accompany us on a tour of the hospital and to discuss the services they provide. Other senior staff were in attendance.

It was reported that a full range of gynaecology services are provided in the hospital. Clinics include: Endometriosis, Infertility, suspected gynaecological cancer, colposcopy, urogynaecological or pelvic floor problems and early pregnancy.

Specialist Nurse led clinics provide support, advice, review, assessment, investigative procedures and treatments, and follow up review for patients.

Outpatient Services are provided on the ground floor and the Gynaecology Treatment Centre and the Gynaecology ward are on the first floor.

Maternity Unit

We were taken to the Maternity Unit where a notice board displayed various statistics about the Unit. The corridors were wide and free from obstruction. All areas were secure by the use of key pad entry systems.

It was reported that there is open access to the unit for fathers and the patients' own children.

Relatives and visitors are welcome between the hours of 1:00pm to 7:00pm.

Alcohol gel was available for staff, patients and visitors to use on their hands before entering and leaving the ward.

The delivery rooms were spacious, clean and fully equipped. Each room had a Panda Resuscitator which enables staff to deliver resuscitation therapy to high-risk newborn babies.

We were shown the Daisy Room which was 1 of the 2 birthing pool rooms available for mothers who wished to have a water birth.

It was clean and tidy and, at the time of our visit, staff were cleaning the large birthing pool.

In both the Midwifery-led unit and Delivery Suite, birthing balls and bean bags were available for all women.

We were informed that the unit also has a Snooze Room for mothers who were in early labour.

The bereavement room, called the Butterfly Suite, was provided for families who had lost their baby at birth. It was comfortably furnished with a double bed and sofa. There was also a kitchenette and shower facilities. A 'cold cot' was provided for the baby. It was reported that families can stay in the facility for up to 3 days.

We were informed that the Midwifery Unit is staffed by 72 Midwives, an Infant Feeding team, 2 Maternity Assistant Practitioners, and 22 Clinical Care Support Workers. There is a low turnover of staff and many have worked for the Trust for a long time. All of the staff who spoke with Healthwatch representatives stated that they enjoyed their work.

We visited the Maternity Ward which had 32 beds and a 6 bedded post-operative bay for women who have been to theatre or who need closer observation.

There were 26 single rooms which had en-suite facilities. Z-beds were provided to enable partners to stay overnight if they wished to do so.

The ward appeared to be clean and tidy with no obstructions or trip hazards.

Staff were observed treating patients and family members with dignity and respect.

Children's Ward

We were informed that the Children's Ward consists of both medical and surgical beds.

There were 17 acute, 8 day case, 4 contingency and 2 high dependency beds along with the isolation unit which had 2 beds for parents who wished to stay with their children.

All of the areas viewed appeared to be clean and tidy. The unit was secured by an electronic door opening system.

The play room was well stocked with toys and equipment to enable the children to participate in activities. It was decorated with murals and was bright and spacious. We were informed that 2 'play specialists' work with children in this area. Education for children who are staying in hospital is provided by Wirral Hospitals' School and Home Education Service which is provided for reception to Year 11 years old. Staff are on the ward during the school term from 9:00am to 11:00am.

Older children, up to the age of 16, have their own room and a 'cool out zone' in which they can watch TV, play pool or computer games or do homework. This room was appropriately equipped for their age group.

The unit also had a sensory room, a fish tank and a child sized electric car. The children use the car to travel to the operating theatre.

Ronald McDonald Unit

We were invited to view Ronald McDonald House Arrowe Park which provides free '*Home away from home*' accommodation for parents with sick children and premature babies being treated at the hospital's Arrowe Park site.

Full time housekeepers are employed to look after the area.

The accommodation comprised of 7 en-suite bedrooms, a quiet room to gives families the time and space to reflect, and a children's play area.

A kitchen area gave families the opportunity to cater for themselves. It appeared to provide a comfortable and homely environment for families to use.

Neonatal Unit

The unit is level 3 NICU. This is a neonatal intensive care unit that is capable of caring for very small or very sick new-born babies. Level 3 NICUs have a wide variety of staff on site, including neonatologists, neonatal nurses, and respiratory therapists who are available 24 hours a day.

The Neonatal Unit has 6 Intensive Care cots for which staff provide specialised care for babies from 24 weeks of pregnancy. In addition to this there are 8 High Dependency cots and 10 nursery cots. Many of the babies being treated in the unit are born early (premature) or have problems requiring a brief stay or a more intensive, longer stay in the unit.

It was reported that the units aim is to provide expert care proficiently and to keep parents as included during the admission of the baby and ongoing care. Parents are supported to enable them to gain confidence in caring for their baby.

This was evident on the day of our visit when we observed parents being supported by staff.

At the entrance to the unit, a notice board displayed the names of the staff who were on duty as well as daily information. There was also a board for requesting prayers and another displaying pictures of babies born in the hospital, which had proved to be a great support to families.

The unit had four rooms: the intensive nursery, high dependency nursery, middle nursery and end nursery /going home nursery.

All of the rooms were well equipped and staff were observed treating babies and supporting parents. On the day of our visit it was very busy but there was a very calm atmosphere. Some areas appeared to be

cramped due to the amount of equipment required to care for the babies but we were informed that the unit is due to be expanded soon.

6.0 Conclusions

Overall impression was that the areas viewed were well organised, clean and tidy. There was hand gel at all entrances and exits to the various wards visited.

The Trust enjoyed a low staff turnover and it was clear that staff found their work rewarding.

The Hospital had a very personal and caring feel to it and people were treated with dignity, respect and compassion.

It is to be hoped that the planned expansion of the Neonatal Unit is completed soon.

7.0 Recommendations/Considerations

Healthwatch would like to see the timetable for completion of the expansion to the Neo Natal Unit.

8.0 Providers Response

Many thanks for this positive report it was a pleasure to accompany yourself and the team around the unit .

9.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner, CQC, and Family & Wellbeing Performance Committee. Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

Healthwatch Wirral

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