



Appendix 10

Enter and Views

10.1 Healthwatch Derby Enter and View Policy

1. Purpose

- 1.1 The purpose of this policy is to provide guidelines for all staff and volunteers working and volunteering within Healthwatch Derby and includes our Board Members, to assess the potential risks and to establish procedures for staff and volunteers undertaking activity alone.

2. Scope

- 2.1 This policy should be viewed within the overall context of the Induction Process and Volunteering Policy in that Healthwatch Derby has responsibilities as an organisation to ensure that it supports and values its staff and volunteers.

3. Background

- 3.1 It is Healthwatch Derby's responsibility to assess risks to staff working alone and to volunteers volunteering alone and to take steps to avoid or control the risk where necessary. You have a responsibility to take reasonable care of yourself and other people who may be affected by Healthwatch Derby activity.

4. Definition

What is Enter and View?

- 4.1 Enter and View' is the opportunity for Authorised Representatives:
- To go into health and social care premises to see and hear for themselves how services are provided
 - To collect the views of service users (patients and residents) at the point of service delivery
 - To collect the views of carers and relatives of service users
 - To observe the nature and quality of services – *observation involving all the senses*
 - To collate evidence-based findings

- To report findings and associated recommendations – good and bad – to providers, CQC, Local Authority and NHS commissioners and quality assurers, Healthwatch England and any other relevant partners
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels

Where does Enter and View Apply?

4.2 Legislation allows ‘Enter and View’ activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Exclusions – Where ‘Enter and View’ does not apply

4.3 The duty to allow entry does not apply in the following circumstances:

- if the visit compromises either the effective provision of a service or the privacy or dignity of any person
- if the premises where the care is being provided is a person’s own home (this does not mean that an authorised representative cannot enter when invited by residents – it just means that there is no duty to allow them to enter)
- where the premises or parts of premises are used solely as accommodation for employees
- where the premises are non-communal parts of care homes
- where health and social care services are not provided at the premises (such as offices) or where they are not being provided at the time of the visit (for example when facilities and premises are closed)
- if, in the opinion of the provider of the service being visited, the authorised representative, in seeking to ‘Enter and View’ its premises, is not acting reasonably and proportionately

- if the authorised representative does not provide evidence that he or she is authorised.

4.4 The duty does not apply to the observing of any activities which relate to the provision of social care services to children.

Who can carry out Enter and View?

4.5 Only **Authorised Representatives** may undertake 'Enter and View' and then only for the purpose of carrying out the activities of the local Healthwatch they represent

4.6 Any local Healthwatch can – and should – be operating local recruitment and selection processes – based on its defined requirements, and you will need to be accepted through these local processes. Such processes may be impacted by:

- The Local Authority and/or
- Conditions of indemnity insurance.

4.7 Recruitment processes for Authorised Representatives may require that you undergo a criminal record check by the Disclosure and Barring Service - indeed Healthwatch England strongly recommend this checking. Where checking applies, a 'nominated person' of the local Healthwatch must consider, and be satisfied by, the certificate.

4.8 The local Healthwatch must make publicly available a comprehensive and up to date list of all of its Authorised Representatives.

5. Legislation

5.1 The Health and Social Care Act 2012 provides for local Healthwatch to carry out Enter and View:

“Section 186 – Requests, rights of entry and referrals – Subsections (6) to (11) amend section 225 of the 2007 Act, the effect of which is to require the Secretary of State to make regulations to imposed a duty on persons such as certain providers of health and social care services to allow representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activities, under the arrangements under section 221(1) or Local Healthwatch arrangements.”

(Explanatory Notes regarding The Health and Social Care Act 2012 on legislation.gov.uk on 4th January 2013).

6. Policy and Procedure

- 6.1 This procedure describes the processes and arrangements for members of Healthwatch Derby's Enter and View Team to enter and view premises providing health and social care services within the city of Derby for the purpose of observing services and service delivery.
- 6.2 In conjunction with the purpose of the visit and its aims; the group will observe and assess the nature and quality of services, obtain the views of people using those services, validate evidence already collected and gather information from both staff; services users and carers.

Planned/announced visits as part of the Healthwatch Derby Work Plan

- 6.3 Prior to a visit, Healthwatch Derby will supply the provider of the service with the following information in writing:
- Proposed date and time for the visit, along with an approximate duration.
 - The information that has prompted the visit excluding the source of the information.
 - The purpose of the visit.
 - The overall structure of the visit.
 - Identifying staff and service users that the authorised representatives would like to meet.
 - The number and nature of any discussions along with the identification of any special communication or access needs.
 - The activities that the authorised representatives wish to observe.
 - Whether the authorised representatives will be distributing leaflets or other information about Healthwatch Derby.
 - Whether or not it would be beneficial for staff or service users to accompany the authorised representatives throughout the visit.
 - The names of the authorised representatives conducting the visit.
 - The identification that Healthwatch Derby authorised representatives will provide.
 - Re-assurance that the draft findings will be shared with the provider of the service prior to being finalised and distributed more widely.
 - Where appropriate, draft findings will also be shared with relevant parties whose information may have prompted the visit.

Unplanned/unannounced visits

- 6.4 Un-announced visits should not take place if any other approach could produce the information Healthwatch Derby is seeking. Un-announced visits must be in response to a concern highlighted by the community, such as reports of dirty premises, statistics showing high infection rates or spot checks to review aspects of service delivery such as waiting times for clinic attendances.
- 6.5 The rationale for undertaking such a visit must be documented by Healthwatch Derby, along with the reason for not addressing the situation in another way.
- 6.5 Where Healthwatch Derby decides it is necessary to conduct an unannounced visit, they agree to provide the information above upon arrival.

Before the visit

- 6.6 Prior to the visit:
- Authorised representatives must meet at The Council House to undergo a team briefing with the staff lead.
 - Healthwatch Derby must ensure all representatives are free of infection which could be passed to vulnerable service users.
 - Healthwatch Derby must cancel the visit if only one representative is available.

During the visit

- 6.7 During the visit:
- Authorised representatives must wear identification badges throughout the visit and carry Healthwatch Derby leaflets to explain what Healthwatch Derby is.
 - Authorised representatives must present themselves to the provider's named contact for the visit, or a senior member of staff, showing their identification badges and visit agreement/authorisation documents.
 - Healthwatch Derby must brief the providers named contact on the structure of the visit and on those who will be involved (as agreed), extending this to a short briefing of all relevant staff to check everyone is aware of the visit.

- Authorised representatives must only note down observations during the tour of facilities on the Observation Sheet provided by Healthwatch Derby.
- Authorised representatives must conduct service user surveys only when the purpose has been explained and informed consent has been obtained.
- Strive to interview/survey a representative sample (based on diversity).
- Thank each individual for taking part.
- Note any possible safeguarding issues.
- Leave visitor and staff surveys with freepost envelopes to be returned, clearly stating the cut-off date (as agreed) in a public area.

End of visit

6.8 After the visit:

- Meet with the provider's named contact at the end of the visit, reporting any urgent findings on the day of the visit, giving thanks for their assistance, asking for feedback, and/or providing verbal feedback at to the intended general content of the written report.
- Thank the provider and inform them of imminent departure at the end of the visit.
- Collate service users, visitor and staff surveys if appropriate.
- Report any possible safeguarding issues to the council's safeguarding team – and the police in extreme circumstances.
- Meet as a visiting team to discuss information collected and to consider recommendations, pulling together evidence based findings.
- Request further information from the provider if required, using the Freedom of Information Act if necessary.

Essential Conduct and Behaviours

6.9 Persons authorised to enter and view must:

- Treat all people fairly and courteously, with sensitivity and respect.
- Treat people with dignity, and respect their privacy.
- Be as unobtrusive as possible.
- Inform people, especially staff, of what you are doing at each stage of the visit.
- Value people as individuals, respecting difference and diversity.
- Exhibit no discriminatory behaviour.
- Have respect for individual confidentiality, not disclosing confidential or sensitive information unless there is a genuine concern about the

safety and wellbeing of a service user, or if the person consents to the sharing of information.

- Co-operate with requests from staff, service users, carers and their families.
- Comply with all operational health and safety requirements, and with 'house rules'.
- Ensure that you do not interrupt the effective delivery of health and social care services.
- Do not make unreasonable requests or demands.
- Recognise that the needs of people using and receiving health and social care services take priority over the visit.
- Be guided by staff where operational constraints may deem visiting activities inappropriate or mean that staff are unable to meet the requests of the visiting team.
- Dress appropriately, including consideration for infection control, e.g. no ties.
- Do not accept gifts or hospitality.
- Introduce yourself to people and gain an individual's agreement before talking to them.
- Apply the Seven Principles of Public Life (the Nolan Principles):
 1. Selflessness
 2. Integrity
 3. Objectivity
 4. Accountability
 5. Openness
 6. Honesty
 7. Leadership.

10.2 Enter and View Inpatient Survey Think Healthy

Healthwatch Derby has been set up by the Government in order to give local people a say in how local health and social care services are designed and delivered within the city.

This research is interested in your experiences of being treated at this hospital. We will be visiting each hospital in the city of Derby in this research.

Hopefully you will find the questionnaire very straightforward, you will be asked a series of questions about being treated at this hospital with the opportunity to develop your answer in the comment boxes provided.

When it is completed, please post this survey back to us in the self addressed envelope provided by:

It should take no longer than 30 minutes to complete this questionnaire.

All individual data collected for this research will remain confidential, only the volunteer and the Healthwatch Derby team will have access to it. The identity of everyone who completes this questionnaire is protected; the information you provide may be presented anonymously in Healthwatch reports.

Healthwatch Derby is working in partnership with Derbyshire Healthcare NHS Foundation Trust (DHCFT), The Care Quality Commission (CQC), Hardwick Clinical Commissioning Group, Southern Derbyshire Clinical Commissioning Group (SDCCG), NHS England and Derby City Council (DCC), and all reports will be shared with them, the hospital and the wider public via our Healthwatch Derby website.

As such, please try and answer the questions as honestly as possible. If you do decide to take part in this research, please read and complete the informed consent sheet overleaf. We want to reassure you that you can withdraw at any stage during or after the completion of the questionnaire.

Thank you for taking part

Rebecca Johnson
Membership and Engagement Officer

Informed Consent

Name:

The information about this project has been explained to me:



Yes



No

I agree to take part in this research project:



Yes



No

Date:

1. Name of Hospital and Name of Ward/Department:

2. How long have you been in hospital?

3. Have the doctors and nurses talked to you about why you're in hospital?

Yes No Don't Know

4. Do you know enough about what's wrong with you to be able to explain it to a close friend?

Yes No Don't Know

5. Do you understand your care plan?

Yes No Don't Know

6. Do you feel that you are involved in planning your own care?

Yes No Don't Know

7. Have you or your family been informed about what help is available for your condition? This could be things like support groups, local or national charities, websites or information leaflets or patient forums.

Yes No Don't Know

8. Is there always someone to help you when you need it?

Yes No Don't Know

9. Do you get more help with personal care if you need it? This could be things like help with washing, bathing, getting dressed or help with toileting.

Yes No Don't Know

10. Has a family member or someone you are close to had enough opportunity to talk to a member of staff about your condition? This could be a doctor, nurse, support worker, social worker or similar.

Yes No Don't Know

11. Do you feel safe here?

Yes No Don't Know

12. Do you feel your physical health is looked after here? This includes access to a GP, dentist or chiroprapist.

Yes No Don't Know

13. How do you find being here? What do you find helpful? What don't you find helpful?

14. What do you think of the activities available? Are there enough? What activities do you take part in? Do you find them interesting or helpful? Do you have any suggestions?

15. Do you know what to do if you have a complaint or problem? This could be problems with your care plan, medication, problems with staff or other patients, visiting times and so on.

Yes No Don't Know

Is there anything else you wish to share with us which we haven't already asked?

10.3 Enter and View Staff Survey

Think Healthy

Healthwatch Derby has been set up by the Government in order to give local people a say in how local health and social care services are designed and delivered within the city.

This research is interested in your experiences of working at this hospital. We will be visiting each hospital in Derby in this research.

Hopefully you will find the questionnaire very straightforward, you will be asked a series of questions about working at this hospital, with the opportunity to develop your answer in the comment boxes provided.

When it is completed, please post this survey back to us in the self addressed envelope provided by:

It should take no longer than 30 minutes to complete this questionnaire.

All individual data collected for this research will remain confidential, only the volunteer and the Healthwatch Derby team will have access to it. The identity of everyone who completes this questionnaire is protected; the information you provide may be presented anonymously in Healthwatch reports.

Healthwatch Derby is working in partnership with Derbyshire Healthcare NHS Foundation Trust (DHCFT), The Care Quality Commission (CQC), Hardwick Clinical Commissioning Group, Southern Derbyshire Clinical Commissioning Group (SDCCG), NHS England and Derby City Council (DCC), and all reports will be shared with them, the hospital and the wider public via our Healthwatch Derby website.

As such, please try and answer the questions as honestly as possible. If you do decide to take part in this research, please read and complete the informed consent sheet overleaf. We want to reassure you that you can withdraw at any stage during or after the completion of the questionnaire.

If you have any questions relating to this research you can contact me on the details on the debrief section at the back of the questionnaire.

Thank you for taking part

Rebecca Johnson
Membership and Engagement Officer

Informed Consent

(Please read the statement and tick the box to agree to take part in the research)

I agree to take part in this research. The aims of the research have been explained to me.

I understand that I can withdraw from the research at any time.

I have been told that all of my data will remain anonymous and confidential. Only the Healthwatch Derby team will have access to the data.

Name:

I agree to take part in this research:

Yes

Date:

1. Name of Hospital, Name of Ward/Department:

2. Job title:

3. How long have you worked at this Hospital?

4. Do you feel that there are enough nurses on shift at this Hospital to meet the needs of the patients?

Yes No Don't Know

Can you tell me why you feel this?

5. Do you feel that there are enough care assistants on shift at this Hospital to meet the needs of the patients?

Yes No Don't Know

Can you tell me why you feel this?

6. Do you feel that there are enough housekeeping staff on shift at this Hospital to meet the needs of the patients?

Yes No Don't Know

Can you tell me why you feel this?

7. What aspects of your job do you like the most? (Include as many as you like).

8. What aspects of your job frustrate you the most? (Include as many as you like).

9. Do you have enough information about risk assessment and safeguarding?

Yes No Don't Know

Can you tell me why you feel this? This might include whether your job has been assessed, whether you know how to make a safeguarding referral and whether an emergency protocol is in place.

10. Are you satisfied with your present job?

Yes No Don't Know

Can you tell me why you feel this?

11. Do you feel that you are asked to do things against your better judgement?

Yes No Don't Know

Can you tell me why you feel this?

12. Do you feel you have enough time to fulfil your duties on shift?

Yes No Don't Know

Can you tell me why you feel this?

13. Do you feel you receive adequate support at this Hospital, both physically and emotionally?

Yes No Don't Know

Can you tell me why you feel this?

14. Do you feel your work is valued here at this Hospital?

Yes No Don't Know

Can you tell me why you feel this?

15. What would you like to see different at this Hospital?

Debrief

(Please remove this sheet and keep if for personal reference)

Thank you for taking the time to complete this survey of hospital services within the city of Derby for the purpose of contributing to improving the delivery of health and social care.

Please remember that you can withdraw from this research at any point before. Simply contact me by the details below:

Rebecca Johnson
Membership and Engagement Officer
Healthwatch Derby
The Council House
Corporation Street
Derby
DE1 2FS
Tel: 01332 643988
Email: rebecca.johnson@healthwatchderby.co.uk

If the content of this questionnaire has raised any issues at all for you please do not hesitate to contact me or alternatively you could contact another organisation:

Derby City Council
Adult Social Services
The Council House
Corporation Street
Derby
DE1 2FS
Telephone: 01332 293111
Email: customerservices@derby.co.uk

NHS Hardwick CCG
Scarsdale Hospital
Nightingale Close
Off Newbold Road
Chesterfield
S41 7PF
Telephone: 01246 514000
Email: enquiries.hardwickccg@nhs.net

NHS Southern Derbyshire CCG
Cardinal Square
1st Floor
10 Nottingham Road
Derby
DE1 3QT
Telephone: 01332 888080
Email: enquiries@southernderbyshireccg.nhs.uk

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161

10.4 Enter and View Visitor Survey

Think Healthy

Healthwatch Derby has been set up by the Government in order to give local people a say in how local health and social care services are designed and delivered within the city.

This research is interested in your experiences of visiting this hospital. We will be visiting each hospital in Derby in this research. Hopefully you will find the questionnaire very straightforward, you will be asked a series of questions about visiting this hospital, with the opportunity to develop your answer in the comment boxes provided.

When it is completed, please post this survey back to us in the self addressed envelope provided by:

It should take no longer than 30 minutes to complete this questionnaire.

All individual data collected for this research will remain confidential, only the volunteer and the Healthwatch Derby team will have access to it. The identity of everyone who completes this questionnaire is protected; the information you provide may be presented anonymously in Healthwatch reports.

Healthwatch Derby is working in partnership with Derbyshire Healthcare NHS Foundation Trust (DHCFT), The Care Quality Commission (CQC), Hardwick Clinical Commissioning Group, Southern Derbyshire Clinical Commissioning Group (SDCCG), NHS England and Derby City Council (DCC), and all reports will be shared with them, the hospital and the wider public via our Healthwatch Derby website.

As such, please try and answer the questions as honestly as possible. If you do decide to take part in this research, please read and complete the informed consent sheet overleaf. We want to reassure you that you can withdraw at any stage during or after the completion of the questionnaire.

If you have any questions relating to this research you can contact me on the details on the debrief section at the back of the questionnaire.

Thank you for taking part

Rebecca Johnson
Membership and Engagement Officer

Informed Consent

(Please read the statement and tick the box to agree to take part in the research)

I agree to take part in this research. The aims of the research have been explained to me.

I understand that I can withdraw from the research at any time.

I have been told that all of my data will remain anonymous and confidential. Only the Healthwatch Derby team will have access to the data.

Name:

I agree to take part in this research:

Yes

Date:

1. Name of Hospital and Ward/Department:

2. Are you made to feel welcome when you come to visit this Hospital?

Yes No Don't Know

Can you tell me why you feel this?

3. Do you feel that visiting times are flexible at this Hospital?

Yes No Don't Know

Can you tell me why you feel this?

4. Are visitors supported by the staff at this Hospital in regards to visiting?

Yes No Don't Know

Can you tell me why you feel this?

5. Do you feel that the staff are friendly and helpful at this Hospital?

Yes No Don't Know

Can you tell me why you feel this?

6. What aspects of your visit do you like the most?

7. What aspects of your visit frustrate you the most?

8. In your opinion, what are the three most important aspects for the patients staying at this Hospital?

9. Are you happy with the service of physical and medical care provided at this Hospital?

Yes No Don't Know

Can you tell me why you feel this?

10. Are you happy with the service of emotional care provided at this Hospital?

Yes No Don't Know

Can you tell me why you feel this?

11. Are you happy with other aspects of service at this Hospital, such as food?

Yes No Don't Know

Can you tell me why you feel this?

12. Do you feel that the patients care plan is followed successfully?

Yes No Don't Know

Can you tell me why you feel this?

13. Do you feel you are fully informed and kept up to date with the health and care of the patient?

Yes No Don't Know

Can you tell me why you feel this?

14. Do you feel that the patients are treated with respect and dignity?

Yes No Don't Know

Can you tell me why you feel this?

15. What would you like to see different at this Hospital?

Debrief

(Please remove this sheet and keep if for personal reference)

Thank you for taking the time to complete this survey hospital services within the city of Derby for the purpose of contributing to improving the delivery of health and social care.

Please remember that you can withdraw from this research at any point before. Simply contact me by the details below:

Rebecca Johnson
Membership and Engagement Officer
Healthwatch Derby
The Council House
Corporation Street
Derby
DE1 2FS
Tel: 01332 643988
Email: rebecca.johnson@healthwatchderby.co.uk

If the content of this questionnaire has raised any issues at all for you please do not hesitate to contact me or alternatively you could contact another organisation:

Derby City Council
Adult Social Services
The Council House
Corporation Street
Derby
DE1 2FS
Telephone: 01332 293111
Email: customerservices@derby.co.uk

NHS Hardwick CCG
Scarsdale Hospital
Nightingale Close
Off Newbold Road
Chesterfield
S41 7PF
Telephone: 01246 514000
Email: enquiries.hardwickccg@nhs.net

NHS Southern Derbyshire CCG
Cardinal Square
1st Floor
10 Nottingham Road
Derby
DE1 3QT
Telephone: 01332 888080
Email: enquiries@southernderbyshireccg.nhs.uk

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161

10.5 Enter and View Report Radbourne Unit

Visit details

Service address:	Radbourne Unit, Royal Derby Hospital site, Uttoxeter Road, Derby DE22 3WQ
CEO:	Steve Trenchard
Service Provider:	Derbyshire Healthcare NHS Foundation Trust
Date and Time:	Friday 27 September 2014
Authorised Representatives:	Rebecca Johnson, Steve Barr, Margaret Hall and Timothy Proctor
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

Acknowledgements

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

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

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

This visit was part of Healthwatch Derby's Think Healthy consultation with Derbyshire Healthcare NHS Foundation Trust, and was therefore an announced visit.

Methodology

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

Derbyshire Healthcare NHS Foundation Trust is the largest provider of mental health services across Derbyshire. The Radbourne Unit covers three adult acute inpatient wards, an enhanced care ward, occupational therapy and the crisis resolution and home treatment services. During the tour, representatives toured the building making observations and were invited to sample a selection of the hospital lunch menu.

Observations

Outside

Observations

- The Radbourne Unit building has clear signage on it but it is not clearly signposted in the hospital grounds due to not being part of Derby Hospitals NHS Foundation Trust.
- There are three pleasant and private courtyards for patients, two of which can be used for smoking – these have lighter posts so that matches and lighters are not needed.
- The courtyards have temporary signs at the moment but they are due to be replaced.
- They are enclosed by green climb proof fences which blend into the garden making the area appear less confining.
- Benches have been moved away from the fences to discourage attempts at climbing them.
- The courtyards are very well kept with lots of plants and flowers. Some of these yards also grow vegetables as part of the Occupational Therapy activities.
- Each courtyard contains sheltered seating and grassy areas for patients to be able to sit and relax.

General

Observations

- Everywhere is bright and airy.
- A chaplaincy service is provided and there is a faith and prayer room for private use and organised services.
- The Crisis Team and a Treatment Suite are situated near reception.
- There is a separate entrance for the Mother and Baby Unit which allows children to be kept separate from the general patients.
- A gym instructor is available to work with patients.
- The rainbow flag symbol is shown in several parts of the building to emphasise the Trust's commitment to equality and diversity.
- There are set visiting times for the wards, but these can be flexible.
- Payphones are available for patients but they can use a telephone in their ward office if they have no change.

Reception/entrance lobby

Observations

- The main reception is well laid out and welcoming.
- Lots of information about services, health and the Radbourne Unit is displayed on the walls.
- A Derbyshire Healthcare NHS Foundation Trust Tell Us Your Views interactive survey is available in the entrance lobby for patients and visitors.
- A patient bank is open four days a week – this is for patients to deposit small amounts of money for everyday items for safekeeping.

Family room

Observations

- This can be booked on an hourly basis for escorted or family visits as visitors on the wards have to be aged 18+.
- The room is a conservatory with natural daylight and comfortable seating.
- It leads out onto a non-smoking patio.
- There is a range of toys and books for children.

Jackie's Pantry

Observations

- This is a communal area for patients and includes a shop/canteen which is open during the daytime, vending machines for when it is closed, a large television and sound system, games, a computer, books, pool table, table tennis and 'cosy corner' with comfortable seating.
- The catering staff are very friendly and helpful and engage very well with

patients and guests.

- Several display boards around the room allow a lot of varied information to be displayed.
- A shop trolley service with snacks, toiletries, wash powder and so on visits the wards.
- Group activities – including film nights – also take place in Jackie’s Pantry and free drinks and biscuits are provided for these sessions.

Occupational Therapy (OT)

Observations

- Named pictures of all of the OT staff are on display.
- There are two dedicated rooms (Jade and Pink) which are large with lots of workspace and a good range of activities.
- The team is available between 8.00 am and 4.15 pm for group and individual activities which also take place on the wards.
- The OT waiting area has comfortable fabric chairs.
- There is a display of the Productive Care Pathway.
- Healthy eating is encouraged and a dietician works with patients to achieve this.
- OT activities include pottery with a kiln, gardening in a large external courtyard with a greenhouse and planters, art and general craft, talking and relaxation groups and woodwork.
- Group activities are used as an assessment tool as well as a social exercise and are encouraged for all patients.
- Some patients are accompanied to go out to sporting activities such as football, tennis and swimming.
- A large OT kitchen with three cookers is used for group activities and is also available for cookery and baking on an individual basis as an assessment tool to help patients prepare for their return home. As part of the process, patients go shopping with a budget to buy their ingredients.
- OT is centred on the individual, looking at their needs and helping them towards recovery and a return to the community.
- A patient’s handover period is used to test their abilities and involves more intense individual work – going out to catch buses, building links and confidence.
- The woodwork room has a display of work by patients and takes a few orders. However, this room is due to close shortly due to the restructure of the Trust’s services.

Corridors

Observations

- The corridors are nice and bright with lots of displays and artwork.
- Handwritten paper signs have been affixed to some doors rather than printed corporate ones. Although these were only temporary, they looked out of place.
- The Radbourne Unit uses cloth seats which look and feel more comfortable than the vinyl ones often used in hospital.
- Several chairs had been piled up in the seating area outside the Pink room.
- The entrance to wards 35 and 36 has some nice artwork and the patient menu on display.
- There are some stained cloth chairs outside the entrance to wards 33 and 34.
- The entrance to wards 35 and 36 is quite dark.

S136 Suite (police observation)

Observations

- This is a secure area of the Radbourne Unit, which uses a separate entrance to help protect the dignity of those brought into the suite.
- A large observational room with security monitors and observational windows into the main suite allows staff to safely supervise proceedings.
- The suite houses a large shower room with toilet and walk in shower.
- The area is bright and clean with lots of comfy and heavy seating, all of which is designed to provide a safe and secure environment.

Ward 33 (Female)

Observations

- Lots of patient information is displayed in the main entrance area.
- Display boards on the ward show information and photos of all of the staff, different advocacy services available in the city, mutual expectations which explains the ward's ground rules and also what patients should expect in return from the hospital's staff, support available for carers, details of women's health, discharge and the Trust's 'Safe Wards' initiative – this informs patients about the initiative and how it will improve the care that they receive.
- A large, well-kept thank you board displays a mixture of cards, letters and comments.
- A variety of patients' art work is displayed in the corridors, which makes the ward appear bright and welcoming.
- A folder is available for all residents of the ward to look at, which shows a few interesting facts about the staff and other patients – this ranges from hobbies, likes and dislikes to interests.

- The dining room has a lovely painted birdcage with discharge messages from previous patients flying from the open door.
- A positivity tree has been painted onto the wall of the dining room with each leaf showing a positive word from a patient of the ward.
- The ward has a comfortable day room with scattered chairs, coffee table, large television and lots of plants and books.
- A new comfort room has been built with massage chair, relaxing artwork and music. The room allows the residents to relax in a spa like atmosphere.
- During our visit a patient alarm went off, the staff responded to this very quickly and efficiently.
- The dormitories are bright and airy and dividing walls help to provide a level of privacy to residents. Each bay of the dormitory has a wardrobe, which has its own safe for residents to keep their valuables.
- In addition to the dormitories which house four beds the ward also has a number of smaller private rooms.
- A single room has a bariatric bed, toilet and chair.
- The atmosphere on the ward was extremely friendly and relaxed, and the staff were very approachable.

Ward 34 (Male)

Observations

- There is a quiet area for patients to use.
- The ward has a laundry room which patients are encouraged to use.
- Handover meetings and ward rounds take place in the meeting room.
- The ward office is very small and contains two desks, staff are encouraged to use communal areas for completing paperwork.
- The nurses' station has been removed and replaced with a new communal area with comfy seating.
- The patients' lounge has comfortable chairs, nice artwork, an Xbox and table football which is an opportunity for staff and patients to interact.
- The ward's dining room can be used for visits but there is a protected mealtime policy in place.
- A display shows which staff are on duty and in charge.
- Patients are welcome to use a small kitchen, which helps to promote independence, and are responsible for clearing up after themselves.
- Dormitories of three or four patients have a communal sink and mirror with a curtain and partial wall separating each living space which contains a bed, wardrobe and desk.
- A single room has a bariatric bed, toilet and chair.
- Therapy rooms containing comfortable chairs can be used for small meetings.

Ward 35 (Mixed)

Observations

- Following the restructure of the Trust's services, this ward will be used as the recovery ward when the Resource Centre Day Hospital moves into the building.
- The ward routine – including information about meals, visiting, smoking and laundry – is displayed just inside the entrance to the ward.
- Other notice boards show patient information and our community – this includes details of recreation, activities, chaplaincy, bank, hairdresser and shop.
- Patient artwork is displayed in the corridor.
- A positive word tree on the wall has individual leaves showing a positive word, each of which comes from a patient of the ward.
- A mural of an island which was produced by patients and the GoldsQUAD at QUAD makes the escalation area look more relaxing and less clinical.
- The nursing office is not used much, instead staff tend to use the nurses' station or lounge.
- A display shows which staff are on duty and in charge.
- The dining room doubles up as an activity room and is used for a talk at the start of each day to determine what patients would like to do.
- The ward has a laundry room which patients are encouraged to use.
- Patients are welcome to use a small kitchen, which helps to promote independence, and are responsible for clearing up after themselves.
- Showers are kept locked on each ward for safety reasons but are unlocked on request.
- Support is offered to patients using the accessible bathroom which is also kept locked when not in use.
- An interview room is available for ward rounds and handover meetings. A circular table makes it feel less formal.
- The ward's accommodation is split into single sex wings. Dormitories of five patients are separated up with screens and curtains, each living space contains a bed, wardrobe and desk.
- A health and safety check takes place each day to remove risks such as plastic bags and power leads.
- The ward has mixed and single sex lounges to give patients a choice.
- The main lounge is bright and airy and has comfortable chairs, a television, books and games.

Concerns addressed during visit

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

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

- | | |
|--|--|
| <ul style="list-style-type: none">• Apple juice• Cheese salad• Sweet and sour chicken• Nut roast with tomato sauce• Rice• New potatoes• Mixed vegetables• Leeks | <ul style="list-style-type: none">• Butterscotch whirl |
|--|--|

Food tasting

Observations

- The Enter and View representatives found that all of the dishes were tasty and portion sizes were good.
- Dishes, where relevant, were very hot.
- The Enter and View representatives could tell that the food was kitchen cooked.
- The representatives felt that the menu offers traditional comfort food – lighter options are available but are not advertised on the menu and it is not clear if patients are aware of this.
- A cooked breakfast is available twice a week.
- There is a comment form on the back of the menu choice sheets which are given back to patients with their meals.

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 13 surveys were returned within a two week timeframe.

Patient surveys

- 3 out of 4 responses said that doctors and nurses have talked to them about why they are in hospital.
- 2 out of 4 responses said that they know enough about what's wrong with them to be able to explain it to a close friend.
- 2 out of 4 responses said that they understand their care plan.
- 3 out of 4 responses said that they feel that they are involved in planning their own care.
- 2 out of 4 responses said that they or their family have been informed about what help is available for their condition.
- 3 out of 4 responses said that there is always someone to help them when they need it.
- 3 out of 4 responses said that they get more help with personal care if they need it.
- 2 out of 4 responses said that a family member or someone they are close to have had enough opportunity to talk to a member of staff about their condition.
- 2 out of 4 responses said that they feel safe at the Radbourne Unit.
- 2 out of 4 responses said that they feel that their physical health is looked after at the Radbourne Unit.

Visitor surveys

- 1 out of 1 response said they were made to feel welcome when they come to visit the hospital.
- 0 out of 1 response said they felt visiting hours were flexible at this hospital.
- 1 out of 1 response said they felt visitors were supported by staff at this hospital.
- 1 out of 1 response said they felt that staff were friendly and helpful at this hospital.
- 1 out of 1 response said they were happy with the service of physical and medical care provided at this hospital.
- 1 out of 1 response said they were happy with the service of emotional care provided at this hospital.
- 1 out of 1 response said they were happy with other aspects of service at this hospital, such as food.
- 1 out of 1 response said they felt the care plan is followed successfully.

- 1 out of 1 response said they feel fully informed and kept up to date with the health and care of the patient.
- 1 out of 1 response said they felt that the patients are treated with dignity and respect.

Staff surveys

- 5 out of 8 responses said they felt there were enough nurses on shift at this hospital to meet the needs of the patients.
- 5 out of 8 responses said they felt there were enough care assistants on shift to meet the needs of the patients.
- 8 out of 8 responses said they felt there were enough housekeeping staff on shift to meet the needs of the patients.
- 5 out of 8 responses said that they had enough information about risk assessment and safeguarding.
- 6 out of 8 responses said they felt satisfied with their present jobs.
- 1 out of 8 responses said they felt they were asked to do things against their better judgement.
- 6 out of 8 responses said they felt they had enough time to fulfil their duties on shift.
- 8 out of 8 responses said they felt they received adequate support at this hospital, both physically and emotionally.
- 7 out of 8 responses said they felt their work was valued at this hospital.

Conclusion

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

- Budget restrictions have meant cutting down on popular OT activities – an example of this is the planned closure of the woodwork room.
- Chairs in some areas need moving or cleaning.
- Most of the building is light and airy but in contrast, the entrance to wards 35 and 36 is quite dark.

Evidence of best practice

Evidence of best practice include:

- A Derbyshire Healthcare NHS Foundation Trust Tell Us Your Views interactive survey is available in the entrance lobby for patients and visitors.
- Lots of information about services, health and the Radbourne Unit is displayed on the walls in corridors and on wards for patients, staff and visitors.
- The rainbow flag symbol is shown in several parts of the building to emphasise the Trust's commitment to equality and diversity.
- Displays on wards of positive words and discharge messages show that patients are encouraged to focus on their recovery.

Recommendations

Recommendations include:

- Signage giving directions to The Radbourne Unit in the hospital grounds would help visitors to find it more easily.
- A seasonal menu could offer a more varied diet to patients.
- Almost half of responses to the staff survey felt that there are not enough nurses and nursing assistants on shift to meet the needs of the patients.
- The family room is a nice calming and relaxing space which could be put to use by patients during times when visitors are not using it.
- Being a large area with a wooden floor, sound in Jackie's Pantry echoes. This could be remedied by changing the acoustics of the room which could be achieved by introducing soft furnishings, different flooring or partitioning the room, taking into account the Trust's infection control policies and procedures.

Service Provider Response

Signage giving directions to The Radbourne Unit in the hospital grounds would help visitors to find it more easily. Work is currently being development within the Radbourne Unit, which will include the re-provision of day hospital activities from the London Road site to within the Radbourne Unit. This will include alteration of the signage to the unit (on the Derby Royal Hospital Campus) as well as inside the actual building. The Trust Estates team are currently scoping alternative options for the signage in the grounds of the main hospital.

A seasonal menu could offer a more varied diet to patients. The Trust Catering manager has been contacted and requested options to be reviewed to offer wider seasonal menus

Almost half of responses to the staff survey felt that there are not enough nurses and nursing assistants on shift to meet the needs of the patients. The Trust has recently agreed to an uplift to put an extra staff nurse on nights on each of the wards. There are a number of vacancies across the unit at this time and we are proactively recruiting. The Trust has monthly rolling advert for band 5 nurse recruitment, and a rolling interview process to aid swifter recruitment. The Trust continues to cover any vacant shifts with our own staff doing extra shifts, Bank nurses and Agency nurses. We also working with our nursing bank provider to increase its workforce. The Trust monitors the staffing levels weekly reviewing the situation and solutions to ensure safe staffing levels are within Safer staffing guidance. We are also considering interim solutions to change the ward skill mix to increase more senior nurses on the unit temporarily and for fixed period until some of our newly qualified or training staff have completed their programmes of study. We are meeting with union colleagues to work through the detail of these more

innovative solutions.

The family room is a nice calming and relaxing space which could be put to use by patients during times when visitors are not using it. Due to all clinical areas having designated space for visitors, the Trust has to date considered a priority to review this option, this has been due to concerns over safety of the children and young people using the family room, being paramount to promote Family and Carer contact. The Trust currently is prioritising Child and Young people visiting as a current priority. We have no immediate no immediate plans for the use of these rooms by families. However we will undertake a monitoring brief on room usage and re-consider this decision, at six monthly intervals.

Being a large area with a wooden floor, sound in Jackie's Pantry echoes. This could be remedied by changing the acoustics of the room which could be achieved by introducing soft furnishings, different flooring or partitioning the room, taking into account the Trust's infection control policies and procedures. In a section above we highlighted that the area in Jackie's pantry is being redesigned and reformed to allow for use of multi-purpose use and open access to those patients in our care in need of recovery, resilience and transition to day care support rather than in-patient care and due to this need this environment will be required to be multi-functional. As part of our transformational plans we wish to make the area as inviting and user friendly as possible, there are plans to invest in refurbishing the room with more soft furnishings and we will consider the option and possibility of furniture, zoning the area or sound proofing when the services is redesigned and opened in February 2015.

10.6 Enter and View Report London Road

Visit details

Service address:	Wards 1 and 2, London Road Community Hospital, London Road, Derby DE1 2QY
CEO:	Steve Trenchard
Service Provider:	Derbyshire Healthcare NHS Foundation Trust
Date and Time:	Friday 17 October 2014
Authorised Representatives:	Rebecca Johnson and Margaret Hall
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

Acknowledgements

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

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

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

This visit was part of Healthwatch Derby's Think Healthy consultation with Derbyshire Healthcare NHS Foundation Trust, and was therefore an announced visit.

Methodology

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

Derbyshire Healthcare NHS Foundation Trust is the largest provider of mental health services across Derbyshire. Ward 1 is a functional assessment ward for people over the age of 65. Ward 2 is for the assessment and treatment of functional type illness. They are both 16 bedded mixed sex wards with gender specific sleeping areas. During the tour, representatives toured the wards making observations. The wards are more or less a mirror image of each other, so not every observation has been made for both wards, especially regarding the physical features. More observations were noted for Ward 2 because the representatives visited there first and spent more time there due to time restrictions. A lot of the comments and observations are also relevant to Ward 1.

Observations

Outside

Observations

- Wards 1 and 2 are clearly signed from the front entrance of the hospital.
- Ward 1 has a visitors garden – it is not in use at the moment, but can be seen from the ward's small quiet room.
- Ward 2's lounge leads to a pleasant, enclosed garden with tables and chairs and sheltered seating areas. The garden is open for patients between 6.00 am and 11.00 pm and they can help with gardening if they choose to.

Both wards

Observations

- The wards are bright, warm, welcoming and calm feeling.
- Lit panels in the ceiling show autumn leaves and give a feeling of more natural light.
- Visiting times can be flexible but visiting is discouraged in the morning as therapy and appointments tend to happen then.
- Every patient area has a call button.
- Both wards have a protected mealtime policy.

- The wards have a laundry room which patients are encouraged to use.
- There is a drinking water and hand washing station in the main corridor on each ward.
- There are single and twin rooms on the wards, each with beds, a table, sets of drawers, wardrobes and en suite toilet and walk-in shower.
- The ward bathrooms are kept locked but can be used by patients on request.
- Phone chargers, razors and other objects that could pose a health and safety risk are handed in to staff.
- Patients are encouraged to bring some of their own possessions, including photographs, to personalise their room.
- On each staffed nurses' station there is a telephone for patients' use.

Ward 1

Observations

- Ward 1 does not have a receptionist.
- There are lots of colourful displays in the corridor showing a range of information including fire procedures, quotes from patients regarding the quality of their care, plan for the day including you said we did, daily timetable and the ward's vision, events, general information for patients, the staff on duty and the different uniforms that people might see on the ward.

Ward 2

Observations

- Mel, the ward receptionist, is warm and friendly and patients will often go specifically to have a chat with her.
- There is a small nicely decorated dining room with seating for eight patients which also has a TV, books, tapes and patient information. This room is also used for admitting patients due to its calming atmosphere.
- The dining room can also be used by visitors during visiting times.
- The average stay of a patient on this ward lasts between six weeks and four months.
- Holistic assessments are given to patients and carers' assessments are given to partners, children and family members of patients.
- Day leave and visits lead to MDM (multidisciplinary meeting) and discharge to the Community Mental Health Team, patients can be referred to Dovedale Day Hospital or Midway Day Hospital for a period of eight weeks.
- Marie, a pharmacist based at Kingsway Hospital, visits the ward each day.
- At weekends, doctors are only available in an emergency. Patients with medical needs are usually transferred to the Royal Derby Hospital via Accident and Emergency or the Medical Assessment Unit and are escorted by a member of staff.

- A quiet room with a variety of comfortable seating, mood lighting and a CD player is available to patients.
- There are several displays in the corridor including information for patients, useful tips about getting a good sleep and you said, we did.
- There is a compliments book by reception for patients and visitors to write positive feedback about the ward.
- The ward has a doctors' office and a MDM/handover room.
- The main dining room seats 16. Patients can help set the tables.
- The dining room has the menu on display as well as information for patients on hairdressing, chiropody and the bank.
- There is a hatch between the kitchen and the dining room to aid meal service.
- A buffet lunch is provided on the last Sunday afternoon of the month when the patients and staff eat together. The only other time this usually happens is Christmas Day and Boxing Day.
- The ward's lounge has a variety of chairs, a TV, puzzles, books, darts, a computer, a display showing the OT programme and a trolley for hot and cold drinks – patients are encouraged to drink regularly.
- The ward's emergency trolley and equipment is kept in a locked room opposite the nurses' station and is checked on every shift.
- The clinic room is kept locked because of the medical equipment and supplies stored in it. It has a multipurpose adjustable height treatment chair/bed.
- The ward has separate monthly meetings for registered and unregistered staff as well as a whole team meeting and staff supervision sessions.

Concerns addressed during visit

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

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 nine surveys were returned within a two week timeframe.

Patient surveys

- 1 out of 1 response said that the doctors and nurses talked to them about why they were in hospital.
- 1 out of 1 response said that they knew enough about what was wrong with them to be able to explain it to a close friend.
- 1 out of 1 response said that they understood their care plan.
- 1 out of 1 response said that they felt that they were involved in planning their own care.

- 1 out of 1 response said that they or their family had been informed about what help is available for their condition.
- 1 out of 1 response said that there was always someone to help them when they needed it.
- 1 out of 1 response said that they got more help with personal care if they needed it.
- 1 out of 1 response said that a family member or someone they are close to had enough opportunity to talk to a member of staff about their condition.
- 1 out of 1 response said that they felt safe in the hospital.
- 1 out of 1 response said that they felt that their physical health is looked after at the hospital.
- 1 out of 1 response said they knew what to do if they had a complaint or problem.

Visitor surveys

- 1 out of 1 response said that they were made to feel welcome when they visited the hospital.
- 0 out of 1 response said that they felt that visiting times are flexible.
- 1 out of 1 response said that visitors are supported by the staff in regards to visiting.
- 1 out of 1 response said that they felt that the staff are friendly and helpful.
- 1 out of 1 response said that they were happy with the service of physical and medical care.
- 1 out of 1 response said that they were happy with the service of emotional care.
- 0 out of 1 response said that they were happy with other aspects of service, such as food.
- 0 out of 1 response said that they felt that the patient's care plan was followed successfully.
- 0 out of 1 response said that they felt that they were fully informed and kept up to date with the health and care of the patient.
- 1 out of 1 response said that they felt that the patients are treated with dignity and respect.

Visitor surveys completed by patients

- 3 out of 3 responses said that they were made to feel welcome when they visited the hospital.
- 1 out of 3 responses said that they felt that visiting times are flexible.
- 2 out of 3 responses said that visitors are supported by the staff in regards to visiting.
- 3 out of 3 responses said that they felt that the staff are friendly and

helpful.

- 3 out of 3 responses said that they were happy with the service of physical and medical care.
- 3 out of 3 responses said that they were happy with the service of emotional care.
- 3 out of 3 responses said that they were happy with other aspects of service, such as food.
- 3 out of 3 responses said that they felt that their patient care plan was followed successfully.
- 3 out of 3 responses said that they felt that they were fully informed and kept up to date with their health and care.
- 3 out of 3 responses said that they felt that they were treated with dignity and respect.

Staff surveys

- 4 out of 4 responses said that they feel that there are enough nurses on shift to meet the needs of the patients.
- 4 out of 4 responses said that they feel that there are enough care assistants on shift to meet the needs of the patients.
- 2 out of 4 responses said that they feel that there are enough housekeeping staff on shift to meet the needs of the patients.
- 4 out of 4 responses said that they have enough information about risk assessment and safeguarding.
- 3 out of 4 responses said that they are satisfied with their current job.
- 3 out of 4 responses said that they are asked to do things against their better judgement.
- 3 out of 4 responses said that they feel that they have enough time to fulfil their duties on shift.
- 4 out of 4 responses said that they feel that they receive adequate support, both physically and emotionally.
- 4 out of 4 responses said that they feel that their work is valued at the hospital.

Conclusion

During the visit it was apparent that no negative trends or issues were emerging.

Evidence of best practice

Evidence of best practice include:

- The wards are bright, warm, welcoming and calm feeling.
- Both wards display lots of information for patients, staff and visitors.
- There is a drinking water and hand washing station in the main corridor on

each ward.

- Patients are encouraged to bring some of their own possessions, including photographs, to personalise their room.

Recommendations

Recommendations include:

- Having somebody on reception on Ward 1 would make entering the ward more welcoming.
- Patients and visitors should be made aware that visiting times can be flexible – staff members explained to the representatives that visiting times can be flexible, however results from the visitor and patient surveys show that this is not made clear to them.
- 3 out of 4 responses to the staff survey said that they are asked to do things against their better judgement. We would recommend that the Trust speaks to staff about service delivery processes and looks at ways at alleviating these concerns.

Service Provider Response

Currently the Ward administrator from Ward 1 is on long term sick leave however Melanie Chan, Ward 2 administrator is overseeing both wards 1 & 2. Cover arrangements are always considered to ensure seamless services, the Unit manager has since liaised with the administrators at Dovedale Day Hospital, and reception cover has been maintained temporarily whilst required until the substantive post holder returns.

Patients and visitors should be made aware that visiting times can be flexible, staff members explained to the representatives that visiting times can be flexible; however results from the visitor and patient surveys show that this is not made clear to them. This information is clearly stated in the Ward Information Booklet; however the Trust has taken action to ensure staff draw visitor's attention to this section during the assessment process and orientation to the wards.

3 out of 4 responses to the staff survey said that they are asked to do things against their better judgement. We would recommend that the Trust speaks to staff about service delivery processes and looks at ways at alleviating these concerns. Both Wards 1 & 2 have regular team meetings and all staff have regular clinical and managerial supervision. Each staff member has an annual PADR (appraisal) with a member of the management team, which is an opportunity for them to discuss any worries or ideas they may have regarding the Ward and their personal and professional development. Senior Nurses on the units will discuss the contents of

this report with staff members and allow them time to discuss their concerns and comments further and signpost them to the relevant Trust policies that support them. Both wards promote and encourage an 'open culture' where staff are actively encouraged to voice concerns which will be addressed in a supportive manner.