



Enter and View Visit Report
Princess Royal Hospital
Ward 4 - Trauma (& Orthopaedics)



Visit date: 12th March 2019

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Princess Royal Hospital, Apley Castle, Apley, Telford TF16TF

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Terminology and Acronyms

SATH - Shropshire and Telford Hospital



About Healthwatch Telford & Wrekin (HWT&W)

Healthwatch Telford and Wrekin is the independent health and social care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in health and social care to help make sure everyone in Telford and Wrekin (T&W) gets the services they need.

There are local Healthwatch across the country as well as a national body - Healthwatch England (HWE).

What is Enter & View?

Healthwatch Telford & Wrekin gathers people’s experiences of health and social care services and there are times when it is appropriate for Healthwatch to see and hear for ourselves how services are being provided. These visits are called ‘Enter and View’, and can be ‘announced’, ‘partially announced’ or ‘unannounced’. ‘Partially announced’ visits mean the service provider is told we will visit but not the date or time of the visit.



The responsibility to carry out Enter and View visits was given to local Healthwatch in the **Health and Care Social Act 2012**.

Enter & View visits are carried out by a team of specially trained and DBS-checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in health or social care and report only on what they see and hear during the visit. They make observations and collect people’s views and opinions anonymously and produce and publish a report.

Enter & View visits are not an inspection, and always have a ‘purpose’.



Details of the Visit

| Visit Details: | |
|-------------------------|---|
| Service | Princess Royal Hospital (PRH) - Ward 4 Trauma and Orthopaedic |
| Provider | Shropshire and Telford Hospital NHS Trust (SATH) |
| Date and Time of visit | 12 th March 2019 at 2pm |
| Visit Team | 4 HWT&W Enter & View Authorised Representatives (ARs) |
| Service contact details | Name: Princess Royal Hospital Address: Apley Castle, Apley TF16TF Phone: 01952 641222 |

Purpose of Visit

To find out if patients are treated with dignity, have privacy respected, and how staff respond appropriately and with compassion to meet healthcare needs. To find out how patients living with dementia are cared for and supported and the patient experience of preparation for discharge.

We want to hear about patient experiences and those of any relatives and visitors present, and we will observe the patients engaging with the staff and their ward surroundings. We want to identify examples of good practices and hear about any ideas the residents or staff may have for change.

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 users of the service and staff, only an account of what was observed and contributed at the time.



Context of the Visit

In 2018 concerns were raised about maternity services provided by the SATH hospitals (Royal Shrewsbury, and Princess Royal - Telford), including those related to historical concerns. An Independent Inquiry was initiated and is in progress.

Unannounced inspection visits have also been made by the Care Quality Commission (CQC) and care-issues reported, resulting in measures to be taken and NHS-Improvement provision of additional support to resolve problems. Princess Royal Hospital (PRH) is currently rated as inadequate by the Quality Care Commission.

As part of their engagement programme Healthwatch Telford & Wrekin has visited several Wards and Departments/Units/Clinics in Princess Royal and Royal Shrewsbury Hospitals since 2014. The Enter & View committee agreed that Healthwatch Telford and Wrekin should aim to visit all wards at Princess Royal Hospital by the end of 2019 to find out about the patient experience of healthcare in the hospital setting; compassionate care delivered with patient dignity and privacy being respected. Some visits will also find out about the care experiences of patients attending hospital who are living with dementia and understand how patients are prepared for discharge and their experience of discharge. Individual ward visit reports will be published. From these individual visit reports, overarching theme reports will be published on patient experience of compassionate care respecting dignity and privacy, the care of patients with dementia, and on the discharge experience.

The visit to Ward 4 Trauma and Orthopaedics would understand the patients experience of hospital care; the visit was **partially announced** we told the Ward Manager of the visit but not the date and time.

What we were looking at

The focus of this visit was to find out if patients of Ward 4 are happy with their hospital care. We wanted to learn about:

- The ward environment - observe the layout of the ward, and the staffing arrangements
- Patients experience of being treated with dignity and respect and if they feel comfortable on the ward; observed interactions between staff and patients.
- The experiences of patients living with dementia, and how the staff and ward environment support these patients.
- The assessment processes, and preparations for discharge
- Hear about the patients' experiences in hospital and their understanding of the arrangements for discharge
- Contributing factors that delay a patient's discharge from hospital



What we did

We had a pre-meeting with the Ward Manager and used a series of questions to understand the care processes and other matters the staff on the ward deal with and any other teams associated with patient care.

When we arrived on the ward for the visit, we spoke to the Ward Manager on duty. We took advice on whether any patients should not be approached due to safety or medical reasons, or any issues regarding ability to give informed consent.

We then went to speak with any patients who were willing to talk to us and any visitors and relatives. We spoke to **6 patients** in total, but some were confused and unable to tell us much about their care or discharge arrangements. We also talked to **7 staff** and **1 relative** present at the time.

What we found out About Ward 4

Ward 4 at PRH provides a team of specialist healthcare professionals serving patients in need of Trauma services and Orthopaedic treatments for a wide range of bone and soft-tissue injuries including elderly people's falls injuries treatments.

The layout of the ward and the staffing arrangements

During the visit the authorised representatives looked at the physical ward environment and observed staff arrangements. The ward has 27 beds in 4 bays, 3 single side rooms and 1 double side room; 3 bays are 6 bedded, and the other bay has 4 beds, they have. The ward appeared uncluttered and was clean and tidy.



The ward has a couple of new staff with a main core of experienced staff who have worked on the ward for a long period and were happy. Recently the ward had achieved the SATH 'Gold Exemplar Standard'. The achievement had taken 3 years of staff working together and staff told us this has made the team feel stronger and individuals proud to be a member of the team. The team have support from Corporate Nursing. Patient falls have been reduced through improvements to staff training.

A member of staff has developed a bereavement box for a patient on palliative care; this contains all relevant/required paperwork for staff/patient and family. The box means that each member of staff knows where everything is and results in saving time finding everything that is needed for the patient care. Staff have brought in various items for hampers with raffle tickets sold to help raise funds for a staff room fridge, and chairs. We were told that the Ward is currently dealing with the overspill of medical respiratory patients, and turnover of these patients was quite high.



On admittance, staff asked patients the name they would like to be used whilst in hospital and this was written on the notice board above the bed. The board also included indicators for such things as any allergies, wearing of hearing aids, glasses, diabetic, having dementia, and at risk of falls. This informed all staff at a glance some important details about care for the patient.

The ward has won the 'Proud to Care' Award. Everyone working as a team was evident, and we noticed on the Proud to Care notice board a photo of the Ward Manager cleaning the toilet, which demonstrated that from top down everyone worked together. The staff team also work with the Dementia team led by Karen Breeze (SATH Lead Dementia nurse) to enhance the care for patients with dementia whilst on the ward.



Staff told us they thought they were well led. They described an example where a nurse Sister supported a State Registered Nurse when they first came onto the ward. In-turn that nurse then supported another staff nurse who is now supporting a student nurse. From top down, all staff worked together as a team to provide the best care for their patients. Staff we spoke to were proud of their achievements and affirmed this had helped them to work as a team with everybody building on each other's strengths. The support provided to patients would only be good if everyone worked effectively together. "If you don't enjoy your job you should move on" we were told by one staff member. We heard that when staff had finished working in their assigned bays, they always ask if anyone needs help in another bay. Staff have 'staff huddles' twice a day to discuss work of the day and we were told staff were not reluctant to speak out and were proud to care - as long as the patients were happy the staff were happy too. Staff found it easy to smile while performing their duties, and they recognised this made a difference to patients.

A student nurse told us they didn't want to leave their placement on Ward 4 as she had been made to feel so welcome and was fully supported.



Whether patients said they are treated with dignity and respect and feel comfortable on the ward

Patients told us that staff were kind, thoughtful and they took good care of them. Patients we spoke to couldn't praise the staff highly enough. Patients commented



on how they felt involved in their care. Patients said if they needed anything staff responded promptly, and patients did not feel rushed; call bells were attended quickly too. A patient had seen the welcome book on their locker it gave them information on being an in-patient, they also noticed more information on a notice attached to their locker.

One patient commented that they had been in A & E and 2 other wards before coming to Ward 4; the patient care on this ward was excellent and it was calm and relaxing which made the patient a calm patient. Another patient told us their phone charger is missing and they needed it. A nurse brought a phone-charger to the patient who was very thankful.

Patients told us that drinks were always available, hot and cold. One patient commented that the food was "ok" but they preferred beans, toast, fish or fish fingers which they especially liked. The patient commented they had had a good breakfast, a hot drink and plenty of fresh water to drink, but if they were 'parched' staff would fetched them cups of tea and sometimes a biscuit or cake. Most patients we spoke with liked the food - it was nice and hot, although some patients commented they did not get their choice, however 1 patient commented that they had a choice of food to eat, always received what they ordered, and the portion size was good.

Patients and family said:

"Kind caring staff"

"Everything is great, everyone is helpful"

"The ward is calm and relaxing, it's a different feeling on this ward which makes me a calm patient"

"Peaceful at night"

"It's quiet at night so I'm able to sleep"

"Press the buzzer and then they come"

"Calm smiling happy faced staff"



The experiences of patients living with dementia, and how the staff and ward environment support them

A 'blue butterfly' emblem denoting dementia is displayed at each bay entrance and we observed staff wearing a 'blue butterfly' logo on their uniform. Signage throughout the ward is dementia friendly and there are clear large print labels and a picture denoting toilet, shower etc; these supported patients living with dementia to find their way around the ward to important facilities. We noticed dementia friendly clocks in every bay there - large the blue toilet seats (recognised as a colour supporting use by people with dementia). To improve the care provided, we were told that staff had requested a "patient transfer weighing scale" for use with patients who could not sit or stand to be weighed.



To help some patients with dementia see the food on their plate at mealtimes, blue and yellow crockery is used, and 'red trays' help staff to recognise those patients who had difficulty and need help in eating. Snack boxes are available for those dementia-patients who preferred eating small amounts of food throughout the day.

Staff had raised funds to purchase radios for the bays having established this has a calming effect on some of the patients with dementia. We were told one patient loved watching TV for the whole day - this kept them calm, but a family member commented that this is a very expensive service in the hospital. We were told that puzzles, twiddle-muffs, doll/teddy therapy were also useful aids for some dementia patients; to some patients the doll was their baby and talking to the doll seemed to keep the patient calm and relaxed.

A family member told us:

"the TV should be free to patients (*with dementia*) if it's found to keep the patient calm."

The assessment processes, and preparations for discharge

Patients coming onto the ward were asked about their current medication and



then a member of Pharmacy team would come to speak to the patient to confirm their medication. Sometimes the Ward/Pharmacy would liaise with the patient's GP for confirmation. Any new medication prescribed is added to the Discharge Summary letter and given to the patient on at the time of discharge.

Patients told us that during their stay, staff kept them informed about their status and improving health and suggested hopefully this may lead to them being discharged later that week.

Views of the patients about their experiences in hospital and their understanding of the discharge arrangements

Several patients told us they felt that staff ensured they were fit for discharge and had the necessary equipment and medication before being discharged. Patients said they came in really unwell but said they are being discharged feeling well.



One patient explained they were told that morning that they were being discharged and a nurse then came to describe the process. The nurse explained that the doctors needed to write out a Discharge Letter first, and then the Pharmacy would prepare medication for them to take home. The patient was told it could take a while to sort out so they were advised not to arrange to be collected until everything was in-hand for them to be ready to leave. This meant the family would not be waiting around for the patient to be discharged and this made sense to the patient.

Observations

During the visit the authorised representatives observed interactions between staff and patients and looked at the physical ward environment.

The environment of the ward

Lighting is good, with natural light coming through the windows, and we noticed a couple of windows had been opened a little to give patients fresh air if they requested it. Patients' bed space was clear of litter and the bay is clean and smelled fresh. The ward was free from obstacles ensuring the patients are safe to move around the ward. Patient walking-aids are placed within reach of the patient enabling them to be independent.

Staff interactions with the patients

The ward felt relaxed and calm, staff had a smile on their faces, and they were welcoming and approachable to patients, visitors and each other. Staff talked to the patients clearly and had soft voices, and we heard some patients having a laugh with staff. Staff seemed well organised, no one flapping or rushing around as we had experienced on the other wards.



We observed when staff were focusing on a patient's personal care, they pulled the curtains around the patient's bed. Staff spoke in soft tones to avoid being overheard in the bay. We observed staff working together to assist a patient to get

in a comfortable position in bed. We noticed that staff took time talking to patients to ensure they understood the treatment they were going to have.

When staff spoke to patients, they got down to the patient's level to ensure the patient could hear what was been spoken about without having to shout it for everyone to hear.

Additional Findings

Patients we spoke with who were having visits from family members over a period of several days and the relatives present, had not been informed about or offered the Concessionary Parking benefits available.

Summary of Findings

- Patients felt they received a good standard of care from all the staff on the ward, staff were kind and respected their dignity.
- All staff had a welcoming smile on their faces which patients appreciated.
- Staff had worked hard over 3 years to achieve the 'Gold Exemplar Ward Standard'. This had brought the team together and gave them a sense of belonging to a family, they worked well together and explored new ways of working.
- Patient dementia care had been enhanced by working with the dementia lead nurse and their team, which had enhanced the patient experience of living well in a hospital environment.
- Staff kept patients informed about their care and the discharge process.

Recommendations

- Investigate how patients with dementia may be helped to fund their TV provision needs.
- Ensure patients and/or their relatives are informed about Concessionary Parking scheme and are offered this when appropriate.
- Explore how to demonstrate achievements and share their experiences with other wards on the journey to achieve the Gold Exemplar Ward Standard.



Service Provider Response

Healthwatch Telford & Wrekin received the following response to this Enter & View visit and report from the Manager of Ward 4 (Trauma & Orthopaedics) in March 2019. The manager provided information in response to our recommendations:

Thank you for the feedback which you have provided following your visit to Ward 4 at the Princess Royal Hospital, to review the experiences of patients being nursed within the area. We value any feedback, particularly from our external partners.

As a team we are always striving for excellence in delivering care to our patients and your comments and recommendations are greatly received.

In response to the recommendations which have been made:

Support dementia patients with access to free television - The Matron will explore this with the providers of the service and identify if concessions can be arranged. The Dementia Team have resources available for patients, which are allocated upon a priority of need. At the Princess Royal Hospital there is a 'digital reminiscence imaging therapy and activities' television and two tablets available which hold a range of programmes and films and can be taken to clinical areas to support patients.

Ensure patients and relatives are made aware of the concessionary parking - This will be raised at the next team meeting and daily team huddles to raise awareness amongst the staff. A carer's pack is provided for the family of each patient with dementia; within the pack there is information on the car park concessionary rates and a form for the family member.

Explore how to demonstrate achievements - This has been shared within the Centre during a Ward Manager meeting at the Care Group Matron's meeting, and also at Governance. Ward 4 will be making a short film around their exemplar journey to share at a Trust senior nurse meeting, and will explore how this can be shared with the wider Trust



Acknowledgements

Healthwatch Telford & Wrekin would like to thank the patients and staff of PRH Ward 4 (Trauma & Orthopaedics) for their contribution to the visit and our Enter & View programme.

Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other health and social care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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