



## Enter and View Report – July 2022 Royal Sussex County Hospital

<b>Service name:</b>	<b>Solomon Ward and Renal Unit</b>
<b>Service Provider:</b>	<b>University Hospitals Sussex NHS Foundation Trust</b>
<b>Date and Time:</b>	<b>Friday 22<sup>nd</sup> July 2022</b>
<b>Authorised Representatives:</b>	<b>Sue Seymour and Sylvia New</b>
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### Acknowledgements

Healthwatch Brighton and Hove would like to thank our volunteers, the service provider, service users and staff for their contribution to the Enter and View programme.

### Disclaimer

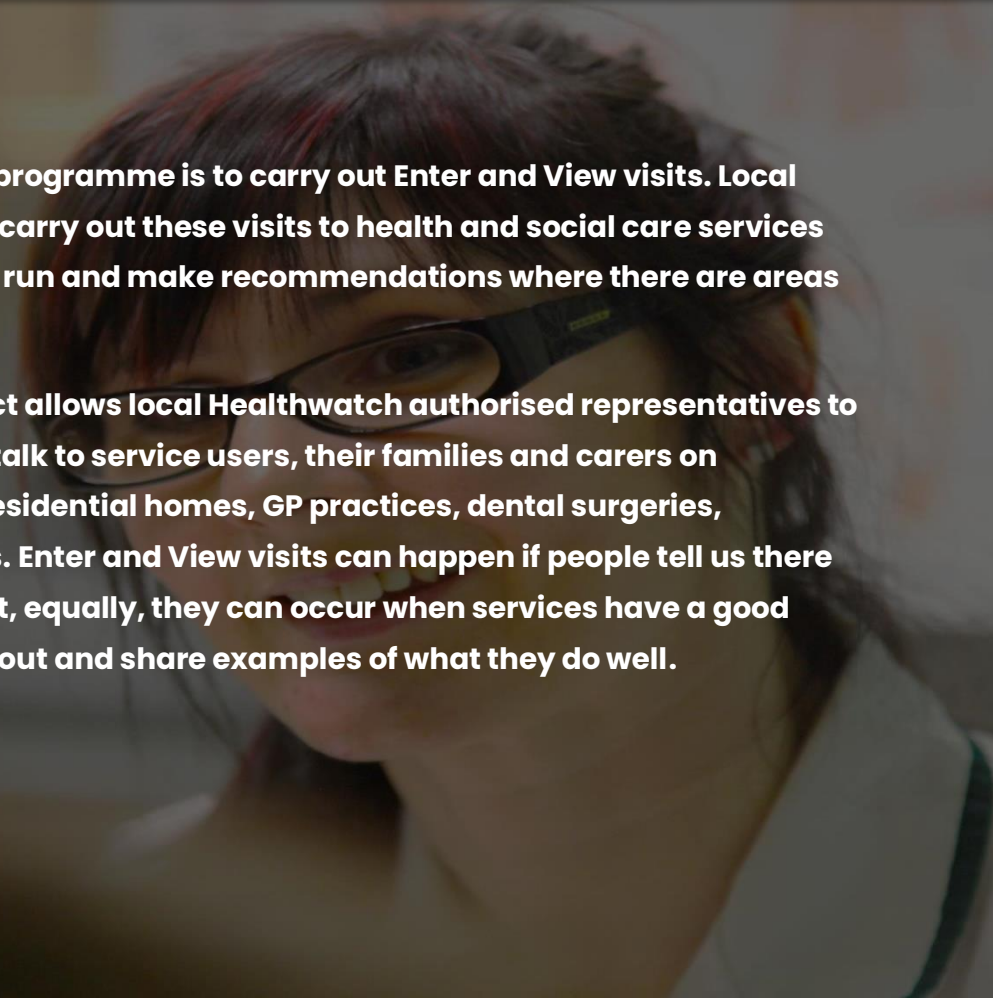
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



### What is Enter and View?

Part of the local Healthwatch 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.





## Purpose of the visit

Healthwatch Brighton and Hove has worked in partnership with our local hospital trust for several years to conduct regular Enter and View visits. These visits to wards and other units are carried out by two trained volunteers and are called Environmental Care Audits (“audits”). The visits are an extension of a national programme of audits called PLACE - Patient Led Assessment of the Care Environment.

These Healthwatch visits:

- provide a valuable insight into the work of our local trust and its hospitals
- allow us to see first-hand the many positive aspects of our hospitals
- provide an opportunity to raise any concerns directly with senior trust staff.

Environmental Care Audits are intended:

- to provide a regular, independent supply of information about the environment of our hospitals to the trust, which empowers them to act on emerging issues
- to ensure that patients and staff benefit from an ever-improving hospital environment which in turn supports the delivery of high standards of care, dignity, and safety
- to provide Healthwatch with an audit trail of intelligence and evidence which it can use to assess how our recommendations are helping to improve hospital environments
- to enable Healthwatch to share our findings with interested partners such as the Care Quality Commission and the public.

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## Methodology

Two trained and DBS checked Enter and View volunteer representatives visited Solomon Ward which supports stroke patients. They also undertook a food tasting on the Renal Unit. They talked with 3 patients across both units and asked for their views of the ward



environments, food service and discharge arrangements, but they were free to discuss any aspects raised by the patients they met.

The representatives were accompanied by the **Clinical Director of Facilities and Estates** at the trust. They observed the ward environment and their views of the physical environment were recorded. They also completed a checklist to capture positive findings, challenges and concerns, as well as anything staff told us and our recommendations.

The checklist Healthwatch uses is based on the NHS publication “[\*The Fifteen Steps Challenge: Quality from a patient’s perspective\*](#)” which explores what good care looks through a patient’s eyes. When completing the checklist volunteers are asked to say whether certain criteria have been met in full, partially or not at all and to award a suitable score out of ten. Volunteers are provided with the opportunity to record any positive findings and make recommendations under four headings:

- (i) is the environment welcoming?
- (ii) is the environment safe?
- (iii) is the environment caring and involving?
- (iv) is the environment well-organised?

At the end of their visit the volunteers took part in a food tasting. They tasted the food which patients themselves were given and they observed how meals are delivered.

Lastly, the volunteers spoke to a small number of patients who were happy to have a short chat. Notes from these conversations were recorded anonymously to maintain patient confidentiality.





## Results of visit

<b>Is the environment welcoming?</b>	<b>Score awarded: 6 out of 10</b>
<b>Is the environment safe?</b>	<b>Score awarded: 6 out of 10</b>
<b>Is the environment caring?</b>	<b>Score awarded: 7 out of 10</b>
<b>Is the environment well-organised?</b>	<b>Score Awarded: 7 out of 10</b>

Healthwatch asks volunteers to give a score out of 10 for each area as a simple way to assess things. The scores represent the subjective views of our trained volunteers and are not part of a national scoring system. Healthwatch considers that:

- 9 or 10 indicates that the ward or unit is performing strongly with little or no room for improvement and areas of excellence have been observed
- 7 or 8 suggests there are a number of areas which require attention in order to improve the environment, but overall things are good
- a score of 6 or less indicates that significant changes may be needed to improve the environment.

<b>(a) Welcoming environment</b>	
<b>Positives noted by volunteers</b>	<b>Healthwatch suggested improvements</b>
Staff were friendly. Occupational Therapists were working with individuals well.	Repair wall damage. Paint the unit a lighter colour to make it feel brighter and loved. Put pictures on the walls to give patients something interesting to look at and also talk about. This would lift spirits. Play soft music in background.
There was information about who the staff team are and who the ward manager is. Some patient information was available.	Make information for relatives and visitors more visible and provide information about what the staff uniforms mean.



<b>(b) Safe environment</b>	
<b>Positives noted by volunteers</b>	<b>Healthwatch suggested improvements</b>
Masks and hand gel were available to all and there was clear information about hygiene control.	Not all doors were closed despite having signs on them.
All patients had calls bells and identity bracelets.	The environment appears depressing /unloved apart from one area which has been painted recently. There were holes in some walls etc. Some areas were very dim and overcrowded.

<b>(c) Caring environment</b>	
<b>Positives noted by volunteers</b>	<b>Healthwatch suggested improvements</b>
A very calm ward with staff actively engaged and helping patients.	Ensure information is provided on ward routine such as when ward rounds happen, mealtimes, drinks etc.
There are protected areas for staff to manage drugs and essential equipment.	

<b>(d) Well organised &amp; calm environment</b>	
<b>Positives noted by volunteers</b>	<b>Healthwatch suggested improvements</b>
A calm atmosphere was observed on the ward.	Keep corridors clear of clutter. It was difficult to navigate a patient in a wheelchair. Unfortunately, staff cannot make the cramped space larger but hopefully this will change when they are in the new building.



## Food tasting on the Renal Unit

Item	Taste Score	Texture Score	Temperature	Comments
Each ingredient of the dish should be scored where possible e.g. carrots, chicken curry, rice etc.	2 = Good 1 = Acceptable 0 = Poor	2 = Good 1 = Acceptable 0 = Poor	Was the temperature of the food appropriate? Yes / No	
Battered Fish	2	2	Y	Very Tasty
Chicken with potatoes	2	2	Y	Very tasty
Cheese Quiche	2	2	Y	Good texture
Raspberry Sponge	2	2	Y	Light sponge
Custard	2	2	Y	Quite creamy
Peas	2	2	Y	Not overcooked
Mashed Potato	2	2	Y	

Please Tick

Overall impressions	Good	Acceptable	Poor
The food was hot when it reached the patient and was well presented on the plate. All of the 3 meals that were tasted were good and the volunteers enjoyed them.	X		

## Conversations with patients

- 🟢 Patient 1 (Solomon Ward) said that the ward was very busy and quite noisy at night which made it difficult to sleep. They thought that the food was fine with plenty of choice. They thought that the care had been amazing even though the staff were really busy but always had time to listen. They said that discharge hadn't been discussed. They hoped to go home soon but thought that they might be going to a care home for a while. 🟡
- 🟢 Patient 2 (Renal Ward) was in a small ward and said that it was quiet there at night. They thought that the food was really good. 🟡
- 🟢 Patient 3 (Renal Ward) had dialysis 3 times a week but had spent the last 4 months in hospital. They didn't know when they would be ready to go home but were hoping that they could stabilise their problem and then be discharged. They said that the food was ok but they didn't feel very hungry. They praised the care of the nurses and all the other members of staff. 🟡



## Overall

Healthwatch last visited Solomon Ward in 2018 where we awarded very similar scores. The current scores are unsurprising given that it is an old ward located in the Barry Building which was built in the 19<sup>th</sup> century. The ward is scheduled to move into the new 3Ts build development early next year which will be a welcome move for staff and patients. The building infrastructure limits what can be achieved in terms of enhancing the environment and reducing clutter.

Nevertheless, simple steps could be taken to improve the environment by tending to basic repairs, painting the unit a lighter colour, adding pictures and improving patient information. We consider that storage will remain an issue until the ward is relocated. A number of positive findings were also made by our volunteers including good staff/patient engagement, good hygiene standards, a calm ward environment overall and some patient information being made available.

The food tasting went well, but our volunteers raised concerns about how clinical staff were seen to engage with patients on the Renal Unit and this is something Healthwatch would welcome more insight on from the trust. We are aware that on some wards medical staff are fully involved in mealtimes, whereas on others – such as on the Renal Unit – they are not, and this lack of consistency seems odd.

From our brief discussions with patients, the only thing we picked up was a lack of discussion around discharge – but in some cases we acknowledge that this may not have been appropriate.



## Next steps

Healthwatch will discuss our visit findings with the trust at their Patient Experience and Engagement Group where we will ask for an action plan to be created to follow up on our findings. We will also ask to discuss the point around staff involvement at mealtimes.

Our next environmental audit will be postponed, as in September our volunteers will assist the trust to conduct their national PLACE audit.



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