

Enter and View Report

*Princess Royal Hospital
Discharge Lounge
Announced Visit
04th March 2024*

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What is Enter and View

Part of Healthwatch Telford and Wrekin's remit is to carry out Enter and View visits. Healthwatch Telford and Wrekin Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement or highlight good practice.

The Health and Social Care Act allows 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, optometrist 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Telford and Wrekin Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Telford and Wrekin's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

1. Provider details

Name and Address of Service: *Discharge Lounge, Princess Royal Hospital (PRH)
Apley Castle, Telford TF1 6TF*

Manager: Ruth Smith Lead for Patient Experience

Service type: *Discharge from hospital*

2. Acknowledgments

Healthwatch Telford and Wrekin would like to thank all the staff/patients for their co-operation during our visit.

3. Disclaimer

Please note that this report is related to findings and observations made during our visit made on *04th March 2024*. The report does not claim to represent the views of all service users, only those who contributed during the visit.

4. Authorised Representatives

Jan Suckling

Tracy Cresswell

Sherrel Fikeis (observing)

5. Who we share the report with

This report and its findings will be shared with the service provider, Local Authority Quality Team (depending on the visit), Shropshire Telford and Wrekin ICB, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Telford and Wrekin website.

6. Healthwatch Telford and Wrekin details

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7. Healthwatch principles

Healthwatch Telford and Wrekin Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

8. Purpose of the visit

This visit was announced and was part of Healthwatch Priority Project.



Princess Royal Hospital Telford

9. What we did

On Arrival

On arrival we were met with the Patient Experience Lead, we introduced ourselves and explained the purpose of the visit and what we would be looking at during the visit. The Patient Experience Lead supported us finding the discharge lounge.

We introduced ourselves to the sister in charge, explained what we would be doing throughout the visit.

The ARs gave an overview of Healthwatch to the manager.

10. Findings:

Environment

External

On arrival at PRH, we drove around the site, but all car parks were full, resulting in cars being parked on the paths, yellow lines, verges and any spare piece of land. Driving around the site was difficult due to the cars parked blocking views and the many cars looking for spaces.

PRH has an outside parking company that takes care of the parking around the site.

Internal

At the main entrance, signage to the toilets was clear from the main corridor, however the signage was poor when leaving the corridor, the ladies' toilet was round a corner with a very small sign of a toilet on the door it was not clear and for anyone with visual impairment, they would not know it was a toilet.

When walking down the main corridor to the Ward we observed several broken beds and equipment, crash mats, pallets full of boxes and other things left in the corridor. We observed a few fire signs on the walls saying that beds left in corridors are a fire hazard, one of which was directly in front of a bed. In some parts of the corridor, this caused restricted access for trolleys and wheelchairs. We also observed items in front of doors that had signs saying 'do not restrict accesses'.

The signage from the main entrance was poor to the discharge lounge, the only sign we observed was the one directly by the discharge lounge. We have on previous occasion pointed out that there is no signage on the main board.

Once inside the discharge lounge, there is not much space around the desk. There is a television on the wall which is situated by the nurse's desk, however if you are situated to the left of the entrance, you are not able to see it.

The ARs observed that several of the staff were wearing "My name is", some had lanyards on as well, but several staff did not wear "My name is" badge.

Patient Journey

The sister explained that they receive patients who have been discharged from the wards. The patients will be discharged from the lounge once all their medication and letters have been received from the wards. The sister explained that they don't book transport until they have received the medication and letters. Patients can be in the discharge lounge for several days, with others being discharged within 30 minutes of being in the discharge lounge.

They have the capacity to have 12 patients and there is an overflow room for 5 to 6 patients, the lounge is mixed, however if patients are bedded, they are separated into male and female they are not mixed.

Food and drink is provided, we observed that several patients had been given sandwiches, there was one patient in a side room that had an accident with their food, the staff responded to them efficiently and ensured that the door and blinds were closed maintaining the individuals dignity.

Several of the patients we engaged with were waiting for relatives or transport to collect them.

There was one patient who had hospital pyjamas on, they explained that they had been admitted as an emergency and their clothes were covered in blood, they were waiting for their family member to come and collect them.

They also told us that while in the ward they had only been given yoghurt as they were unable to eat solids, no other alternative was offered.

Information

The staff nurse expressed that their main issues with discharging patients from the discharge lounge was waiting for the discharge letters from the wards, this delays the patients being discharged from the lounge. There are the main issues and difficulties over the weekends, they explained that there had been a patient discharged from one of the wards and the patient was not fit for discharge.

11. Recommendations.

1. Ensure all staff on the wards always wear their “my name is” name badges.
2. Consider ensuring that patients are situated in a way they can see the television.
3. Ensure that signage is improved from the main entrance to the discharge lounge.
4. Ensure that all patients are discharged to the lounge with their discharge letters to ensure patients are not having to wait several hours in the discharge lounge.

12. Provider response

Please see the Shrewsbury and Telford Hospital Trust response in the form of an action plan on the following pages.

Response to recommendations from Healthwatch Telford and Wrekin 'Enter and View' visit

Discharge Lounge (PRH) 4th March 2024

The Shrewsbury and Telford Hospital NHS Trust thanks Healthwatch Telford and Wrekin for undertaking an Enter and View visit to the Discharge Lounge at the Princess Royal Hospital on the 04th March 2024. This has provided the Trust with objective feedback on the views of people using the service, identifying good practice and presenting an opportunity to improve the services we offer.

Identified area for improvement	Provider response, including steps to be taken	Who will oversee this?	When will it be completed by?	Progress
Challenges around car parking and cars being parked on paths, yellow lines and verges.	The Trust are aware of how difficult the car parking situation is for patients, visitors and colleagues and we are committed to working with Healthwatch to improve car parking for everyone. Facilities manage the car parking contract on behalf of the Trust via an external contractor called Nexus.	Head of Facilities	31-12-2024	Completed
	Facilities are planning an upgrade of the Automatic Number Plate Recognition (ANPR) system and pay machines in September 2024 with remapping of who uses which car park, replacing and increasing the signage.		07-04-2024	
	Introduce a Park and Ride service for staff and volunteers,			

Identified area for improvement	Provider response, including steps to be taken	Who will oversee this?	When will it be completed by?	Progress
	encouraging people who are able to use the facility to release pressure on site.			
The toilets in the main entrance are not clearly signed.	Improve signage to identify the public toilets in response to the feedback.	Estates Site Manager	14-09-2024	Signage has been ordered.
Insufficient signage to the Discharge Lounge.	Improve signage to the Discharge Lounge to improve wayfinding.	Estates Site Manager	14/09/2024	Signage has been ordered
Layout in the Discharge Lounge prevents some patients being able to view the television.	The television has been repositioned to enable patients to be able to view the screen. Radios and a selection of games, books, and magazines are also available to patients whilst they wait.	Ward Manager - Discharge Lounge	12/08/2024	Completed
Not all staff were observed to be wearing a yellow name badge.	The importance of wearing yellow name badges has been reinforced to all members of the Discharge Lounge Team.	Ward Manager - Discharge Lounge	31/08/2024	Completed
	The Facilities Team have been made aware that all staff are to wear their identification badges and yellow name badge across all areas.	Head of Facilities	13/08/2024	Completed
Ensure patients do not experience extensive	Delays are escalated to the Medical Flow Coordinators and Patient Journey	Ward Manager - Discharge Lounge	13/08/2024	Completed

Identified area for improvement	Provider response, including steps to be taken	Who will oversee this?	When will it be completed by?	Progress
waiting time in the Discharge Lounge.	Facilitators on the wards. Meetings take place throughout the day, enabling any delays to be escalated.			

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The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

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