

**Details of visit**

**Service address:**  
**Service Provider:**  
**Date and Time:**  
**Authorised  
Representatives:**

**St Helens' Ward**  
**St Marys Hospital**  
**IW NHS Trust**  
**10 December 2014 11am**  
**Denise Parker**  
**Phillipa Daley**  
**Pam Cranefield**

**Acknowledgements**

Healthwatch Isle of Wight would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

**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.

**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act 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 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



## Purpose of the visit

This visit was arranged as a follow up visit to those that took place in December 2013. During the previous visits recommendations were made to the IW NHS Trust and this visit aimed to establish whether these had been fully implemented.

## Methodology

To Ensure continuity the Enter and View panel visited the same wards as their previous visit. They were issued with the recommendations made previously along with the trusts responses to those recommendations.

They observed the facilities, practice and spoke with staff and patients where required.

The IW NHS Trust were aware that the revisits would be taking place during the first 2 weeks of December 2014 but were unaware of which days/times. Posters explaining about the visits were given to the hospital to put up to let staff, patient and visitors know what was happening and how to get in touch with us.

The IW NHS Trust provided full support and cooperation to Healthwatch Isle of Wight.

## Summary of findings

Healthwatch like to praise St Helens ward for continuing protected mealtimes and raising awareness of dignity champions.



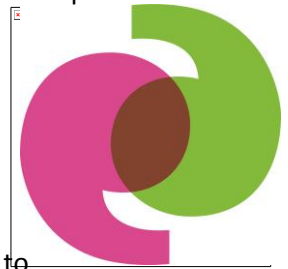
## Results of Visit

### Previous Recommendation 1:

We recommend that all staff receive dignity training and that there is a registered dignity champion on each shift.

### Previous Response from IW NHS Trust:

The organisation expects all staff to recognise dignity as part of their role, with the Ward Sister/Charge Nurse taking responsibility for implementation of standards. Whilst we recognise the value of dignity champions we would expect the Ward Sister/Charge Nurse to fulfil this role. We will review this with the Ward Sisters/Charge Nurses to consider whether there are gaps in this approach and we would welcome input from Healthwatch.



### Conclusion from Revisit:

The Ward sister informed Healthwatch that dignity training has been taking place with staff members and currently at least half the staff have received the training. They will continue to train staff members and are aiming for 100% of staff to have the training.

A walk in shower was available with curtains to maintain dignity.

### Previous Recommendation 2:

We recommend that all wards in the hospital follow the good practice demonstrated by St Helens' Ward and implement 'Protected mealtimes'.

### Previous Response from IW NHS Trust:

We reviewed this approach following a patient and public survey on Dignity Day in 2012 and decided to implement this approach on a ward by ward basis. We are currently reviewing our nutrition practice and will include a review of our approach to protected mealtimes in this.

### Conclusion from Revisit:

St Helens' is still implementing protected mealtimes. The approach has been extended and visitors are now discouraged from visiting during mealtimes (although they can visit if arranged). This allows patients to focus on eating without interruption.

Protected mealtimes are being implemented by other wards. We saw a sign on the outside of a ward stating protected mealtimes.



## Recommendations

Healthwatch Isle of Wight recommends the following:

1. St Helen`s ward to continue with the good practice of staff completing Dignity training.
2. Senior staff from St Helens ward to support other ward staff within the Trust, to implement dignified practice such as `protected mealtimes.`

