

Enter and View Report

Spinnaker Ward

28 June 2023

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1. Introduction

1.1 Details of visit

Details of visit:	
Service address:	St Mary, Milton Road, Portsmouth, PO3 6AD
Service provider:	Spinnaker Ward
Date & time:	28 th June 2023
Authorised Representatives:	Fergus Cameron, Pam Pritchard, Michael Hammond, Graham Keeping, Jan Boucher

1.2 Acknowledgements

Healthwatch Portsmouth (HWP) would like to thank the Spinnaker Ward leadership team, Joshua Hammond, Clinical Matron and Phillipa Cheesman, Clinical Manager, for their openness and enthusiasm enabling the visit to take place.

1.3 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.



2. What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Portsmouth have trained Authorised Representatives to carry out these visits. 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 enables Healthwatch Portsmouth to learn about and share examples of service delivery from the perspective of people who experience the service first-hand. HWP have a statutory role to provide feedback to service providers and inform Portsmouth residents of the standards in health and social care in the city, and what is being done to raise the quality of care.

2.1 Purpose of the visit

- To engage with patients, their families, and friends to better understand the delivery of care at Spinnaker Ward.
- To better understand how dignity is being respected and independence is promoted.
- To Identify examples of good working practice in provision of nursing care and rehabilitation support.
- To observe residents and relatives engaging with the staff and their surroundings.
- To consider Spinnaker ward and its place in the city and wider community.

2.2 Strategic drivers

NHS England have made recommendations for good rehabilitation services; <http://rehabcouncil.org.uk/wp-content/uploads/2018/03/NHS-England-CCG-Rehab-Guide-2016.pdf> these informed the visit and gave a focus to the Representatives. NHSE recommendations include that a good rehabilitation service will:

- Optimise physical, mental, and social wellbeing and have a close working partnership with people to support their needs.
- Recognise people and those who are important to them, including carers, as a critical part of the interdisciplinary team.
- Instil hope, support ambition and balance risk to maximise outcome and independence.



2.3 Methodology

This was a pre-arranged Enter and View visit; promotional posters were provided by HWP which announced the visit and provided contact details for those wishing to make contact outside of the formal visit. We asked that the visit is promoted by staff.

We met with the Management Team in preparation for the visit and confirmed that Authorised Representatives hoped to speak to people on topics such as quality of care, safety, dignity, respect, and life moving from hospital to home.

It was agreed that the Authorised Representatives would set up an HWP information desk in the patients' Day Room, talking to people coming in and out.

HWP considered the Solent NHS Trust information online- what a member of the public or family member could find out from visiting the Solent NHS website.

"Spinnaker Ward - a 16 bed Ward for inpatient rehab for patients with complex physical disability. For patients who live outside of Portsmouth, please visit our Southampton Services. Spinnaker Ward provides Specialist Inpatient Rehabilitation for patients with complex physical disability excluding new Stroke diagnoses. The unit is primarily commissioned to manage the needs of adults 65 years of age and older, however younger patients [between the ages of 60 – 65 years of age] may also be considered following review by our ward Consultant. 12 beds are step-down beds for patients admitted to the acute hospital. 4 beds are available for step-up from community settings. The ward is situated on St Mary's Community Health Campus."

2.4 HWP activity leading to this visit. Why Spinnaker Ward?

HWP have carried out a series of activities looking at the patient experience in Portsmouth and the care pathway, including.

Accessing GP services Out of Hours and the Enhanced Access Service, including the Citywide Hub at Lake Road Health centre.

Patient experience at the Urgent Treatment Centre, St Mary's Campus.

Interviewing patients accessing emergency services at Portsmouth Hospital University Trust (PHUT) Queen Alexandra Hospital Emergency Department.

Carrying out a "walkthrough" at QA of each key Department from admission point to Medical Optimisation and discharge.

This was a timely opportunity to complete an overview of Portsmouth NHS services by visiting Spinnaker Ward and its key role in Specialist Inpatient Rehabilitation.

HWP have a statutory role, in accordance with Regulation 44 of The NHS Bodies and Local Authorities (Partnerships Arrangements, Care Trust, Public Health and Local Healthwatch) Regulations 2012 to share their findings with providers, regulators, the Hampshire and Isle of



Wight Integrated Care Board – Health and Care Portsmouth Quality Group, Healthwatch England and any other relevant partners based on what was found during the visit and what is being done to raise the quality of care. We also have a duty to inform Portsmouth residents of the standards in residential and nursing care in the city.

HWP work with Health and Care Portsmouth (HCP) Quality Group which provides assurance to the residents of Portsmouth that the health and care services provided to them are safe, resilient, sustainable, and effective.

The Health and Care Portsmouth Quality Group is accountable to Portsmouth City Council and the Hampshire and Isle of Wight Integrated Care Board. HWP shares its Enter and View visit reports with Health and Care Portsmouth's Quality Improvement Team (QIT) which supports the work of the Quality Group to provide insight on the quality of care received, from a patient perspective, which helps the QIT to work with care and nursing homes to improve their quality.

2.5 Visit to Spinnaker Ward 28th June 2023

The building is secure, access to enter is enabled by reception and a door release. Security includes a sign in/sign out touchpad for visitors. The ward access is safe for patients in a building that is empty overnight other than Spinnaker Ward

The Ward was airy, bright, and clean. It is an uncluttered environment and is spacious and feels safe to move around in, either walking or using a wheelchair. The floor surfaces are smooth and comfortable to walk on and there are few or no obstacles. The signage around the ward is clear and unambiguous and each area is clearly defined. The Ward was quiet and peaceful. Visiting times are well controlled to allow for rest and rehabilitation sessions.

Phillipa Cheesman, Clinical Manager, was enthusiastic and passionate about the service and welcomed the visit by HWP as part of a continued learning and improvement process, this was refreshing to hear. Phillipa spent time with us explaining the set-up and provided detailed information regarding the unit, the criteria for referral and the approaches available for rehabilitation and the individual goal setting process. There is no defined time to stay on Spinnaker Ward but it is not expected to exceed two weeks as that is consistent with rehabilitation needs and readiness to go home, or to a care environment for ongoing support.

Our first viewing was the gym, (rehabilitation centre) this was well equipped, clean, well maintained and in a large open dedicated space. The team were committed to ensuring a range of physical aids were available, steps, walking rails, chair transfers from bed to wheelchair or sitting beside the bed, this is an impressive purpose-built, well-equipped gym. We understood that patients had easy access to the gym and were supported to use it.



We then went on to the day room where we got set up for the visit. This room was quite large, a patient who was sitting in a wheelchair watching tv in the room did inform us that the room was under used, and to us it did lack atmosphere, but it was functional, spotlessly clean, and at the time a peaceful change of scene for patients. But the room lacked curtains or blinds, we felt a bit exposed sitting in it by the full breadth windows onto the car park, although 2 storeys up.



Response from Spinnaker Ward:

the room is used for socialisation, not for care and support.

The visitors felt the room lacked warmth, such as decoration or softer furnishing a way of being made more cosy.

Response from Spinnaker Ward:

Soft furnishings are not possible within a clinical environment. Although this may be seen in residential care homes or nursing homes the day room is within a clinical environment so this suggestion would not be appropriate for the environment that patients are cared for in.



We spoke with patients about food and diet and were told this was excellent with a good variety and opportunity to make individual choices from onsite catering for the ward.

We went then went on to the rehabilitation kitchen which was fitted out with all the appliances needed for enabling and supporting independence such as activities of daily living (ADL), re- learning and practicing skills, though some of us were critical of the fitting of the kitchen, that it looked thrown together.

Response from Spinnaker Ward:



The kitchen is a functional environment that is designed to assess a person's function and support their rehabilitation. The washing machine and tumble drier are on a plinth to support people to be able to access these with ease within the environment. Although 'thrown together' may be the interpretation this is based on opinion rather than fact.



The Representatives walked through the ward and spoke with only a couple of patients, most were resting in their rooms. On speaking with a visiting relative, she said the Healthwatch leaflet I offered when introducing myself was the first piece of written information she had received.



Response from Spinnaker Ward:

Healthwatch Portsmouth posters were up on the unit at the entrance door, mid-way down both corridors and on the window of the nurse's station.

The patients and family members we briefly talked to provided very positive feedback particularly on the kindness of the staff from the cleaners to the ward manager. That staff always made time to engage and encourage patients, and they felt treated as a priority, and as part of a family who cared.

There were signs of great teamwork, and that the patients were always treated with great dignity. The ward also had strong links with a multidisciplinary team including an onsite social worker, this impressed us on how this must help so much with the patient's rehabilitation and their transfer back into home and local community.



Response from Spinnaker Ward:

Our colleagues within Solent Community services do work with the unit and will often come in and support transition of care where required, attend ward rounds etc. This is already happening at a local level as we are all one trust.

There is no paper patient and family induction/information pack currently available; we were shown the pack that had been used, a ring binder of loose-leaf information (removed as an infection risk during the Covid pandemic) which has not been replaced.



2.6 Recommendations

HWP make the following recommendations and invite a response from the service provider.

1. That the Patient and Family Information is updated and made available in a variety of accessible formats. We hope this could be supported by Solent NHS Trust's Equality, Disability and Inclusion team, with their expertise in providing accessible information in tandem with the onsite and extended multidisciplinary team. We think that the information should make it clear what support is to be given during the patient's stay, when and how patients will be discharged from the ward and what support they could expect in transferring home and continuing their rehabilitation at home. In support of this recommendation we refer to Section 91 of the Health and Care Act 2022 which introduces a new duty for NHS trusts to involve patients and carers in discharge planning. HWP recommend that the information pack is shared with patients and family in a draft format and feedback is gathered, from patients and families, on its usefulness and accessibility of information.
2. That the purpose and aim of Spinnaker ward is clearly explained in the patient information literature when developed, and the role of family and friends is explained. This should be mirrored by what is available online.
3. That there is a consultation with patients on how to improve the welcoming aspect of the day room, and how to encourage it's use as a valuable space for interaction and wellbeing.
4. That Spinnaker ward is visited by staff working in a community, or PHUT inpatient setting so that they may learn more about the rehabilitation function and able to understand their relationship to Spinnaker ward.

The report is written by the visiting team of Enter and View Authorised Representatives; Fergus Cameron, Pam Pritchard, Michael Hammond, Graham Keeping, and Jan Boucher (Observer)





Any enquiries regarding this report should be sent to:
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You can download a copy of this report from:
www.healthwatchportsmouth.co.uk





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