



**Details of visit**

**Service address:**

Princess Royal Hospital, Ward 7 (Formally ward 17 - short stay medical ward), Apley Castle, Grainge Drive, Telford, Shropshire. TF1 7TF

**Service Provider:**

Shropshire and Telford Hospital NHS Trust

**Date and Time:**

25th September, 2014 14:00pm

**Contact details:**

Healthwatch Telford and Wrekin, Meeting Point House, Southwater Square, TELFORD, TF3 4HS

**Acknowledgements**

Healthwatch Telford and Wrekin would like to thank the service provider - Shropshire and Telford Hospital NHS Trust (SaTH) and Princess Royal Hospital (PRH), patients (service users), relatives/visitors, and staff for their contribution to the Enter and View Programme, and this visit.

**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.

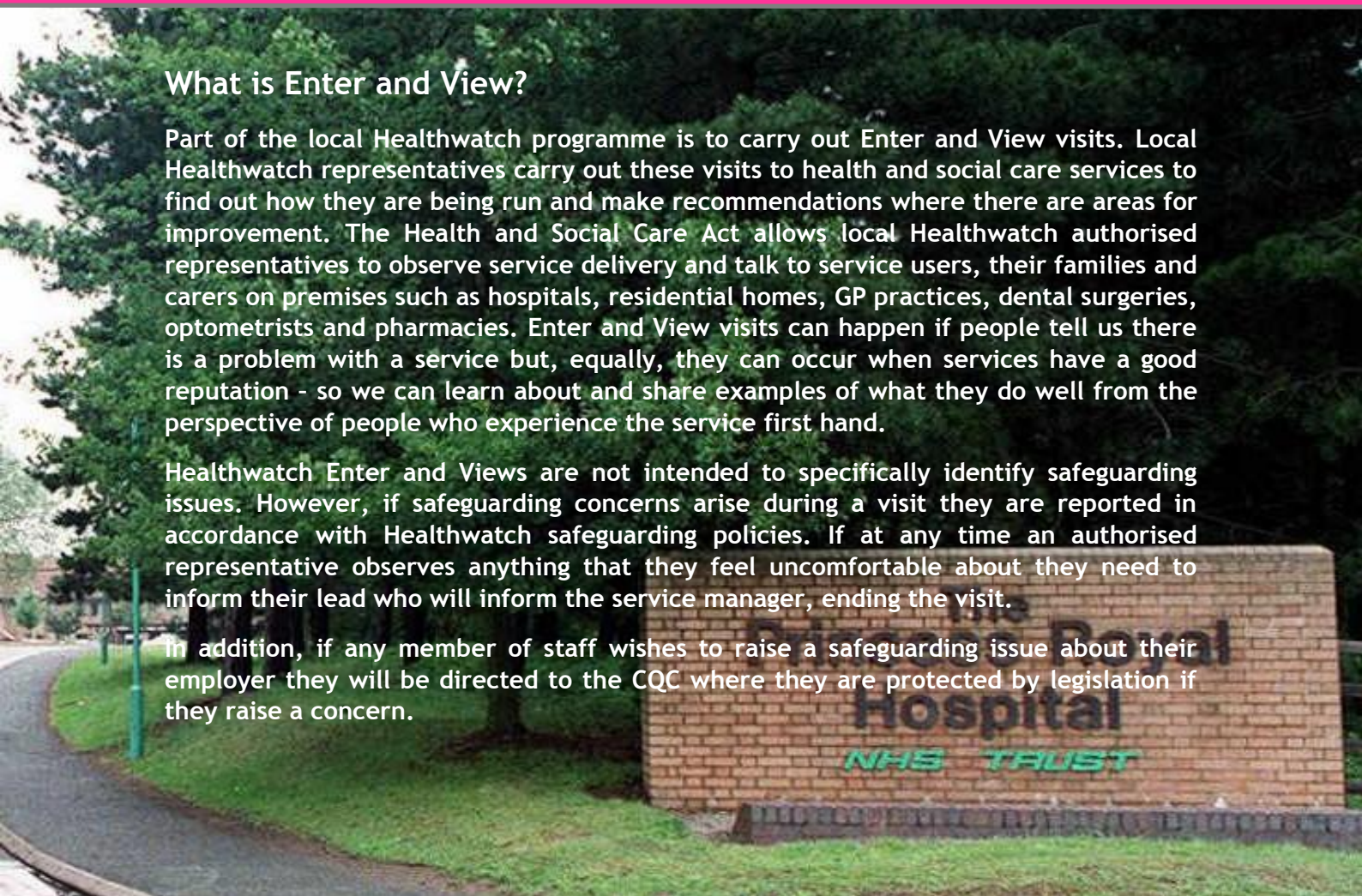


**What is Enter and View?**

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

- To engage with patients (service users) of Ward 17 (Short stay and Endocrinology at the time of visit) at Princess Royal Hospital, and understand how dignity is being respected in the hospital ward environment where there is a high turnover of patients, or other challenges. Explore patient experiences of the meals on this ward,
- To capture patient experiences and any ideas they may have for change, as well as identifying examples of good working practices.
- Observe patients and relatives/visitors engaging with the staff and their surroundings.

## Strategic drivers

- The visit is part of a joint project with Healthwatch Shropshire regarding SaTH involving Wards at Princess Royal and Royal Shrewsbury Hospitals in response to a request, and is part of a Healthwatch Telford and Wrekin programme of work on Dignity and Respect in health and care settings in response to evaluation of feedback received from community engagements.
- Hospitals are one of the strategic focuses of regional / national programmes of the CQC, Public Health England, and Healthwatch organisations.



## Methodology

**This was an announced Enter and View visit.**

Princess Royal Hospital provides a range of acute hospital services for people from Telford, Shropshire, mid Wales and further afield. Ward 17 is a short stay medical ward / Endocrinology. Ward 17 contains 28 beds comprising of 4 bays of 6 beds, and 4 side rooms. Bay A was not part of our visit as this has been changed recently to an Ambulatory/Day case area for Cardiology and was not part of our visit plan. Upon speaking with the ward manager, we were advised that the patients in the side rooms were due to their condition, unable to converse.

Three Healthwatch trained and briefed Authorised Enter and View Representatives were assigned to the visit.

It should be remembered that 'Enter and View' is an engagement tool performed by Healthwatch-trained lay-volunteers, and is not an inspection. The aim of 'Enter and View' is to put together a picture of what people think of the service people are receiving provided by Ward 17, Princess Royal Hospital.

This was to be achieved by collecting as evidence the views of the patients and any relatives/visitors present about their experiences of the hospital ward services. We also had a 10 question survey to gain overall views of the patient experience. We would also talk to the nursing, care, clinical (doctors) and support staff, management and any other professionals present, to hear about their contributions to service provided, and during the visit we would also observe the delivery of the service. We focused on topics related to the visit purpose from the perspective of the people using services and those who contribute to provide them. The report relates only to a specific visit (a point in

time) and is not representative of all service users, only those who contributed within the restricted time available.

We would like to thank the patients, relatives/visitors and staff for their time, help and willing contributions during the visit.

---

## Summary of findings

- Patients and their relatives/visitors are happy or content with the care received.
- Staff were seen to provide patients with dignity and respect in their care.
- Staffing levels seemed to be very good. With 1 Nurse and 1 Health Care Assistant (HCA) per bay. During the night shift there would be 2 trained and 2 untrained HCA's. The staff are managed by an overall co-ordinator.
- Patients were generally happy with the meals and are able to make a choice in their selection. However if the choice they made were not available, then an alternative is substituted without being consulted.
- Patients felt that when assistance was required, staff was prompt at responding.
- Majority of patients felt that their belongings were safe and secured at all times.
- The organisation and preparation of the ward for patient admissions were good
- All but one of the patients felt that they could complain about any issues or concerns they had without feeling anxious



---

## Results of Visit

During the visit as we walked around the Ward to talk to patients, relatives/visitors, and talked to the staff, we observed the Ward facilities and how staff interacted with patients and did their work.

### Did staff treat patients with quality care, dignity and respect?

We observed on a couple of occasions of patient dignity and respect being shown, whereby staff drew curtains around patients. We also noticed that the trainee HCA's showed a caring, interested and engaging demeanour whilst interacting with the patient. Of the three bays, we noticed a nurse sitting in only one of the bays during visiting hours and the nurse was engaged in some paperwork, occasionally talking to visitors of the patients requesting an update. With regards to hearing confidential conversations, there wasn't one occasion whereby we overheard a nurse or doctor discussing a patient's record or information.

### Patient Information:

We observed information for visitors/ patients displayed on a large touch screen at the nursing station in Ward 17. This information included: the Butterfly scheme, Hydration matters, Friends and Family test, charts about the staffing levels/numbers of staff on duty and any special dietary requirements the patient may have.

## Survey Results

		Quick	Average	Slow	Unsure
<b>Q1</b>	When requesting assistance, would you say your response is?	6	2	0	2
		Yes	No	Sometimes	Unsure
<b>Q2</b>	Do you get to pick your own meals?	8	0	2	0
		Yes	No	Sometimes	Unsure
<b>Q3</b>	Are your belongings safe and accessible?	7	0	0	3
		Yes	No	Sometimes	Unsure
<b>Q4</b>	Do you have all the required equipment to be mobile at all times?	9	0	0	1
		Yes	No	Sometimes	Unsure
<b>Q5</b>	Do you feel you can complain if you are unhappy about the treatment / service you are receiving?	9	1	0	0
		Yes	No	Sometimes	Unsure
<b>Q6</b>	Was the ward expecting you and prepared when you were admitted to hospital?	8	0	0	2
		Yes	No	Sometimes	Unsure
<b>Q7</b>	During your stay, do you feel comfortable?	9	1	0	0
		Yes	No	Sometimes	Unsure
<b>Q8</b>	Do you feel that you are listened to and understood?	9	0	0	1
		Yes	No	Sometimes	Unsure
<b>Q9</b>	Are you confident in the staff ability?	7	0	0	3
		Yes	No	Sometimes	Unsure
<b>Q10</b>	Do you feel that the staff communicate with you well?	7	1	0	2

## Additional Findings

### Patient / Relative / Visitor Feedback:

Patients and relatives/visitors were asked about the quality of care that the patient experienced while on the ward, and whether care was delivered with respect for the patient's dignity.

From the responses from 10 patients we spoke to, patients and their relatives were generally happy or content with the quality of care they receive on the ward, but a few issues were raised.

#### Comments include:

“Excellent Staff”

The patient was “Enjoying my stay in safe hands”

“Night staff do not like patient's getting out of bed, even to use the bathroom”

“I like to be listened to. I spent 7 hours asking for medication. Nurse was horrible to me yesterday”

“Feel that the staff sometimes think you are stupid or don't listen to you. Sometimes talk down to you”

When asked about what they thought of the staff ability the patient responded “Unsure with the staff ability, as sometimes hospital relies on agency staff which sometimes come with a slight language barrier”

A patient was asked whether they had sufficient privacy and they responded with “The privacy is good, and nurses are very helpful and will stop and have a chat”

We asked some questions around what the patient's felt about the meals that were offered, and generally the patients were happy with the quality of the meal, but not with the choice of meals.

#### Comments include:

One patient commented that “There is no gluten free food in hospital. Tesco's is the best store for this, could it be ordered on-line and delivered?”

“Meals are good”

“Meals are portioned, so there is no real patient choice. As sometimes your choice isn't available, and an alternative is substituted without being consulted.”

“Why is there no rice or pasta dishes? Food seems very repetitive”

“Why isn't the food seasonal? As surely the out of season food contains more preservatives and costs more”

“Poor food, not being able to choose properly”

We asked patients and visiting relatives if they were comfortable and happy with their treatment during their stay on Ward 17 and generally the patients were content.

However some issues have arisen through the patient's comments.

#### Comments include:

One patient had noticed that the “Door to the supply cupboard had been left open”

A patient's stay was “not as comfortable as home”

With regards to receiving results, one patient wasn't happy that "Scan or blood results not given straight away"

Whilst a patient's elderly relatives had come to visit, the patient mentioned that "There are no toilets for visitors. Not fair on elderly visitors who have to walk quite far."

A patient awaiting discharge commented "I have been given 3 leaving dates, but I am still here. I was supposed to leave yesterday. I was only admitted for one night. Physio has advised me to walk more, but staff aren't happy with me walking about with the aid and are worried about me falling. Waiting for social services to get care package and suitable housing before discharge. Got told stay would be 1 night, it has now been 3 weeks."

Not informed of visiting times

A patient concerned commented "Had to ask for visiting times. Moved from downstairs yesterday and did not inform about visiting time change from 18:30-19:30 to 17:45-18:45"

## Recommendations

This report reflects the appreciation that patients expressed about the care and support they received from staff of Ward 17 while in the hospital.

The following are the recommendations that we have made based on our findings along with the service provider comments below:

	Our Recommendations:	Service Provider Comments:
1	Consider allowing a patient a secondary meal choice in case primary choice is unavailable	From your recommendations, I have spoken with our housekeeper and she informs that the ward is sent a certain amount of portions of various dishes for dinner and tea. She walks around each bay and asks patients what they would like. Once the set portions have been taken the patients in the other bays are left to have whatever is left. She does go to canteen to get patients food if they really don't like the choice sent and she informs me that she also adds orders for patients who don't like what is left
2	Consider other ways to obtain meal choice from a patient, when they are not able to make that known at the time of collection.	
3	Review the possibility of gluten free meals are an option for patients with special dietary requirements	Gluten free meals are available but there is a very limited choice
4	Clearly display or inform as part of ward admittance the visiting times	We have a poster displayed of our visiting times now on the entrance to the ward
5	Ward management with support of nutritional specialists should raise the concerns expressed about patient meal nutrition and balance with hospital senior management.	We have discussed the meals with catering manager on several occasions and also the patient reps have also discussed the choice

6	To discuss with relevant management the possibility of allowing visitors to utilise the patients toilets during visiting times that currently cause distress to elderly visitors who have to walk far to use the nearest visitor toilet.	We do allow elderly patients to use the patient toilets but encourage those able to walk to the public toilets as there may always be an infection risk if we allow all to use them. There is very limited public toilets in PRH, the canteen and main entrance only
---	--	--