

## Appendix D - Enter and View Report

### Royal Derby Hospital

#### Visit details

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Service address:	Royal Derby Hospital, Uttoxeter Road, Derby, DE22 3NE
CEO:	Sue James
Service Provider:	Derby Hospitals NHS Foundation Trust
Date and Time:	Monday 11 August 2014
Authorised Representatives:	Rebecca Johnson and Farhat Yasin
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

#### Acknowledgements

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Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

#### What is Healthwatch

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Healthwatch Derby is an independent consumer champion created to gather and represent the views of the public. Healthwatch Derby plays a role at both a national and local level, making sure the views of the public and people who use services are taken into account.

#### What is Enter and View

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Part of the Healthwatch Derby programme is to carry out Enter and View visits. Healthwatch Derby authorised representatives carry out visits to health and social care services to see how services are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allow representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including 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 they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

**Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.**

## Purpose of the visit

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This visit was part of Derby Hospitals NHS Foundation Trust monthly PLACE Inspection (Patient Led Assessment of the Care Environment), and was therefore an unannounced visit.

## Methodology

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Derby Hospitals NHS Foundation Trust carry out monthly PLACE Inspections at each of their sites where they produce an internal action plan. Healthwatch Derby contacted the lead, Debbie Wild, Contracts Monitoring Officer, to arrange for the Enter and View representatives to take part.

## Introduction/summary

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The Royal Derby Hospital is the second largest hospital in the East Midlands and is located near to the city centre. It provides general medical, surgical, maternity, rehabilitation care and accident and emergency services. During the tour, representatives visited the main entrance, the Neonatal Intensive Care Unit, Children's Accident and Emergency Department and Puffin Ward making observations and were invited to sample the Children's Hospital lunch menu.

## Observations

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### Main entrance

#### Observations

- The disabled toilet has got a new clear sign which can be seen sideways from a distance. There is also a sign on the door asking people to use another toilet if they don't need to use the disabled toilet.
- The hospital buggy was parked in front of the main board giving directions to wards and departments (resolved on visit).
- All the toilets were clean and tidy although there was some staining on the floor that needed scrubbing.
- Two toilets seats need replacing due to missing seat pads.
- The emergency cord in the disabled toilet was tied up and inaccessible (resolved on visit).
- There was an unpleasant odour in both the ladies and gentlemen's toilets.

## **Maternity and Gynaecology Department corridor**

### **Observations**

- One chair was ripped and needs mending.
- There was a help point phone (for calling the hospital buggy, a taxi, PALS and so on) and vending machines available in the corridor.
- There was some debris in Courtyard 25.
- The door to Courtyard 30 had cobwebs and thick dust on it.
- All of the toilets were clean and tidy but the floors were a bit stained in places.
- There was a build up on the urinals.
- Some of the wall protectors in the gentlemen's toilets needs replacing.
- The sanitary bin in the disabled toilet was too far away from the toilet.
- There was a wet floor sign in the ladies toilet but the floor had dried.
- The cleaning schedule display for the toilets was not working.

## **Neonatal Intensive Care Unit**

### **Observations**

- The waiting area with comfortable chairs smelt pleasant.
- Clusters of subtle coloured lights, repeated through the department, help to create a relaxing atmosphere.
- Three comfortable, homely-feeling parents' rooms with en-suite facilities and medical equipment are available where parents can have privacy with their baby before going home.
- There are also designated breast pump, quiet, blood test and bereavement rooms.
- There is open visiting for parents and also for grandparents with parents' permission.
- The feeding and growing room is for slightly stronger babies and their elder siblings are included in this room with the provision of games, books, toys and DVDs.
- There were some non-laminated notices but new Velcro pockets are on order.
- The intensive care room cares for up to eight babies and was full to capacity; however, it had a calm and quiet atmosphere.
- There is a very low staff turnover in the department.

## **Corridors between Maternity and Gynaecology and Entrance 9**

### **Observations**

- External signs clearly show directions to Accident and Emergency for both children and adults.
- There were two ceiling tiles missing.
- There was a broken leaflet stand on the wall which needs replacing next to one that needs straightening.
- Internal signs to Accident and Emergency need to clearly show that they are for children as well as adults, otherwise people may follow the signs to the Children's Hospital.
- The corridor to Entrance 9 was dark.
- At Entrance 9 there is a sign for the Big Yellow Bus which needs removing as the service no longer runs.

## **Children's Accident and Emergency Department**

### **Observations**

- The reception area was welcoming, clean and tidy and child friendly with a seaside theme running through the department – this includes general decorations, bunting, pictures of the staff depicted as relevant animals, paintings of portholes with images behind, mobiles, curtains and mattress covers.
- In reception there are nice, colourful stained glass windows following the seaside theme and designed by children.
- The play/waiting room had a range of different flavoured cordials for children to choose from.
- The toilets were all clean.
- The waiting room near emergency x-ray had a range of excellent pictures and explanations of various procedures including x-rays and arm and leg plasters.
- There are too many notices displayed and more notice boards are needed.
- Corporate signs are needed for out of hours access to the department, rather than the current unbranded paper signs.
- One light was not working in the entrance lobby.
- There was a chair with a split in it in the Triage Room.
- The outside play area had a scruffy appearance and needed cleaning.
- Examination Room 3 had a build-up of limescale on the taps.

## Puffin Ward

### Observations

- The ward was bright, colourful, welcoming and clean.
- The cleaning schedule for the ward was clearly displayed.
- The ward's play area had a good selection of board games, books and toys.
- The reception area was clean, neat and tidy with brightly coloured panes in the windows.
- A display shows which staff are on duty and there is a tidy leaflet rack with further information.
- The outdoor play area was bright and colourful and clean and tidy.
- The play area is very child friendly; poles are padded for safety reasons.
- Each bed has its own television.
- The parents' room has a separate kitchen and displays a range of information including where to find League of Friends and Costa.
- The room dedicated to teenagers has a TV, computer, stereo and piano as well as age-relevant information displayed on a notice board.
- The staff were all very friendly and were compliant with the bare below the elbow uniform policy.
- A few of the paving slabs in the outdoor play area were slightly loose.
- An indoor bin was being used outside and had consequently gone rusty.
- Each bed has a large bed settee for use by parents. A lot of these were damaged on the corners.

### Concerns Addressed During Visit

- The hospital buggy was parked in front of the main board giving directions to wards and departments
- The emergency cord in the disabled toilet in the main entrance was tied up and inaccessible.

### Food Tasting – The Enter and View Team tasted the full lunch menu

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|--|---|
| <ul style="list-style-type: none"><li>• Chicken casserole</li><li>• Tuna and pasta</li><li>• Vegetable casserole</li><li>• Mashed potato</li><li>• Broccoli</li><li>• Mixed vegetables</li></ul> | <ul style="list-style-type: none"><li>• Apple pie and custard</li></ul> |
|--|---|

## Food Tasting

### Observations

- The Enter and View representatives felt that all of the main dishes were tasty with a good texture.
- The potatoes and vegetables were not tasty and did not have a good texture.
- The custard was runny.
- All dishes, where relevant, were very hot.

## Interview/Survey findings

During the visit, Healthwatch Derby left patient, visitor and staff surveys for service users, their friends and family, and those who provide care to complete anonymously. A total of four surveys were returned within a two week timeframe.

### Patient Surveys

- There were no surveys received from patients on this visit because most of the areas covered deal with care of children, therefore their parents completed a visitor survey instead.

### Visitor Surveys

- 4 out of 4 responses said that they are made to feel welcome when they visited the hospital.
- 2 out of 4 responses said that they feel that the visiting times are flexible.
- 3 out of 4 responses said that they are supported by the staff in regards to visiting.
- 3 out of 4 responses feel that the staff are friendly and helpful.
- 3 out of 4 responses are happy with the service of physical and medical care provided.
- 4 out of 4 responses are happy with the service of emotional care.
- 3 out of 4 responses are happy with other aspects of the service, such as food.
- 3 out of 4 responses feel that the patient's care is followed successfully.
- 3 out of 4 responses feel fully informed and kept up to date with the health and care of the patient.
- 4 out of 4 responses feel that the patients are treated with dignity and respect.

### Staff Surveys

- There were no surveys received from staff on this visit.

## Conclusion

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During the visit it was apparent that trends were emerging, namely issues around:

- Toilets in some public areas need some maintenance work and more in depth cleaning.
- Some of the courtyards and outside play areas need attention.

## Evidence of best practice

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Evidence of best practice include:

- Monthly PLACE Inspections are conducted at this hospital site by the Trust in addition to the annual PLACE Inspection, involving patient representatives to produce an internal action plan.
- The disabled toilet near the main entrance has got a new clear sign which can be seen sideways from a distance. There is also a sign on the door asking people to use another toilet if they don't need to use the disabled toilet.
- Three comfortable, homely-feeling parents' rooms with en-suite facilities and medical equipment are available where parents can have privacy with their baby before going home.
- The waiting room near children's emergency x-ray had a range of excellent pictures and explanations of various procedures including x-rays and arm and leg plasters.

## Recommendations

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Recommendations include:

- Fixtures and fittings need to be maintained in line with policies and procedures.
- Weatherproof fixtures and fittings should be used in outside areas.
- All equipment in the hospital should be free from dirt in an effort to improve infection control.
- Internal signs to Accident and Emergency need to clearly show that they are for children as well as adults, otherwise people may follow the signs to the Children's Hospital.
- More notice boards are needed in Children's Accident and Emergency.

**Derby Hospitals NHS Foundation Trust**

**Enter and View Report – RDH Monday 11<sup>th</sup> August 2014**

## Observations

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**Main entrance**

**Trust Response**

**Sustainability Check**

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<p><b>Observations</b></p> <ul style="list-style-type: none"> <li>• The disabled toilet has got a new clear sign which can be seen sideways from a distance. There is also a sign on the door asking people to use another toilet if they don't need to use the disabled toilet.</li> <li>• The hospital buggy was parked in front of the main board giving directions to wards and departments (resolved on visit).</li> <li>• All the toilets were clean and tidy although there was some staining on the floor that needed scrubbing.</li> <li>• Two toilets seats need replacing due to missing seat pads.</li> <li>• The emergency cord in the disabled toilet was tied up and inaccessible (resolved on visit).</li> <li>• There was an unpleasant odour in both the ladies and gentlemen's toilets.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>All toilets wet scrubbed at the weekend – 16.8.14</b></li> <li>• <b>Ventilation was in working order – 16.8.14</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Toilets checked all in order – 26.2.14</b></li> <li>• <b>Ventilation in working order no unpleasant odour – 26.2.15</b></li> </ul>
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#### Maternity and Gynaecology Department corridor

<p><b>Observations</b></p> <ul style="list-style-type: none"> <li>• One chair was ripped and needs mending.</li> <li>• There was a help point phone (for calling the hospital buggy, a taxi, PALS and so on) and vending machines available in the corridor.</li> <li>• There was some debris in Courtyard 25.</li> <li>• The door to Courtyard 30 had cobwebs and thick dust on it.</li> <li>• All of the toilets were clean and tidy but the floors were a bit stained in places.</li> <li>• There was a build up on the urinals.</li> <li>• Some of the wall protectors in the gentlemen's toilets needs replacing.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Chair reported to estates for repair – 12.8.14</b></li> <li>• <b>Estates notified regarding the debris in the courtyard – 12.8.14</b></li> <li>• <b>Cobwebs removed at the next scheduled clean – 12.8.14</b></li> <li>• <b>Toilet floors to be wet scrubbed &amp; urinals deep</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Chairs repaired and in order– 26.2.14</b></li> <li>• <b>Courtyard checked and found to be clean &amp; tidy – 26.2.15</b></li> <li>• <b>Courtyard 30 door was checked – all in order 26.2.15</b></li> <li>• <b>Toilet floors and urinals checked – all in order</b></li> </ul>
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<ul style="list-style-type: none"> <li>• The sanitary bin in the disabled toilet was too far away from the toilet.</li> <li>• There was a wet floor sign in the ladies toilet but the floor had dried.</li> <li>• The cleaning schedule display for the toilets was not working.</li> </ul>	<p><b>cleaned at the weekend – 16.8.14</b></p> <ul style="list-style-type: none"> <li>• <b>Bin repositioned at the time of the inspection. – 11.8.14.</b></li> <li>• <b>Cleaning Monitor reported to Facilities Management for replacement battery. – 12.8.14</b></li> </ul>	<p><b>26.2.15</b></p> <ul style="list-style-type: none"> <li>• <b>Toilet checked - Bin in correct position -26.2.15</b></li> <li>• <b>Toilet cleaning monitor in working order – 26.2.15</b></li> </ul>
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### Neonatal Intensive Care Unit

<p><b>Observations</b></p> <ul style="list-style-type: none"> <li>• The waiting area with comfortable chairs smelt pleasant.</li> <li>• Clusters of subtle coloured lights, repeated through the department, help to create a relaxing atmosphere.</li> <li>• Three comfortable, homely-feeling parents' rooms with en-suite facilities and medical equipment are available where parents can have privacy with their baby before going home.</li> <li>• There are also designated breast pump, quiet, blood test and bereavement rooms.</li> <li>• There is open visiting for parents and also for grandparents with parents' permission.</li> <li>• The feeding and growing room is for slightly stronger babies and their elder siblings are included in this room with the provision of games, books, toys and DVDs.</li> <li>• There were some non-laminated notices but new Velcro pockets are on order.</li> <li>• The intensive care room cares for up to eight babies and was full to capacity; however, it had a calm and quiet atmosphere.</li> <li>• There is a very low staff turnover in the department.</li> </ul>		
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### Corridors between Maternity and Gynaecology and Entrance 9

<p><b>Observations</b></p> <ul style="list-style-type: none"> <li>• External signs clearly show directions to Accident and Emergency for both children and adults.</li> <li>• There were two ceiling tiles missing.</li> <li>• There was a broken leaflet stand on the wall which needs replacing next to one that needs straightening.</li> <li>• Internal signs to Accident and Emergency need to clearly show that they are for children as well as adults, otherwise people may follow the signs to the Children's Hospital.</li> <li>• The corridor to Entrance 9 was dark.</li> <li>• At Entrance 9 there is a sign for the Big Yellow Bus which needs removing as the service no longer runs.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ceiling tiles reported to estates for replacement – 12.8.14</b></li> <li>• <b>Leaflet Stand reported to estates to remove – 12.8.14</b></li> <li>• <b>Lights were in working order but not all turned on – 11.8.14</b></li> <li>• <b>Yellow bus sign reported to sign design for removal – 12.8.14</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ceiling tiles replaced -26.2.15</b></li> <li>• <b>Leaflet stand removed and signage board straight. – 26.2.15</b></li> <li>• <b>Corridor lights all on and in working order – 26.2.15</b></li> <li>• <b>Yellow bus sign removed – 26.2.15</b></li> </ul>
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#### Children's Accident and Emergency Department

<p><b>Observations</b></p> <ul style="list-style-type: none"> <li>• The reception area was welcoming, clean and tidy and child friendly with a seaside theme running through the department – this includes general decorations, bunting, pictures of the staff depicted as relevant animals, paintings of portholes with images behind, mobiles, curtains and mattress covers.</li> <li>• In reception there are nice, colourful stained glass windows following the seaside theme and designed by children.</li> <li>• The play/waiting room had a range of different flavoured cordials for children to choose from.</li> <li>• The toilets were all clean.</li> <li>• The waiting room near emergency x-ray had a range of excellent pictures</li> </ul>		
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<p>and explanations of various procedures including x-rays and arm and leg plasters.</p> <ul style="list-style-type: none"> <li>• There are too many notices displayed and more notice boards are needed.</li> <li>• Corporate signs are needed for out of hours access to the department, rather than the current unbranded paper signs.</li> <li>• One light was not working in the entrance lobby.</li> <li>• There was a chair with a split in it in the Triage Room.</li> <li>• The outside play area had a scruffy appearance and needed cleaning.</li> <li>• Examination Room 3 had a build-up of limescale on the taps.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Matron aware of notices and has reviewed and removed – 7.9.14</b></li> <li>• <b>Out of hours access sign replaced with the Corporate branding – 7.9.14</b></li> <li>• <b>Light reported to estates for replacement – 12.8.14</b></li> <li>• <b>Chair removed – 7.9.14</b></li> <li>• <b>Outside area cleanliness standards reported to estates for rectification 12.8.14</b></li> <li>• <b>Examination room 3 and the remaining examination rooms reported to Healthcare cleaning for taps to be decaled – 12.8.14</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Notices have been removed – 26.2.15</b></li> <li>• <b>Sign for access is now branded with the hospital logo – 26.2.15</b></li> <li>• <b>Light replaced – 26.2.15</b></li> <li>• <b>Triage room chair has been replaced – 26.2.15</b></li> <li>• <b>All taps have been de scaled – 26.2.15</b></li> </ul>
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#### **Puffin Ward**

<p><b>Observations</b></p> <ul style="list-style-type: none"> <li>• The ward was bright, colourful, welcoming and clean.</li> <li>• The cleaning schedule for the ward</li> </ul>		
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<p>was clearly displayed.</p> <ul style="list-style-type: none"> <li>• The ward's play area had a good selection of board games, books and toys.</li> <li>• The reception area was clean, neat and tidy with brightly coloured panes in the windows.</li> <li>• A display shows which staff are on duty and there is a tidy leaflet rack with further information.</li> <li>• The outdoor play area was bright and colourful and clean and tidy.</li> <li>• The play area is very child friendly; poles are padded for safety reasons.</li> <li>• Each bed has its own television.</li> <li>• The parents' room has a separate kitchen and displays a range of information including where to find League of Friends and Costa.</li> <li>• The room dedicated to teenagers has a TV, computer, stereo and piano as well as age-relevant information displayed on a notice board.</li> <li>• The staff were all very friendly and were compliant with the bare below the elbow uniform policy.</li> <li>• A few of the paving slabs in the outdoor play area were slightly loose.</li> <li>• An indoor bin was being used outside and had consequently gone rusty.</li> <li>• Each bed has a large bed settee for use by parents. A lot of these were damaged on the corners.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Paving slabs reported to estates for repair – 12.8.14</li> <li>• Bin removed– 7.9.14</li> <li>• Damaged chairs reported to the Matron Ward Sister – 12.8.14</li> </ul>	<ul style="list-style-type: none"> <li>• Paving slabs checked and found all in order – 26.2.15</li> <li>• Rusty bin has been removed – 26.2.15</li> <li>• All damaged chairs have been repaired – 26.2.15</li> </ul>

#### Concerns Addressed During Visit

<ul style="list-style-type: none"> <li>• The hospital buggy was parked in front of the main board giving directions to</li> </ul>		
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wards and departments <ul style="list-style-type: none"> <li>The emergency cord in the disabled toilet in the main entrance was tied up and inaccessible.</li> </ul>		
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**Food Tasting** – The Enter and View Team  
tasted the full lunch menu

<ul style="list-style-type: none"> <li>Chicken casserole</li> <li>Tuna and pasta</li> <li>Vegetable casserole</li> <li>Mashed potato</li> <li>Broccoli</li> <li>Mixed vegetables</li> </ul>	<ul style="list-style-type: none"> <li>Apple pie and custard</li> </ul>		
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**Food Tasting**

<b>Observations</b> <ul style="list-style-type: none"> <li>The Enter and View representatives felt that all of the main dishes were tasty with a good texture.</li> <li>The potatoes and vegetables were not tasty and did not have a good texture.</li> <li>The custard was runny.</li> <li>All dishes, where relevant, were very hot.</li> </ul>		
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