

Enter & View Report

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Methodology

- The visit was planned a week in advance as a rapid Enter & View.
- A set of open questions for service users were set as prompts and forwarded in advance to the AWP senior team.
- The visit was made by two Enter and View trained authorised representatives.
- Two and a half hours was spent talking to service-users and staff of AWP Fromeside and in the medium-secure Wellow Ward.

The visit

Three service users and three staff were engaged in conversation.

General observation;

The ward has eight service user occupants. It consists of a corridor with doors into activity rooms each side. There is a small gym, a TV room, a lunchroom, an meeting room, a de-escalation room with a beanbag, a large staff room and a door into a separate area with individual bedrooms. At the time of the visit, mid-morning on a Wednesday the only activity room being used was the TV room and later the lunchroom.

An activity board showed pictures of opportunities available on each day of the week. These included time allowed to use the internet, for coffee, to have a takeaway once a week, to do craft activities, to have a film night. Service users could make requests each week to have specific food items brought in.

Thematic analysis

Service-user conversations

1. Do you feel heard and respected by staff?

One service-user did not feel heard or respected and secured external legal support to enable him to get permission to go to court.

'Some do , some don't.' (respect me) **'I went to PALs and have an advocate now.'**

A service user said there wasn't respect for people wanting to sleep at night. He said he has asked staff who are on overnight shifts and stationed outside the bedroom corridor not to talk loudly. He said he felt disturbed by this.

'It is still happening this week.'

One service-user is a Rastafarian and follows a strict diet.

'The modern matron (before April 2023) wasn't reporting things. I'm vegan and I reported that the kitchen staff were using the same spoons for the vegan, vegetarian and meat dishes. I was getting ill as a result. When I asked the kitchen staff not to, they took my food and threw it away in front of me. When Y (in post from April 2023) came to work here he let me eat in a different room and got me a slow cooker. He helped.'

Another service user said it was frustrating getting what they asked staff for and this caused frequent upset. (requests are essential as service users do not have permission to do things for themselves);

The example given was that the service user asks for a cup of tea or coffee and the staff give them something else, or do not understanding how to make the drink.

'They don't understand and bring the wrong things. It happens every day.'

One situation occurred in mid-summer 2023 when the weather was hot but they say the heating was kept turned 'on' in the ward. Apparently staff installed a cooling machine in their own room. The service-users complained about the heat and it took until August for the heating to be turned off.

2. Do you feel safe here?

Two out of three service users said 'No' ;

'it makes me upset being here.'

'Patient to patient it feels unsafe, there are attacks (from other service users). Patient to staff, it's group think, they (staff) hug each other, they don't act impartial, it's an odd experience.'

3. Do staff treat service-users equally and fairly?

'I've zero respect for staff, (During an incident) one staff member said "f* You" to a service user. They tried to deny it. Made up a story to cover it up '**

The service user said they had not seen that staff member since.

'There was someone in the ward due to go back to prison. They didn't tell him until the morning of the move when they restrained him and took him away. They breached his trust.'

'If a service-user says something racist, the staff react to it.'

When asked about the faith sanctuary one service user said

'I'm a Rastafari and the faith sanctuary has Muslim and Christian books only. There there was no understanding of my food needs.'

4. Comments about seeing the psychiatrist or other clinical staff were;

'I have problems with the psychiatrist not doing their job'

'They give you an illusion of choice when you talk about your care plan.'

'They constantly want to do blood tests, they want to tick boxes, bi-polar, autism etc'

5. Service users having no conversation or engagement with staff.

'I used to keep to my room because they don't talk to us. It makes for a pleasant day if they are sociable with us.'

A service user mentioned a strong and difficult to understand accent, and displays of affection between staff when they arrive on shift.

The concerns included;

'Staff only speak to each other, and often in their dialect, they hug each other when they come on shift.'

'There are lots of staff changes.'

'They (staff) make cultural comments or political comments that criticise British culture.'

Two service-users mentioned boredom and wanting ongoing activities on the ward, ones where they might interact with other service users and staff, rather than having to book sessions.

One said **'there is one caring member of staff. I'm missing her, I haven't seen her in a few weeks'**

6. Staff changing rules or not applying rules consistently;

One person said **'Restrictions are endless, and they don't have logic or reason behind them.'**

The service users have a set time in the garden to use a vape. A service user said this time is often changed or curtailed and is a source of frustration. He felt the staff either choose to change the rules or they are unaware of the rules.

'Some people (service users) have been here a few years; we know the rules. Disputes with staff are 90% of the problem.'

A second situation was mentioned about curfews.

'They should be more relaxed. There are disputes every day about it.'

7. Comments were made about previous modern matron.

'There was a language barrier with Y, and he could be annoying too.'

Comments about the newer staff team which had been put in place on 21st November including new Ward matron (X).

'I have no issue with the modern matron and the ward nurse'

'The community meeting this Friday 17th November 'was better than it has been before.'

'I have more faith in X (the modern matron now) I have less faith in Y. (the one recently changed)'

8. Do you know about what's planned for your care?

Two said 'no' ;

One said yes

Staff conversations;

One told us they felt a service user in another ward (Teign ward) wasn't being listened to (by a psychiatrists) The service user had been accused of faking her convulsions. The staff member thinks this person is genuine and needs more help than she is being given. Their health has badly deteriorated as a result, they think.



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