

## Enter and View Report

### Visit details

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Service address:	The Beeches, Radbourne Unit, Royal Derby Hospital site, Uttoxeter Road, Derby DE22 3WQ
CEO:	Steve Trenchard
Service provider:	Derbyshire Healthcare NHS Foundation Trust
Date and time:	Thursday 30 July 2015, 10.00 am
Authorised Representatives:	Rebecca Johnson, Sandra Dawkins and Sue Cowlshaw
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 allows 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 Healthwatch Derby's Little Voices consultation and was therefore an announced visit.

### **Methodology**

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During the visit, a tour of the facilities was carried out. Patient, staff and visitor surveys were left with freepost envelopes to be completed and returned within a two week timeframe.

### **Introduction/summary**

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Derbyshire Healthcare NHS Foundation Trust is the largest provider of mental health services across Derbyshire. The Beeches is a self-contained specialised inpatient unit which has room for six patients with their babies. Women can be admitted from 32 weeks pregnant or with their babies, usually up to the age of nine months. During the visit, representatives toured the building making observations and spoke to patients.

### **Observations**

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#### **Outside**

- The Beeches is clearly signed and has its own entrance.
- There is a small garden area immediately outside the entrance with planters. However, the planters were lacking flowers.
- There is a secure door entry system – with an intercom and CCTV camera in the office – for the security of both the patients and their babies.
- The building is built around a private courtyard which is a nice open, safe space for mums and babies to enjoy the sun. It has benches, table and chairs with parasols, toys and slides and it is also used for drying laundry.
- The windows looking into the courtyard are decorated.

#### **General**

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- The Beeches generally has a very homely feel to it.
- All fixtures and fittings were well-maintained.
- Everywhere was very clean.
- Patients are under different levels of observation and some might be sectioned under the Mental Health Act.
- The Beeches uses an Occupational Therapist from the Trust's Community Team but is currently recruiting a dedicated part time one.
- The Occupational Therapist provides relaxation and mums' groups.
- Staff at The Beeches did not wear uniform previously but now do and patients prefer this as it is easier for them to identify who is who.
- Arts therapy sessions are run by QUAD. The service users really enjoy this and it helps the staff when the patients are occupied in this way.
- Where appropriate, patients are encouraged to go for walks with staff members to places such as the coffee shop at the Royal Derby Hospital or Sainsbury's at Kingsway.
- A Liaison Health Visitor visits once a week.
- Home leave starts as overnight or a weekend and builds up to a week before discharge to see if the patient is ready to go home and has the necessary support.
- Patients can use their own buggy or one belonging to The Beeches.
- Each patient has a named nurse and each baby has a named nursery nurse.
- Patients can go to church if they wish to, depending on observation levels, but chaplains also visit.
- Each patient has a care plan and works with a nursery nurse to write a separate one for their baby regarding feeding, parenting and so on.
- On Fridays the patients have a takeaway for dinner and watch DVDs.
- Patients, their babies and staff members were seen to be happy and interacting well.
- 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.

### **Entrance**

- The entrance/waiting area is empty apart from a few chairs and a huge, toy penguin which was donated to The Beeches.

### **Corridor**

- On entering the corridor, there is a payphone for patients to use.
- A Care Quality Network Accreditation Certificate from the Royal College of

Psychiatry for The Beeches is on display.

- There is a suggestion box.
- A board shows which staff are on duty and another board has photographs of all of the staff and also shows their names and job titles.
- There is an alcove buggy store.
- A staff noticeboard has information on training.
- An activities noticeboard had details of activities including baby massage, relaxation, buggy walk, mums' group, DVD nights, craft, board games and pampering and an activities timetable using words and pictures.
- There is a picture of flowers, bugs and sunshine made up of baby hand and footprints showing each baby's first name and age.
- There are safety gates in some of the doorways.
- Information for dads is displayed in the corridor – the unit encourages dads to engage as much as possible and they are included as part of the care plan.
- One noticeboard displays general information, including sleeping, feeding and so on. Some of the notices are translated into other languages.

### **Meeting room**

- The meeting room can be used for patients and their visitors.
- The room is nice and bright and has a variety of chairs, a wash basin, toys and internet kiosk.

### **Bathroom 1**

- The bathroom has a bath, basin and chair.
- There is a call button on the wall by the door. However, a handheld alarm can be provided and supervision is given to vulnerable patients.

### **Shower room**

- This is a small shower cubicle with a curtain and room to get dressed and undressed.
- There was a sign asking ladies to hand razors in for safekeeping and disposal of those and used aerosols.

### **Milk kitchen**

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- The kitchen is spacious.
- Each patient has her own individual cupboard space for food and equipment.
- Patients provide their own baby food and can go out with staff to buy fresh fruit and vegetables for their babies.
- Babies who are being weaned can have food from the main menu.
- There is a microwave, sink, fridge and washbasin and blenders are available.
- A shelf housed a steriliser for each patient's baby; each baby's bottles are named as staff are aware that they could be mixed up.
- There is a breastfeeding adviser in the unit, but all staff members are trained in breastfeeding support.
- Information regarding all aspects of feeding and care was displayed on the kitchen walls.

### **Disabled toilet**

- There is a call button on the wall by the toilet.
- There is one folding handrail.
- There is just enough room for a wheelchair user to get in, turn round and shut the door.
- The mirror is very high for a wheelchair user.

### **Bedrooms**

- Each bedroom has a television, comfy/feeding chair and footstool, wardrobe, desk and chair, chest of drawers, washbasin, changing mat, bed and cot.
- Patients can bring their own Moses basket for their baby and use it inside the cot.
- Patients can rearrange the furniture if they would like to.
- A nurse call button is located near the bed in the normal room layout.
- The bedroom windows are covered in film for privacy – patients can see out, but nobody can see in.
- There is a noticeboard for use by the patient and staff for reminders, positive thoughts and so on.
- Each room has a thermometer on the wall.
- An induction pack including information on The Beeches, confidentiality, activities and so on is in each room.
- Patients are allowed to take their partner into their bedroom.

### **Nursery bathroom**

- Equipment includes bath, baby bath, changing table and mat, baby wipes, sink and separate toilet cubicle.
- The walls were decorated in a child appropriate manner.
- Posters with useful information such as how to brush your teeth and nappy sacks can kill were on the walls.
- This room is due to be totally refurbished and will include a built-in baby bath at waist height.
- Laundry baskets had a reminder on about not putting baby towels in them as this laundry is taken to the main hospital and is not always returned.

### **Lounge**

- Men are not allowed in this room and a sign on the door explains that it is not to be used for visiting. This is because it is a safe space for patients and their babies where they will be relaxing together and possibly breastfeeding.
- The lounge has comfortable seating, lots of toys, a coffee table with magazines on, a television, DVD player and DVDs.
- The room is decorated with a clock and large pictures.
- There is a small garden area accessed directly from the lounge.
- Round the corner at one end of the room is a dining area with table and chairs.

### **Kitchen**

- Patients and visitors can make their own drinks and bring their own food.
- There is a fridge, dishwasher and toaster available.
- A sign on the door states that no babies are allowed in the kitchen for health and safety reasons.

### **Nursery**

- Babies can sleep in the nursery especially if they are very young or already sleep in a separate room at home and baby monitors are available.
- Usually only one baby is in the nursery at a time so that they do not disturb each other.
- The nursery was nicely decorated in a child friendly way.
- Lots of toys were available.
- There is a chair for breastfeeding if the mums prefer to be in there with their baby.
- Some donated baby clothes are kept in a cupboard in the nursery for emergencies.

### **Clinical room**

- This room is used for examinations and medication.
- There is an emergency and resuscitation trolley in the room.
- The room is quite cluttered with lots of equipment.
- There is not an examination couch. However, examinations can take place in patients' bedrooms.

### **Laundry room**

- Patients can do their own laundry, with support if necessary.
- When not in use, the iron is locked away for safety reasons.
- Patients are asked to provide their own detergent but it can be provided.

### **Concerns addressed during visit**

- There were no concerns that needed to be addressed during the visit.

### **Interview/survey findings**

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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.

### **Patient surveys**

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- Have the doctors and nurses talked to you about why you're in hospital?
  - 3 out of 3 responses said yes.
- Do you know enough about what's wrong with you to be able to explain it to a close friend?
  - 3 out of 3 responses said yes.
- Do you understand your care plan?
  - 3 out of 3 responses said yes.
- Do you feel that you are involved in planning your own care?
  - 3 out of 3 responses said yes.
- Have you or your family been informed about what help is available for your condition?
  - 2 out of 3 responses said yes.
- 1 out of 3 responses said no.
- Is there always someone to help you when you need it?
  - 3 out of 3 responses said yes.
- Has a family member or someone you are close to had enough opportunity to talk to a member of staff about your condition?
  - 3 out of 3 responses said yes.
- Do you feel safe here?
  - 3 out of 3 responses said yes.
- Do you feel your physical health is looked after here?
  - 3 out of 3 responses said yes.
- Do you know what to do if you have a complaint or problem?
  - 2 out of 3 responses said yes.
  - 1 out of 3 responses said no.

### **Staff surveys**



- Do you feel that there are enough nurses on shift at this hospital to meet the needs of the patients?
  - 1 out of 4 responses said yes.
  - 3 out of 4 responses said no.
- Do you feel that there are enough care assistants on shift at this hospital to meet the needs of the patients?
  - 4 out of 4 responses said no.
- Do you feel that there are enough housekeeping staff on shift at this hospital to meet the needs of the patients?
  - 4 out of 4 responses said yes.
- Do you have enough information about risk assessment and safeguarding?
  - 3 out of 4 responses said yes.
  - 1 out of 4 responses said no.
- Are you satisfied with your present job?
  - 3 out of 4 responses said yes.
  - 1 out of 4 responses said no.
- Do you feel that you are asked to do things against your better judgement?
  - 3 out of 3 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?
  - 3 out of 3 responses said no.
- Do you feel you receive adequate support at this hospital, both physically and emotionally?
  - 1 out of 3 responses said yes.
  - 1 out of 3 responses said no.
- 1 out of 3 responses said don't know.
- Do you feel your work is valued here at this hospital?
  - 1 out of 3 responses said yes.
  - 2 out of 3 responses said no.



### Visitor survey

- Are you made to feel welcome when you come to visit this hospital?
- Do you feel that visiting times are flexible at this hospital?
- Are visitors supported by the staff at this hospital in regards to visiting?
- Do you feel that the staff are friendly and helpful at this hospital?
- Are you happy with the service of physical and medical care provided at this hospital?
- Are you happy with the service of emotional care provided at this hospital?
- Are you happy with other aspects of service at this hospital, such as food?
- Do you feel that the patient's care plan is followed successfully?
- Do you feel you are fully informed and kept up to date with the health and care of the patient?
- Do you feel that the patients are treated with respect and dignity?
  - 1 out of 1 response said yes to all of these questions.

### Conclusion

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

- 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.

### Evidence of best practice

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Evidence of best practice includes:

- 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.

## **Recommendations**

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Recommendations include:

- 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.

## **Service Provider Response**

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We would like to thank you for visiting Beeches Perinatal Unit on 30 July 2015 as part of the Healthwatch Derby Enter and View Programme and your subsequent report of 1 October. We are happy with the content of the report which reflects our practice and largely describes a good service.

Your report makes a number of observations and recommendations which we respond to here as requested.

### **Member of staff carrying baby in one arm and jug with a bottle of milk in warm water in the other**

It is normal practice for milk to be cooled as we follow the Department of Health feeding guidelines. Jugs of cold water are stored in the fridge in the milk kitchen and are used for cooling milk purposes. What may have been observed during the visit is a nurse carrying a baby and a jug of cold water and cold / cooling milk.

Following your recommendation we have assessed the risk in relation to the practice including spot checks of water temperatures in the jugs which average 4°C. We feel in this instance we are operating safely and in line with national guidance.

### **Most of the surveyed staff members felt that there aren't enough nurses on shift to meet the needs of the patient**

There were 4 responses from 16 staff which we feel is a disappointing response rate. We have an establishment and skill mix which falls in line with the Royal College of

Psychiatrist Perinatal Mental Health Care Quality Network Accreditation Standards. It is understandable however that staff at times could feel there is insufficient staffing, particularly at busy times or during periods when there are complex patients on the unit. We recognise that an increase in staffing would alleviate this pressure to some extent and further enhance the quality of care we provide.

Your recommendation suggests we address staff concerns. We can confirm that we have employed two members of staff since your visit which were in process at that time, a lead nurse and an occupational therapist. Further to this we are reviewing our staffing as per accreditation process and all staff will have an input into this.

**Surveyed staff members feel as though they don't have enough time to fulfil their duties**

Some of the previous answer will also address this point. In addition we are reviewing the activities staff undertake as part of the actions from a team planning session (30 April 2015). A follow up session will be scheduled.

**Surveyed staff members do not feel their work is valued**

This is disappointing as efforts have been made to engage with the team in a more meaningful way this year. As previously stated there was a team planning day on 30 April which most of the team attended and as well as acknowledging the excellent work the team has done, often during difficult periods, we identified a number of ways to bring about improvements which have mostly been implemented in the subsequent six months.

Obviously there is further work to do to make our staff feel more valued. We will share the themes of this survey and the trust staff survey (currently underway) with the team to explore ways in which this can be better and more consistently achieved.

**The outside of the building would be more welcoming if planters had flowers in them**

We can't recall the content of the planters outside of the unit at the time of the visit so thank you for pointing this out to us. I can confirm that at the time of this response all three planters have a combination of red, white and yellow flowers in them which will have been planted at some point following the visit. This is an area managed by our estates department as part of their schedule of work but we will monitor the planters going forward as we agree with your point that it gives the unit a more welcoming feel.

**More leaflets and artwork in the entrance/waiting area**

There is a wall rack in the waiting area with an assortment of leaflets in it. We will monitor it going forward to ensure we maintain a full and current range.

In addition, there is work underway following the team planning day around using more patient artwork to decorate the walls of the unit including the entrance area.

**A lower mirror in the disabled toilet to make more accessible to wheelchair users**

A request has been made to our estates and facilities department to carry out this work.

We hope this response satisfies your requirements and addresses the points you have raised. We'd be happy to go over our answers in greater detail should you wish. Please don't hesitate to contact me should you like to arrange this or if you have any further queries.

Joe Wileman  
General Manager – Central Services