

**Details of visit****Service address:**

Maternity Day-Assessment Unit, Princess
Royal Hospital, Grainger Drive, Apley
Castle, Telford, Shropshire
TF1 6TF

Service Provider:

Shrewsbury and Telford Hospital NHS Trust
(www.sath.nhs.uk)

Date and Time:

Wednesday 13th April 2016 @ 2.30pm

Contact details:

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

Publication Date:

Acknowledgements

Healthwatch Telford and Wrekin would like to thank the Shrewsbury and Telford Hospital NHS Trust PRH Maternity Day Assessment Unit, service users, relatives/visitors and carers, and staff for their contribution to the Enter and View Programme. Permission has been obtained to include those pictures that include staff members.



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 from people who use the services 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 as service users of The Shrewsbury and Telford Hospital NHS Trust - Princess Royal Hospital Maternity Day-Assessment Unit to hear about their experiences of care, and understand how their dignity is being respected in the Hospital environment.
- Observe the Patients and relatives/visitors engaging with the staff and their surroundings.
- Identify examples of good care practice.

Strategic drivers

- The visit is part of a Healthwatch Telford and Wrekin programme of work on Dignity and Respect in health and care settings.
- The visit is also in response to evaluations of feedback received by Healthwatch Telford and Wrekin from community engagements, and service provider / local council / CQC liaisons and requests.
- Hospital Wards and Departments and Care & Nursing Homes are a strategic focus of regional / national programmes of the CQC, PHE / NHS, local Councils, and the local Healthwatch organisations.



Methodology

This was an announced Enter and View visit.

One authorised representative was assigned to the visit. The representative met with a member of management before speaking to anyone in the Day Assessment Unit and took their advice on whether any patients should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

The representative explained to everyone they spoke to why they were there. The representative spoke with 3 patients, and 1 partner present with a patient at the time, to ask them about their views and experiences of the Maternity Day Assessment Unit services. The representative also captured responses to a short survey which was developed before the visit.

The representative spoke to 4 staff, management and other professionals present, to hear about their contributions to the service provided - quality of care, safety, patient dignity and respect, and acknowledging patient and families' wishes. During the visit the representative would also observe the delivery of the service. Observations were gathered while walking around the Unit to gain an understanding of how the Unit actually worked and how the patients engaged with staff members and the hospital facilities. A guidance-list of dignity and respect topics was also prepared to support the observational activities.

Summary of findings

At the time of our visit to the Maternity Day Assessment Unit, the representative observed a good standard of care was being given to the patients.

- Dignity and respect was observed to be given to all the patients in the unit.
- Patients told us that they felt that the support, and information given to them during their pregnancy had been fantastic.
- They felt that they could ask the Unit's Midwives and staff about anything of concern; staff addressing the query put them at ease.
- Staff spoke softly when discussing patients notes so that other patients could not overhear, respecting their confidentiality and privacy.
- Staff told us they were a small team and that they worked well together and supported each other.
- We observed a student midwife attached to the team, that guidance was given when requested and opportunities provided for her to assess the patients and feedback her findings to the Midwife.



Results of Visit

Maternity Day Assessment Unit



Patients attended the Unit from 9.00 am until 5.00 pm on a 7 days-a-week basis. The Unit attended to patients who were pregnant and required regular monitoring throughout their pregnancy. Sometimes, because of dedication to their patients, staff worked longer hours so that each patient was given the care and monitoring they required. Patients were given appointments to the unit, and as we arrived early we were able to speak to several patients in the clinic. The patient gave us a 'glowing recommendation' for the maternity

service in Telford and Wrekin. Patients felt they were given all the information they needed, and they found the staff 'approachable, kind, and reassuring'. The patient gave us a 'glowing recommendation' for the maternity service in Telford



and Wrekin. Patients felt they were given all the information they needed, and they found the staff 'approachable, kind, and reassuring'. Some of the patients came through into the unit afterwards for their appointment.

At the time of our visit there was 1 Midwife, 1 Student Midwife (2nd year), 1 Health Care Assistant, and a Ward Clerk (who worked 4 days a week). Staff told us that they were occasionally supported in triage from the Women's and Children's Unit staff. The Unit fully engaged with primary care for 'continuity of care' for the patient. Staff told us they had a busy work load but we observed staff were giving the patients individual attention. Staff were observed speaking to patients in a friendly tone of voice, and fully focused on the patient. Staff seemed to have a good rapport with all the patients during the time we were there.

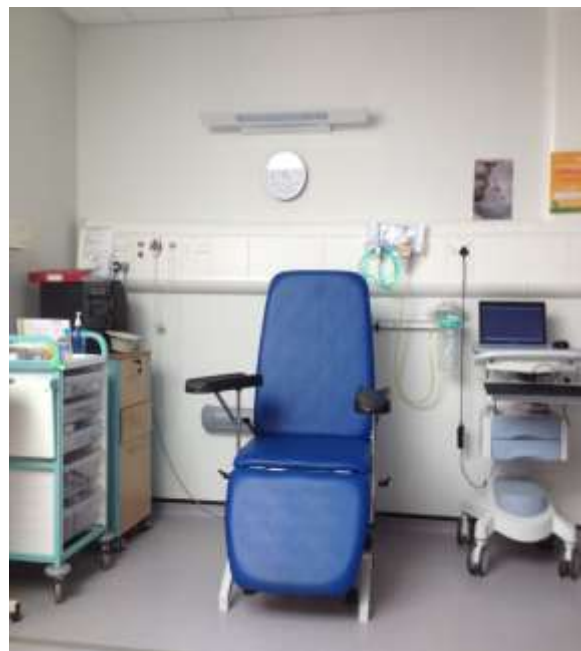
We were told that patient notes were manually entered at each appointment, and we observed the patients' notes and hospital notes with monitoring printouts attached were completed before each patient left the Unit. For those patients where English was not their first language, interpreters were present for each appointment.

Patients Told Us

The first patient we spoke to said although she didn't have a named midwife, she felt confident with the care she had received and felt comfortable asking for information or asking questions if the need arose. Her birth was going to be at the Women's and Children's Unit and she hadn't been into the Unit during her pregnancy. She said the support she had received from the staff throughout her pregnancy had been fantastic, and she couldn't fault the care she had been given. The patient had been attending the Unit several times a week which gave her confidence with the staff, and the unit had a friendly calming atmosphere. She felt that her dignity had been respected in her care throughout her pregnancy.

Another patient told us that she had a named midwife, and felt that all the relevant information they had received was useful. If she had any further questions she felt comfortable asking to the Midwife. The patient commented she found the staff 'wonderful, attentive and very supportive'. She told us that to respect her dignity, curtains around the bed were drawn, or the door was closed. The patient commented that she felt that it was a very friendly and a nice place to be, and she too had had every confidence in the staff throughout her pregnancy.

The final patient told us that she also had a named midwife and she too had received all the relevant information throughout her pregnancy. She told us that



she felt the staff had supported her well so far, and that she too felt that the Unit had a friendly atmosphere. She said the staff reassured her, which gave her full confidence in the care she was receiving, and she thought the staff were really nice.

All patients we talked to spoke highly of the staff, they all felt that they had confidence in the staff, and they felt supported and able to ask questions.

Service Provider response

Thankyou very much for providing this report. I can see that it is very positive, and that on the day your representative was very happy with the service we are providing. It is extremely useful to receive feedback from our patients, and from an outside source to assure us that we are performing as we should.

I have shared this report with the staff working in the Day Assessment Unit with my thanks for their hard work.

Julia Brookes
Ward Manager
Maternity Outpatients
Princess Royal Hospital, Telford.