

Enter and View
Report

Shakespeare Ward
The Harbour

6th August 2024
10am-11:30am



DISCLAIMER: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and service users who met members of the Enter & View team on that date. Staff had to leave early due to perceived risk.

Contact Details

Harbour Hospital, Windmill Rise, Blackpool, FY4 4FE

Person In Charge on day of visit

James Cole (Senior Nurse Manager)

Sarah Champion (Ward Manager)

Healthwatch Blackpool Authorised Representatives

Abigail Lee

Charlotte Knight

Mike Verity

Acknowledgements

Healthwatch Blackpool would like to thank patients and staff for making us feel welcome during our visit on Shakespeare Ward.

Announced Visit

General Information

- The Harbour is run by Lancashire & South Cumbria NHS Foundation Trust.
- 1 of 2 female acute mental health wards at the Harbour Hospital.
- 18 single en-suite rooms on the ward.
- 18 patients were occupying the ward at the time of our visit.
- The latest CQC inspection and review confirmed that the Harbour Hospital **REQUIRES IMPROVEMENT.**

What is Enter and View

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from patients and to observe the environment and the quality of the service provided.

The visit was part of our programme of Enter and View visits to healthcare facilities in Blackpool. The aim of the visit was:

1. To find out about patients' experience of the hospital in relation to:
 - Daily Life
 - Quality of Care
 - Activities
 - Involvement of Patients
2. To identify examples of good practice
3. To highlight any issues or concerns from patients and any ideas for improvements



Service User Feedback

Healthwatch Blackpool engaged with **3 patients** during the visit. It is important to note that patients on the ward had varying levels of capacity. Healthwatch staff had numerous conversations on the day of the visit and below is some feedback directly relating to the ward and patient experiences. It is worth noting that Healthwatch Blackpool staff were asked to leave early due to the perceived risk on the ward, limiting the amount of patients we had opportunity to gain feedback from. As a result, the views below are not representative of all of the patients on the ward.

"The care I have received has been great and I love being here."

Daily Life

"There is plenty to do here and I keep myself occupied."

"Not much to do."

"It would be nicer if the community room could be split into a front room and a back room. There could be a quiet area for people wanting to chill out. The tv's don't work in most bedrooms so everyone is forced to sit together. When there's a lot of mental health needs, it's difficult for staff. Patients bounce off each other and it can escalate very quickly."

Safety, Privacy and Wellbeing

"I feel very safe here. My privacy is always respected. They will not enter your bedroom without knocking first."

"Lack of privacy, no sense of wellbeing and I feel worried."

"No privacy in bedroom, staff enter and just look at me."

"My TV doesn't work in my bedroom."

"I feel fine. I just always make sure I plan my nearest exit and keep my pathway clear in case it kicks off."

"I have enough privacy. They're very good even when you're on a one to one. They don't make it feel like you're on a one to one."



Leave

"I'm allowed out 3 times a day with staff for 30 minutes in the grounds. I can leave for four hours with family members. It's easy enough to do. it's just knowing who to tell."

"I was meant to be going out this morning at 10am for 4 hours but the nurse didn't turn up and nothing else was mentioned."

"I have progressed from being able to go out accompanied to now being able to go out several times a day on my own. I just enjoy the freedom of being able to walk outdoors in the fresh air."

Visits and contact with loved ones

"I miss my family."

"My partner is allowed to take me down to play badminton. I'm allowed off the ward with family."

"You have to book a meeting room for when family come. They'll give you an hour time slot. There's two rooms and eighteen patients. They normally try and make it work."

"I don't get any visits as I don't want to see any of my family."

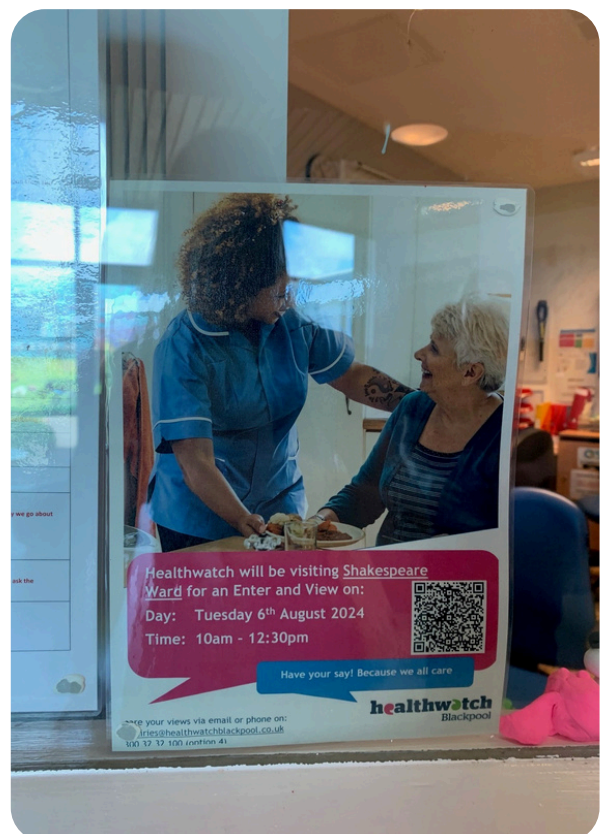
Patient Involvement

"They don't do anything when I speak to staff."

"I feel that the staff care about my welfare and my feelings and they will always listen to me if I have a problem."

"I haven't really had anything to say."

"There's a café and a shop. We can use it when we're on leave."



Staff Manner

"The staff need more support. The way staff are treated by some patients is disgusting. I appreciate it's mental health but I have seen patients spitting on staff and throwing things at them. You can't blame them for not wanting to put up with that."

"They need more staff to sort the things getting left behind. There's a lady outside screaming and she's been screaming since day 1. She needs a doctor. There's always alarms going off."

"Staff ignore and slam doors."

"No support from doctors."

"All the staff are really nice and very supportive."

Food

"The food is very good with a reasonable choice. The puddings are really nice."

"The food is very good. There's just a lot of it though. I have salads because it's that good and filling."

"There's always snacks. There's hot and cold drinks 24/7."

"Not very nice."

"I am vegetarian and have to eat what they give."

"There's cereal and sandwiches."



Activities

"They have a craft room. They try and get people included. They try their best to do it everyday, but if there's not enough staff, they can't."

"We can go in the craft room anytime we want. They just have to lock it."

"They have connect 4, beauty stuff and a karaoke machine in the activities room."

"They have a travelling zoo that comes in."

"There are lots of organised activities and the Activities Co-ordinator is very helpful. I am making paper flowers today."

"There's a gym and a badminton court. When I have leave with my family, they take me down. There's been strikes, so there's not always enough staff to take me down to my activities. Sometimes the strikes have an effect, which I understand and can't be helped."

"The staff are brilliant."

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
07:00							
07:30							
08:00							
08:30							
09:00	Gym Drop-in session (09:00 - 10:30am)	Gym Drop-in session (09:00am - 10:30am)	Gym Drop-in session (09:00am - 10:30am)	Gym Drop-in session (09:00am - 10:30am)	Gym Drop-in session (09:00am - 10:30am)		
09:30							
10:00							
10:30							
11:00	Chair Based Exercise (11:00 - 11:45)	Games Circuit (11:00 - 11:45)	Chair Based Exercise (11:00 - 11:45)	Chair Based Exercise (11:00 - 11:45)	Chair Based Exercise (11:00 - 11:45)		
11:30							
12:00							
12:30							
13:00							
13:30	Class (13pm - 2pm)	Free space for off ward activities provided by RSW	Staff Big Hand Truck (12:30pm - 1pm)	Music in Motion (12:30pm - 1pm)	Music in Motion (12:30pm - 1pm)		
14:00							
14:30							
15:00	Music to Move (15:00 - 16:00)	Music to Move (15:00 - 16:00)	Music to Move (15:00 - 16:00)	Music to Move (15:00 - 16:00)	Music to Move (15:00 - 16:00)		
15:30							
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Quality of Care

"I think it's great. I can understand why others would be frustrated. That's because they have different needs. The care is fantastic. It's changed my career path. I want to go into healthcare but I've been told I need to wait 6 months."

"They're doing the best they can do with the resources they have."

"Terrible, it is insulting, I'm meant to go home."

"Staff laugh in patients face."

"The care I have received has been great and I love being here."



Carers Champion

**"I do this alongside
working as a Health
Care Assistant."**

When visiting Shakespeare Ward, it was noted that a Carer Champion had been appointed on a voluntary basis. Their role is to support patients, maintaining strong links between patients, carers and medical professionals, encouraging positive patient and family relations.

The responsibilities of the Carer Champion includes the following:

- Speaking with service users to find out whether they want family/loved ones involved.
- Providing advice and support for carers and families/next of kin.
- Building trust with carers and service users.
- Assisting with patient care plans.
- Developing carer training for other staff.
- Educating and raising awareness on the Mental Health Act 2007.
- Answering questions and queries.
- Acknowledging carers/relatives feedback.
- Raising questions with carers/relatives.
- Encouraging shortened admission and easier transitions.
- Signposting carers to important information, support groups, carers assessments and benefits.
- Implementing the 'Triangle of Care' to promote safety and recovery whilst sustaining mental wellbeing, by including and supporting carers.

"Some don't realise they are carers and experience 'carer burn out!'"

"It allows everyone to be on the same hymn sheet."

"I really enjoy it."

Visit Summary & Observations

Pre visit

The visit to Shakespeare Ward was prearranged as per the Healthwatch Blackpool work plan. The ward received notification via letter ten working days prior to the site visit. Personal alarm fobs were worn by Healthwatch representatives, in accordance with hospital policy. The ward were asked to make patients aware of the planned visit. A Healthwatch Enter and View poster had been placed in the communal area by staff, informing of our visit in advance.

First impressions

Shakespeare Ward is situated within The Harbour Hospital, accessible via a main road and close to the motorway. The external signage is clear to see when approaching the ward via the main corridor of the hospital. There is a car park to the front of the hospital, with disabled bays, and overflow parking available. As well as this, there are public transport links, with a bus stop directly outside the hospital.

There is a locked-door policy on the ward and a reception area at the entrance, with a bell to alert the ward of your arrival. Visitors are greeted by ward staff and taken onto the ward.

Environment and communal spaces

Upon Healthwatch Blackpool's arrival, the Senior Nurse Manager, James Cole, and Ward Manager, Sarah Champion, met with Healthwatch representatives to provide a comprehensive overview of the service. James Cole explained that Shakespeare is an 18-bed female acute mental health ward, offering treatment and care planning. 18 patients were residing on the ward at the time of the visit, meeting full occupancy. All bedrooms on the Shakespeare ward are single rooms with en-suite facilities.

In total, there are 38 staff that work on Shakespeare Ward, ranging from Band 2 to Band 7 roles. The typical staffing structure on the ward is split into early, lates and overnight. At the time of the visit, there were 8 staff on duty. 3 patients were on 1-1 observations and 1 patient was on close observation due to being deemed a risk to others. James Cole acknowledged that retaining staff is difficult, however he feels confident in this improving with the change in leadership.

Staff undergo regular training including mandatory training regarding development plans, female acute training, holistic care training, physical health training for staff – National Early Warning Score (NEWS) scale and RAID training. James stated that this enables a positive approach to addressing challenging behaviours. It focuses on nurturing positive behaviour and improving quality of life. It was also noted that staff could be considered for a 12 month training pathway called Flourish if they are eligible, upskilling existing staff from band 5 to band 6.

During the visit, many patients were in their bedrooms, spending some time within their own private space. However, there were some patients in the communal area, which consisted of a comfortable seated area with tables, and some quieter seated areas along the corridors. Patients had access to the main communal TV which was on at the time, showing the Olympics. A few patients were conversing amongst each other in the seated area.

Shakespeare ward has access to a relatively large garden and this is available anytime for the patients to use. The walled perimeter is decorated with a mural painting. Within the garden itself, there is a small grassed area with seating available. Representatives observed patients spending time in the outdoor space and enjoying the sunshine.



The Harbour informed Healthwatch Blackpool staff that they have a smoke-free policy, with vapes being provided upon request. Patients are informed they have to vape in the garden area. Healthwatch Blackpool staff observed a minority of patients vaping inside the ward at the time of our visit.

Involvement of service users and carers

Patients are involved in meal selection, with food being ordered via a maple system on the iPad for the following day. Healthwatch Blackpool representatives were informed that all catering needs are met, with patients being eligible to order food outside of the operating menu, should they wish. This operates on a 3 week rotating menu, including vegetarian and vegan options. At the time of our visit, there were no drinks accessible in the communal area for patients to utilise. Staff informed Healthwatch Blackpool representatives that this is risk assessed on a daily basis and is offered where possible, when safe to do so.

Visitors from loved ones are actively encouraged by staff, aside from during protected meal times. There are two allocated visitor rooms established for this purpose. Loved ones can give feedback and staff actively encourage this. Patients are individually risk assessed with regards to leave. Dependent upon risk, patients can be accompanied by 1-2 staff members or some individuals are permitted out on their own.

Sarah informed Healthwatch Blackpool that they had recently held a patient meeting, encouraging patients to suggest what activities they would like to do. Sarah stated that these occur every fortnight, however they are aiming for weekly meetings once embedded. Meetings are minuted, with patients being given the opportunity to be listened to and ask questions. As a result of the meeting, patients stated that they would like meditation sessions, mini Olympics, disco nights and movie nights. In addition, some individuals wanted educational sessions to be implemented, discussing their medication side effects and sleep hygiene.

Activities

Shakespeare Ward have an Activities Co-Ordinator who is currently off on short-term sick. Healthwatch Blackpool representatives were informed that patients are currently being supported by an apprentice, who carries out adhoc activities, dependent upon the feel of the ward. She noted that staff aim for a mix of standard scheduled activities and tailored individual activities. There is an activity/sensory room on the ward, however this was locked at the time of the visit. We were informed that patients are permitted to use this room whenever they would like, however due to risk, this is locked when not in use. Within the activities room is craft resources, a karaoke machine and beauty products. Representatives identified 1 patient taking part in a board game activity with a member of staff in the communal area.

Observations of patient and staff interaction

Healthwatch Blackpool representatives observed positive staff interactions during the visit, with general chats taking place. Staff were seen chatting with patients in the garden.

Overall visit summary

Healthwatch Blackpool had a positive experience overall on Shakespeare ward, and feedback was largely encouraging.

Most of the patients we engaged with acknowledged that staff are busy, yet try their best. Most spoke about staff treating them with kindness, despite resources being stretched. Some patients would like to see an increase in staff capacity, so the activities room can be utilised more often as well as provisions being in place so patients can visit the gym when requested, improving their overall wellbeing.

Feedback from patients suggests they largely feel safe and receive a high quality of care, although some struggle with the lack of privacy when on a 1-1. The main areas for improvement related to TV's being fixed within bedrooms, the vaping policy being enforced and ensuring active promotion of the vegetarian food menu for patients with specific needs.

The environment was clean and representatives observed patients chatting with staff.

Noticeboards were varied and contained lots of information.

Overall, Shakespeare ward can celebrate the many positives detailed throughout this report, and there are a few areas for improvement, detailed as recommendations.

Healthwatch Blackpool would like to thank staff and patients for accommodating our visit and for taking the time to talk with the team.

Observation/Feedback

Fix TV's in patient bedrooms to allow for a quieter space to relax, instead of being dependent on watching TV in the communal area.

Management/Provider Response

This is a known issue across the Harbour. Currently ward admin support, all staff can report out of hours as they have the email address. Following escalation of the concerns raised, the estates and facilities teams have look at replacements and are trialling a new TV scheme across wards.

When patients report their televisions don't work the process will be discussed in an open and transparent way, patient's televisions that take longer to fix will be offered alternatives if they wish to watch television privately such as an I-Pad.

Action to be undertaken by/when?

Churchill ward are currently trialling new TV's and they will be rolled out across the Harbour if this trail is successful however there is no timescale for this currently. All televisions in patient's bedrooms are currently working on Shakespeare Ward.

Listen to patient voice where possible and when capacity permits, encourage patients to utilise the gym and activities room to help with self-care and mental wellbeing.

Patient meetings are held every 2 weeks on the ward. All patients are encouraged to join and are supported to have their voice heard. There is an activity schedule on the ward and a certified gym inductor supports patients including Harbour activities and gym sessions.

Recruitment process has started to employ a Recovery Worker so the ward are able to offer 7 days activity support to help with self-care and mental wellbeing. Patient meetings are currently being held 2 weekly – this will be increased to weekly meetings from the 1/10/2024 as this will strengthen patient voice and their choice on the ward.

Ensure the policy is adhered to and patients are vaping in the garden area, rather than indoors.

On admission, patients are given a letter explaining our smoke free policy and the various nicotine replacement options available to them. The smoke free site and nicotine replacement is discussed within community meetings and it is a permanent item on the agenda. Modifications can be made to the letter by staff if required to meet patient's needs.

Staff are supported to ensure they have the knowledge to support patients who vape on the ward and not outside. Patients will be offered Nicotine Replacement Therapy within 4 hours of admission if appropriate, and continually thought their admission.

Encourage beverages to be accessible and present 24/7 where possible.

All patients should have access to beverages throughout the day and night. This should be risk assessed as this is not a blanket restriction.

All staff on a shift have a responsibility to ensure that beverages are available and take direction from the nurse in charge if there is a concern. The Ward manager will discuss this within the team meeting and within individual supervision with staff.

Ensure patients feel as though they have some element of privacy when on a one to one, if at all possible.

Privacy to be discussed with individual patients on admission and if risk increases and there is a need to increase monitoring that this is discussed with the patient and continuously reviewed.

Ward manager to discuss in team meeting privacy arrangements with individual patients and document outcome and the need for continuously reviewing this in line with presenting risk. 1:1 conversations with primary nurses to include privacy conversations, if appropriate.

Ensure active promotion and choice is offered with regards to those with specific catering requirements, for example those on a vegetarian diet.

There is the maple system in place on the ward for ordering the patient choice of food the day before meal times. Staff encourage patients to choose their own options from a wide selection on the menu and can the ordering system can filter items based on the user's meal preferences, such as Halal meal items, Vegetarian or Healthy Eating for example. Ward staff report specialised diets on the relevant helpdesk.

The use of Maple is being audited. Ward Manager to remind staff in next team meeting about the importance of utilising the Maple system, enabling our patients to have a choice.

Manager's overall feedback

It was brilliant to welcome Abigail, Charlotte and Mike, the Healthwatch representatives, to the Harbour and Shakespeare Ward. They were keen to learn more about the Harbour generally and to understand better the improvement journey the Harbour has been on. The Healthwatch team were warm, friendly and energised to speak with our patients and the ward team. It was truly helpful to receive feedback about patient, staff and carer experience, noting where we could make improvements. It was noted that the team appeared to be open and transparent in their discussion and feedback, which was appreciated and would allow for responsive appropriate actions to be taken where required.

It was very unfortunate that the visit had to be stopped slightly early, losing approximately 30 minutes of the visit time. It would have been fantastic for other patients to have had the opportunity to engage with the Healthwatch team and for there then to be more rounded feedback received.

Overall happy with the process and the visit. Thank you. We look forward to welcoming you back to the Harbour again soon.