



Enter and View

South Tyneside District Hospital

Ward 20 (Care of the Elderly)

Ward 3 (Gastroenterology)

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Healthwatch South Tyneside - who we are, what we do:

Healthwatch South Tyneside is one of 148 local Healthwatch organisations across England launched in April 2013 to give users of health and social care services a powerful voice.

As set out in the Health and Social Care Act of 2012, Healthwatch South Tyneside has the following statutory activities:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

As an independent Community Interest Company (CIC), it is your dedicated consumer champion, working with users of local National Health Service (NHS) and social care services to hear about your experiences identify any issues or problems and helps generate improvements.

Healthwatch South Tyneside has the power to enter and view services; can influence how services are set up and commissioned by having a seat on the local Health and Wellbeing Board (HWB); and provide information, advice and support about local services.

It also produces reports which influence the way services are designed and delivered and can share information and recommendations to Healthwatch England (HWE) and the Care Quality Commission (CQC).

Context:

After the unexpected closure of St Clare's Hospice on 21 January 2019, Ward 20 (Care of the Elderly) at South Tyneside Hospital was identified as the Palliative and End of Life care ward.

Healthwatch South Tyneside decided to conduct an announced Enter and View visit to Ward 20 to see how the Ward functioned, the facilities it had to offer to patients and visitors and also to see if it was fit for purpose as a Palliative and End of Life care ward.

We were also asked, by the Trust, to conduct an Enter and View visit to Ward 3 (Gastroenterology) as a comparison.

A summary from both visits are shown below.

Summary: Ward 20 (Care of the Elderly)

The visit took place on Friday 19 July 2019 by:

Sheila Scott - Healthwatch South Tyneside Manager
Tracy Rawle - Healthwatch South Tyneside Engagement Officer
Joy Curry - Healthwatch South Tyneside Director

We met with:

Karen Sheard - Head of Nursing
Lynn Jones - Ward Manager

We were shown around the Ward which was light and airy and also had a quiet and calm atmosphere.

The Ward is funded for 28 beds but in the summer 8 beds are closed, this is flexible and the beds can come into use if need be. There are 12 side wards and 4 bays with 4 beds in each bay.

Ward 20 takes referrals from other wards with no direct referrals from GPs.

The Ward has open visiting times for visitors to Palliative and End of Life patients.

Reclining chairs are provided in the visitor's room for the visitor's comfort. A comfort care pack is made available in emergency situations for family members which includes a pillow, blanket, face wipes, toothpaste and toothbrush.

There is also a quiet room for visitors with a fridge and comfortable seating.

There were no leaflets or notice board for visitors, this was explained as it was a control of infection policy.

There is a Palliative Care Team based at South Tyneside Hospital who are on Ward 20 daily, they make good links with patients and the patients' family and friends.

We were given two packs which were for the patients records and for the patients' family/friends.

The first pack had details of who to contact when grieving including contact numbers to various organisations, how to register a death and probate.

The second pack was an NHS Caring for the Dying Patient Documentation and Care Plans which has 5 core components:

- 1) Relative/Carers' contact information and healthcare professional's signatory information
- 2) Medical Assessment
- 3) Initial Holistic Nursing Assessment
- 4) Daily Ongoing Assessment
- 5) Care after death

Summary: Ward 3 (Gastroenterology)

The visit took place on Friday 23 August 2019 by:

Sheila Scott - Healthwatch South Tyneside Manager

Joy Curry - Healthwatch South Tyneside Director

We met with:

Karen Sheard - Head of Nursing

Roisin Burdis - Ward Manager

We were first shown the patients day room/dining room which was waiting for new furniture to be delivered.

The room was not fit for purpose as doctors and others had to walk through the room to access a doctor's office which was for the doctors from the surgical team which is located next to Ward 3. On asking why the surgical team did not have an office on the surgical ward we were informed that there was no room for one.

The staff on Ward 3 were keen for Healthwatch South Tyneside to raise this matter as it is a concern for them as the patients have no privacy whatsoever.

We were then shown a very small 'private' room, which again was not fit for purpose with only four chairs and a fridge, very claustrophobic and not a good environment to relax or hear bad news.

Visiting times on the Ward are 2.00 pm until 7.30 pm with open visiting hours for patients at end of life, carers with Carers Passports and any patient needing support from family in numerous circumstances i.e. high falls risk, learning disabilities, communications issues etc.

The Ward has 6 side wards and 4 bays with 6 beds in each bay.

Ward 3 operates a 'single door policy' with admissions only from A & E, with a mixture of admissions.

Ward 3 use the discharge lounge for the discharge of their patients.

There were no leaflets or notice boards for visitors, this was explained as it was a control of infection policy.

At the time of the visit Disc held the tender for alcohol misuse.

Ward 3 is very busy, did not feel relaxing at all and would not be a good environment for anyone at End of Life or needing Palliative Care.

Recommendations:

Ward 20

On the date Healthwatch South Tyneside visited Ward 20 we could not make any recommendations to improve the Ward.

Ward 3

- 1) The patient's day room/dining room be relocated if possible or relocate the surgical team's office which would give patients the privacy they deserve.
- 2) The 'private' room needs to be fit for purpose i.e. a larger room with more chairs and space to relax.

Trust response:

The Trust responded to the report of the visits to Ward 20 and Ward 3 at South Tyneside Hospital on 19 July 2019 and 23 August 2019 and advised that some changes have been made.

Ward 20 has been relocated to Ward 2 and Ward 3 has moved to Ward 10.

The recommendation regarding the patient's day room/dining room be relocated - Ward 10 underwent a programme of redecoration and refurbishment earlier this year, it has a dedicated private/quiet room which has been newly refurbished.

The Ward does not have a day room, however the overall environment for patients is improved.

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