

ENTER AND VIEW

Unannounced Visit

*Royal Wolverhampton NHS Trust (RWT) - Ward C24
09 February 2018*

Part of the Healthwatch Wolverhampton remit is to carry out Enter and View visits. Healthwatch Wolverhampton 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.

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, 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 Wolverhampton 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 Wolverhampton safeguarding policy, the service manager will be informed and the visit will end. The local Authority Safeguarding team will also be informed.

Royal Wolverhampton NHS Trust - Ward C24

Service Address: Wolverhampton Road, Heath Town, Wolverhampton WV10 0QP
Manager Name/Ward Sister: Tracy Warren

Acknowledgements

Healthwatch Wolverhampton would like to thank the Ward Sister, patients, visitors and staff for their co-operation during the visit.

Disclaimer

Please note that this report relates to findings observed during our visit made on **Friday 09 February 2018**. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

Authorised Representatives

Shooky Devi (Lead)
Marlene Lambeth

Who we share the report with

This report and its findings will be shared with the Royal Wolverhampton NHS Trust (RWT), Care Quality Commission (CQC), Healthwatch England, and NHS England. The report will be published on the Healthwatch Wolverhampton website.

Summary

Healthwatch Wolverhampton carried out an 'unannounced' Enter & View visit during February 2018. The visit was responding to intelligence received on the quality of care delivered within the ward.

Background

Ward C24 is part of New Cross Hospital which is managed by Royal Wolverhampton Hospital Trust. Ward C24 provides specialist treatment for Male Renal, the department of Renal Medicine provides the following services:

- Haemodialysis (for patients with both acute and end stage renal failure)
- Home haemodialysis
- Peritoneal Dialysis
- Pre-dialysis management and education
- Renal transplant follow-up management

The staffing levels for the ward are as follows: One Band 7, Three Band 6, Equivalent 16.8 Band 6, currently have vacancies, One Band 4 - trainee associate. Equivalent 11.9 Band 2 Healthcare Assistant (HCA). The ward has two clerks who cover 5 days between Monday to Friday and there is One ward assistant.

What we did

Two Authorised Representatives visited the ward from 10.00am to 12.10pm on 09 February 2018. We met with a member of staff (Yvonne) introduced ourselves and presented a letter explaining the purpose of the Enter & View visit.

We agreed to carryout observations first and then meet with the relevant member of staff to conclude the visit. The visit was carried out unescorted, we were advised not to visit the side rooms due to possible risk infection.

Findings:

Environment:

Time was spent observing the general environment of the Ward as well as spending time in the different bays.

Entry to Ward C24 was easy to find, there was signage throughout the hospital directing you to the ward. We were given access to the ward by a member of staff in the corridor.

We noted the ward was busy with staff working at the reception desk, and members of staff using the computer terminals. The bays/ward were being cleaned during our visit.

There are four bays in this ward each with eight beds. In bays two and three there were very poorly confused elderly patients. I didn't speak to any of them but I stepped inside each ward and could see all areas were clean and tidy.

Both bays were clean. On the sinks were hand wash, above the sinks were paper towels, disposable aprons and gloves. There was a waste bin next to the sinks. The window and bed blinds were clean.

There are hand washes and wipes along the corridor of the ward as well as the entrance and departure door.

In a shower room near to bay four the floor was wet and there was a dirty towel on the waste bin. The toilet hadn't been flushed. There was hand wash paper towels and toilet paper.

Although it is a busy corridor with some equipment, it is all placed safely so people have easy access along the corridor.

One issue in bay one. A cleaning lady was using a long handled feather duster to dust the rails of the bed blinds. People were in bed and also there were glasses of water on the patient's bedside trolleys so any dust could easily fall into the water, or, fall onto the patients.

We saw there was various signage displayed throughout the ward on doors. Some key signage displayed .

Bay three A4 notice on door with the name of the staff nurse, and an A4 notice 'The last fall in this bay was on '02/02/2018.' Five patients within ward.

Bay two, 'the last fall in this bay was on '18-01-2018'. "Tagged bay and five confused patients'.

Toilets observed had a A4 notice with the last fall that has taken place.

We saw a door to the IV Fluids and stock room was open, it had the notice 'please keep this door locked at all times' was open. Had a coded pad on the door.

On the door of bay one was a safety matters notice stating the last fall was on 18/01/18.

The patient only toilet by bay one was well sign posted in red with a picture and braille notice stating toilet. It also had a notice stating the last fall there was 23 June 2017. The inside of the toilet was clean with hand wash, paper towels toilet paper and waste bin.

Patient Experience:

We spent time with the patients gathering their experiences whilst they are staying within the hospital.

The Authorised Representatives spoke to nine patients on the ward. Details of their comments are shown below.

Patient 1 admitted on the ward 25 January 2018, "staff very nice", "doctors are nice and answer all questions". "has Halal options as is a Muslim", would like a variety on the sandwiches. Has a safe hands tag on wrist.

I spoke to six patients in bays one and four. Each patient had been on the ward between three and eight days. They all said their personal belongings were safely put away and they could have them on request. Meals are good. Each bedside trolley has easily accessible jugs of water and tumblers. The tea trolley goes round the bays, also patients can ask for tea/coffee throughout the day. The patient's names were above their beds.

Every patient said they could communicate easily with the staff and praised them for their kindness and professionalism.

Interaction with Visitors and Staff

We were able to gather views from visitors during our visit.

Staff

Staff information provided to the Authorised Representative Lead.

The Authorised Representative Lead met
The following information was provided;

- Handover takes place twice a day from each shift day shift at 7.30am and night 7.30pm. All staff have handover.
- The ward is a 27 bed plus one procedure ward.
- A 'Huddle' - multi disciplinary meeting takes place lasting thirty minutes which consists of a consultant, registrar, junior doctors, the nursing staff, Physiotherapist, Occupational therapist and discharge flow assistant. Each patient is discussed alongside their care plan.
- Four structured drug rounds are carried out by the Nurse.
- Currently there are two shower rooms - have plans to have a bath. Five patient toilets. Future plans to have dedicated room for dialysis and the ward C25. As currently there is a on-call service is used if emergency dialysis is needed.

IV Room the Pharmacy check the stock physically.

Patients wear wristbands have name printed on. The safehands - blue disk linked to safe hands board. (whereabout of the patients).

The xx explained that previously the wrong wrist band was put on patient by a student nurse who had left, but assured no medication was administered.

If patients do not want a wrist band the staff carryout a risk assessment and "non accordance care plan.

Spoke to a member of staff (HCA) who has been in post for two years, works alongside the Nurse. Notice on door "always a member of staff to reduce falls" his responsible for the comfort rounds in Bay 2.

Have policies and procedures - regular audits, infection and prevention team, domestics and supervisors. Any staff member carryout the tests.

Discharge plan quite early , talk to relatives =.....

Food and Choice

We asked a number of questions around food choice.

Meal times are flexible, if patients are not eating well, the staff encourage relatives to come and eat with them.

Structure of meals Breakfast 7.15pm to 7.30pm, Lunch 12.30pm, tea time is at 5.30pm both are protected meal times. The visiting times are to be extended from 12.00pm to 7.00pm. There is a main menu with three course meals and alternative menu. le fish fingers on toast.

Privacy and Dignity

We wanted to observe how privacy and dignity is maintained within the wards.

During the visit we saw members of staff attending to patients with compassion

Comments and Further Observations

Recommendations and Follow - Up Action

The Authorised Representatives would like to suggest the following recommendations arising from the visit.

Provider Feedback