

healthwatch

Cheshire West

Enter and View Report Focussing on Rehabilitation Beds



Ellesmere Port Hospital

April 4th 2024

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Report Details

Address	Ellesmere Port Hospital 114 Chester Road Whitby Ellesmere Port CH65 6SG
Service Provider	Countess Of Chester Hospital NHS Foundation Trust
Type of Visit	Announced visit with 'Prior Notice'
Representatives	Mark Groves and Jodie Hamilton
Date of previous visits by Healthwatch Cheshire West	No previous rehabilitation beds report

Purpose of this Report

This report looks solely at the rehabilitation beds at Ellesmere Port Hospital and relates to findings gathered during a visit to the premises on the specific date as set out above and specifically to those people who were rehabilitation bed occupants. The aim of the report is:

- To engage with patients, of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change to the rehabilitation bed process
- To observe patients interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from people.

Background

This short report deals exclusively with the rehabilitation beds located in Ellesmere Port Hospital that are funded by Cheshire West and Chester Council.

Findings

Ellesmere Port Hospital is one of two hospital sites managed by The Countess of Chester NHS Foundation Trust. The Hospital has a small outpatient facility and three inpatient rehabilitation wards.

The Bluebell Ward is a general rehabilitation ward with 24 beds across five bays and three side rooms.

The Stroke Ward is a stroke rehabilitation ward with 17 beds across three bays and three side rooms. Neurotherapy staff also work closely with patients on this ward.

The Poppy Ward is a general rehabilitation ward with 19 beds across four bays and two side rooms.

The manager who handles the rehabilitation beds was not available at the time of our visit and therefore Healthwatch were unable to ask all our questions.

We were able to speak with four rehabilitation patients in the Bluebell and Poppy Wards. All patients were transported by hospital transport and had seen a GP, physiotherapist, and Occupational Health where appropriate. None of the four patients had a social worker and all were happy with their stay at Ellesmere Port Hospital.

Hospital Transfer

All the people we spoke to stated that they had been transferred by hospital ambulance.

Everyone, where appropriate, had been seen by a GP within a few days of their transfer from the hospital.

In all cases, visits from OT were already in place and planned. This shows that communication appears to work well across the teams and with the people concerned.

All the people we spoke to were happy at Ellesmere Port Hospital and with the staff and their environment.

Individual Responses

Person A had been at Ellesmere Port Hospital for two weeks before moving to the Bluebell Ward. They were told they would be staying there for rehabilitation and were informed of their move the day before being discharged from the Countess of Chester Hospital. They were transported by hospital transport with their medication. This came in blister packs and was unable to be used as Ellesmere Port Hospital does not accept medication in blister packs. They had seen a GP and physiotherapist during their stay. They had been made to feel very at ease and welcome during their stay as well as being cared for and looked after. Person A has the choice of eating in the ward pod or by their bed; they prefer to have their meal by their bed. Occupational Health (OH) have discussed with them what will need to happen next; they currently live in a purpose-built complex for the elderly so their home already has adaptations but OH would like them to have a chair in the bathroom and a rail on the bed.

Person B had been at Ellesmere Port Hospital for eight weeks. They were at the Countess of Chester Hospital prior to this and felt they were not given much information or explanation about transferring to Ellesmere Port Hospital. They had been told they would be transferred pretty much straight away and wished they had been given more notice. They were transported by hospital transport, which ran smoothly, and arrived at Ellesmere Port Hospital with medication and walking aids. During their stay at Ellesmere Port Hospital they have seen a GP and a physiotherapist and

are walking and getting out of bed. They have previously been here and feel very welcomed and cared for. They have been spoken to about what will be happening next, and they are currently waiting for a care package to be put in place so they can go home.

Person C had been at Ellesmere Port Hospital for a couple of weeks (couldn't remember how long exactly). They were previously at the Countess of Chester Hospital and were told they would be moving, but were not told they would be coming to the Ellesmere Port Hospital. They were transported by hospital transport. The transfer went smoothly but they were not sure if they had arrived with any medication. They have seen a GP and physiotherapist during their stay. Person C said they were very well looked after and felt safe. Nobody had spoken to Person C yet about what would be happening moving forward.

Person D had been at Ellesmere Port Hospital for four weeks and they said it was communicated with them that they would be coming to Ellesmere Port Hospital for rehabilitation. Communication was good and they were told a week before being transferred to Ellesmere Port Hospital. Person D arrived by hospital transport which went smoothly. Since being at the hospital, they have seen a GP and physiotherapist. They have also attended walking classes and armchair exercises on a Wednesday. Person D had been made to feel very welcome, safe, and looked after by the staff; who they said are lovely. They had the choice of eating their meals by the bed or in the pods (each ward has a social pod at the end of the ward). Person D had been spoken to about what would be happening next, they were waiting for a new bed to be delivered at home.

Recommendations

- More notice of transfer from the Countess of Chester Hospital to Ellesmere Port Hospital to be given
- Ensure the Countess of Chester Hospital is aware that Ellesmere Port Hospital does not accept medication in blister packs.

What's working well?

- All the patients Healthwatch spoke to said they felt safe and well cared for
- All the patients had seen a physiotherapist and a GP shortly after their arrival at Ellesmere Port Hospital
- All the patients felt the transfer from the Countess of Chester Hospital to Ellesmere Port Hospital went smoothly.

Service Provider Response

A response was received by Lead Nurse Therapies and Integrated Community Care Division 9/05/2024

- Ellesmere Port Hospital do not have rehabilitation beds, it is a rehabilitation facility for general or stroke rehab
- It is lovely to hear that all patients spoken to felt safe and well cared for and that their transfer went smoothly
- With regard to more notice re transfer being given it is sometimes unpredictable as to the actual number of discharges from EPH there are that will in turn create the beds for the patients transferring from COCH. Our aim is to provide relevant staff at COCH details the day before transfer of those patients that will have a bed the following day. There can sometimes be occasions where EPH have additional unexpected beds become available and therefore a small number of patients may only be informed on the day of their transfer.
- With regard to the blister pack issue I am not sure what this is referring to it is COCH policy that meds are not administered to patients from a blister pack.