

# Enter and View Report

Ward A14- New Cross Hospital  
Announced Visit  
29<sup>th</sup> 2019



**Engaging  
Communities**

Inspiring Change, Improving Outcomes

**healthwatch**  
Wolverhampton

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## What is Enter and View

Part of Healthwatch Wolverhampton's 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, 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 Wolverhampton's 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's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

## Contents:

	Page
1. Provider details	4
2. Acknowledgments	4
3. Disclaimer	4
4. Authorised Representatives	4
5. Who we share the report with	4
6. Healthwatch Wolverhampton details	4
7. Healthwatch principles	5
8. Purpose of the visit	6
9. What we did	6
10. Findings:	
a) Environment	7
b) Essential services	7
c) Access	8
d) Safe, dignified and quality services	8
e) Information	9
f) Choice	10
g) Being listened to	10
h) Being involved	10
11. Recommendations	12
12. Questions	13
13. Provider feedback	13

## Provider details

Ward 14, New Cross Hospital

Address: Wolverhampton Rd, Heath Town, Wolverhampton WV10 0QP

Manager:

## Acknowledgments

Healthwatch Wolverhampton would like to thank the manager and all the staff for their co-operation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visit made on Tuesday 29<sup>th</sup> January 2019. The report does not claim to represent the views of all service users, only those who contributed during the visit.

## Authorised Representatives

Raj Sandhu, Lead Authorised Representative

Pat Roberts, Authorised Representative

## Who we share the report with

This report and its findings will be shared with Ward A14, Wolverhampton City Council, Councillors, Wolverhampton Clinical Commissioning Group (CCG) and Care Quality Commission (CQC). The report will also be published on the Healthwatch Wolverhampton website.

## Healthwatch Wolverhampton details

Address:

Regent House

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WV1 4EG

Website: [www.healthwatchwolverhampton.co.uk](http://www.healthwatchwolverhampton.co.uk)

Free phone: 0800 470 7944

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## Healthwatch principles

Healthwatch Wolverhampton's 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.

## Purpose of the visit

The purpose of this Announced Enter & View visit was to observe the negatives and positives of the Ward.



## What we did

Upon arrival at the hospital, Authorised Representatives made their way to Ward A14, where they made themselves known to reception staff. The receptionist knew about the visit, so she left them to continue the visit. They spoke to staff members and some patients about their experiences on the ward.

## Findings:

### Environment

There were bathrooms on the side of each bay due to recent refurbishment, to allow easy access to the patients and minimise accidents.

There were some buzzers not working which became difficult for patients to call for assistance. There were no dementia signage/awareness that we were aware of.

### Essential services

The patients were supported in accessing other services such as mental health, opticians or care services by being referred to the appropriate service depending on their needs.

There were leaflets provided or given by specialist teams to support patients with information, as well as specialist care given to patients that needed it.

## Access

Some patients said that they were treated fairly and they can be themselves when being on the ward, however there were some patients that did not feel the same.

Some patients told the Authorised Representatives that there was no sign of discrimination or harassment from staff members. - What did they say?

## Safe, dignified and quality service

All patients that had engaged with the Authorised Representative felt safe on the ward and felt that they were treated with respect and compassion.

They also said that their dignity and privacy was well maintained. Staff are very friendly and helpful, and they address the patients by their name.

One of the patients said that they were hard of hearing and staff were aware of it and did their best to accommodate them and made him feel comfortable when talking to them. - How?

To maintain privacy there are signs that signifies 'you're engaged, do not enter'. If there are any complaints to be raised, there is the safeguarding team that deals with them.

Incidents are recorded on Datix (online system) and then this alerts the management to investigate. Staff are given training which takes place monthly.

## Information

Patients were asked about their preferred method of communication and asked if they had any communication needs. Some of the patients said that the ward were accommodating of their communication needs, but some of them said the opposite.

Most patients had the discussion about discharge with the consultant or nurse.

In terms of information about treatment and care, the patients were seen daily by registered nurses or consultants.

## Choice

Patients told us that they had the choice of treatment received, what consultant to see, what hospital to be referred to and what food or drink they can have.

One of the patients said that they did not want to take painkillers and they were listened to.

## Being listened to

All patients were aware about the complaint process and they felt able to raise a concern if needed. Also they felt that they were listened by the staff and their wishes were respected.

Staff responded quickly and positively to their needs and they actively sought the views of patients and they acted upon where possible.

The feedback of patients is provided by giving them feedback cards and a phone call once they are at home.

## Being involved

The patients were involved in discussions or suggestions that were given during the ward rounds. Staff regularly updated patients on what they could expect during the procedures that they had.

To manage loneliness and isolation, the use of side rooms was being kept to a minimum.

## Recommendations

1. Make sure that the patients' buzzers are working.
2. Try to solve the patients' needs while they are in hospital without sending them somewhere else after discharge.
3. Ensure dementia signage, awareness is available to make it easy for dementia patients to access different services.
4. Ensure that staff are aware of safeguarding and the process.

## Provider feedback

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