



## Healthwatch Update: Enter & View Report – Beeches Maternity Unit

### SUMMARY

- 1.1 The Beeches Enter & View report is part of Healthwatch Derby's consultation into pregnancy, maternity, and children's services 0 to 11 years.
- 1.2 Enter & Views are part of Healthwatch Derby's statutory powers to conduct an 'enter' and 'view' assessment or a snapshot assessment of any publicly funded health or social care service within Derby City. Although as a local Healthwatch, statutory powers permit unannounced visits, Healthwatch Derby has always adopted a collaborative and shared learning approach working with providers and commissioners. This Enter & View was arranged with full notification and cooperation with the service provider Derbyshire Healthcare Foundation NHS Trust.
- 1.3 A good level of feedback was received by Healthwatch Derby, and features in the report includes analysis of:
  - Direct service observations by Healthwatch Derby authorised representatives;
  - Observations from surveys as part of the Enter & View. During the visit, Healthwatch Derby spoke to patients and left patient, visitor and staff surveys for service users, their friends and family, and those who provide care to complete anonymously. A total of eight surveys were returned within a two week timeframe.
- 1.4 A range of both positive and negative feedback was received. Detailed analysis of direct observations can be found in pages 2 to 7. Detailed analysis of survey responses can be found in pages 7 to 9.
- 1.5 The report lists four key findings:
  - A member of staff was carrying a baby in one arm and a jug with a bottle of milk in warm water in the other.
  - Most of the surveyed staff members felt that there are not enough nurses on shift at this hospital to meet the needs of the patients.
  - All of the surveyed staff members felt that they do not have enough time to fulfil their duties on shift.
  - The majority of the surveyed staff members did not feel that their work is valued at this hospital.

- 1.6 In addition to the above, the report also lists areas of best practice observed in the Enter & View:
- On Fridays the patients have a takeaway for dinner and watch DVDs, this adds to the feeling that The Beeches is a home from home.
  - The unit encourages dads to engage as much as possible and they are included as part of the care plan.
  - All of the surveyed patients felt that they were involved in planning their own care.
  - The lounge is a safe space for patients and their babies as men are not allowed in this room and it is not used for visiting. This enables the patients to relax together and breastfeed in private.
- 1.7 The report makes a number of recommendations in response to the key findings:
- A health and safety refresh or risk assessment should be carried out in the area of carrying babies and liquids.
  - Staff concerns need to be addressed.
  - The outside of the building would look more welcoming if the planters immediately outside the entrance had flowers in them.
  - More leaflets or artwork in the entrance/waiting area would make it feel less empty and more welcoming.
  - A lower mirror in the disabled toilet would make it more accessible for wheelchair users.
- 1.8 A comprehensive response from Derbyshire Healthcare Foundation NHS Trust was received and has been included in the reports, pages 10 to 12

#### **RECOMMENDATION**

- 2.1 To receive and note the Beeches Enter & View report, its findings and recommendations.

#### **REASONS FOR RECOMMENDATION**

- 3.1 To provide information to support the Board in understanding local experiences of health and social care within the city.

#### **SUPPORTING INFORMATION**

- 4.1 The full Beeches Enter & View Report is attached to provide further information and detail.

**This report has been approved by the following officers:**

<b>Legal officer</b> <b>Financial officer</b> <b>Human Resources officer</b> <b>Estates/Property officer</b> <b>Service Director(s)</b> <b>Other(s)</b>	
<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Healthwatch Derby 01332 643990 Beeches Enter & View Report attached Appendix 1 - Implications

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

1.1 N/A

**Legal**

2.1 N/A

**Personnel**

3.1 N/A

**IT**

4.1 N/A

**Equalities Impact**

5.1 N/A

**Health and Safety**

6.1 N/A

**Environmental Sustainability**

7.1 N/A

**Property and Asset Management**

8.1 N/A

**Risk Management**

9.1 N/A

**Corporate objectives and priorities for change**

10.1 N/A