healthwatch West Sussex

Making a Difference

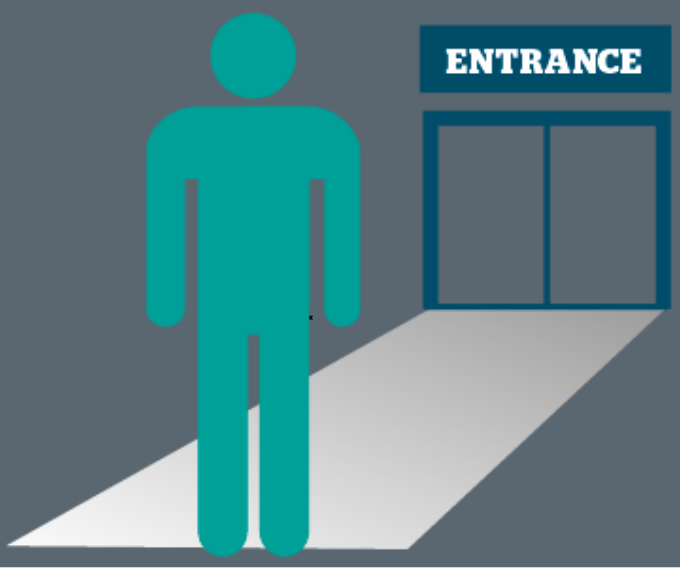
2018-2019

A year of Enter and View Visits to Princess Royal Hospital (Haywards Heath)

This reports reflects the impact our Enter and View visits has had on the care environment at Princess Royal Hospital

(This is part of our Hospital Visiting Programme)

September 2019



What is *Enter and View*?

Healthwatch has a legal power to visit health and social care services and see them in action. This power to *Enter and View* services offers a way for Healthwatch to meet some of its statutory functions and allows us to identify what is working well with services and where they could be improved.

Although Enter and View sometimes gets referred to as an 'inspection', it should not be described as such.

Healthwatch statutory functions

- The legislative framework for Healthwatch is split between what Healthwatch must do (duties) and what they may do (powers). Healthwatch have a power under the Local Government and Public Involvement in Health Act 2007[1] to carry out Enter and View visits
- Healthwatch should consider how Enter and View activity links to the statutory functions in section 221 of the Local Government and Public Involvement in Health Act 2007[2].

The purpose of an *Enter and View* visit is to collect evidence of what works well and what could be improved to make people's experiences better. We use this evidence to make recommendations and inform changes both for individual services as well as health and social care system-wide.

Only trained *Authorised Representatives* can conduct a visit and then only for the purpose of carrying out our activities. For more information about this visit https://www.healthwatchwestsussex.co.uk/what-we-do

These visits were part of a work plan for 2018- 2019 and were carried out independently but with the full support and cooperation of the Trust.

During our visit, we focused on:

- Observing how people experienced the service through watching and listening
- Speaking to people using the service and their family and friend carers, to find out more about their experiences and views
- Observing the nature and quality of services and speaking to staff.

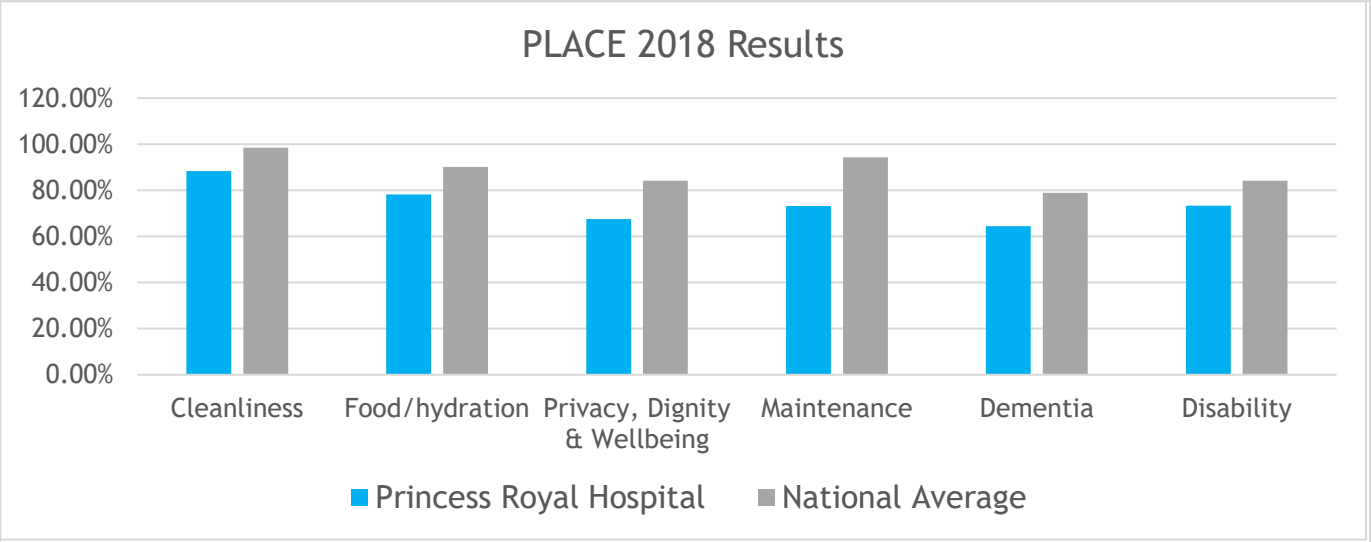
It is often challenging to engage with and collect insight from patients, carers and staff in acute hospital settings because of the fast-pace of care or because people are too unwell to talk to us.

[1] Section 225 of the Local Government and Public Involvement in Health Act 2007

[2] Section 221 of the Local Government and Public Involvement in Health Act 2007

Throughout 2018-2019 a dedicated volunteer-led team carried out monthly hospital visits.

This level of visits were resourced following a concerningly negative visit during the national Patient-Led Assessment of the Care Environment (PLACE) programme.



This report shows the themes and issues raised during our visits through conversations with patients, and our observations of the service and environment.

Good practice	Where good practice has been suggested – either through patient/visitor feedback or our observes, we will show this be showing this icon.
Outcomes	what happened as a result of our work
Confirm	how currently think we will measure/follow-up on outcomes to identify impact, recognising there is normally twists and turns on the way that may mean these need to change
Impact	what has changed as a result of our work

The report is shared with the Trust, which in this case is Brighton and Sussex Hospitals NHS Foundation Trust, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners, based on what was found during the visit.

We would like to thank the Terece Walters, the Trust's Clinical Director of Facilities and Engineering, without whom the changes we have noted would not have been so positively achieved. We would also like to thank staff and patients of Princess Royal Hospital for their contribution to this work.

How has our findings changed over the year?

We appreciate that keeping a busy hospital clean, safe and well maintained is always going to be a challenge and as such, is one that requires a responsive team effort, to make sure issues are resolved in a timely manner.

Creating the right care environment gives patients an impression that the hospital is hygienic and a good place to be treated. The opposite impression could result where the hospital can be seen as dirty and poorly maintained.

Overall

What has been great to witness over the last year, is the turnaround in staff morale. We are now seeing staff that are much happier and confident in their workplace, as they are smiling now when carrying out duties. This may now be represented in the Trust's improved Care Quality Commission rating or as a result of this.

There is much that is now positive about the hospital and we can see the impact Terece Walters is having.

There is still a need to address some basics and we have detailed when we will know if this has been achieved within this report.

Cleanliness

We found poor standards of cleaning, from nursing equipment to general areas, dusty surfaces.

We have more recently found that the nursing and ward cleanliness is now of a considerably higher standard. Regrettably, we are still picking up basic cleaning issues in corridors throughout and this is something that needs locally leadership to drive through an appropriate cultural change.

Common and repeat issue with the cleanliness are: drinks trolleys, moveable equipment (such as screens, hoists, wheelchairs, etc.), cylinders, toilet brushes and shower curtains.

We will know when we can stop visiting when we can no longer spot areas of poor cleaning because the cleaning teams are consistently achieving high standards of cleanliness throughout the hospital.

Maintenance and appearance

We reported a number of examples of blocked sinks, damaged edging/frames (which can represent a risk of injury), soiled shower curtains.

There is a wonderful *memory board* on Twineham and Butterfly Wards, that we felt would be positive for patients.

New style *pod lockers* on Hurstpierpoint Ward and these look better and more secure.

The nursing equipment, on Ardingly Ward, has been rearranged to one side to make the movement of patients/beds easier, creating a good visual impression.

Meal service

On our June 2019 visit we observed a meal service.

We were pleased to note that Ardingly Ward patients were correctly prepared for their meal, prior to it arriving (clean tables and patients sitting up).

We saw staff carefully reviewing the completed choice card and delivering suitable portion sized meals. The card relating to patients with dementia were marked with a smiley face and the food then served on a brightly coloured plate.

However, this was not the case on Horsted Keynes Ward. Sadly, the staff also just left the meals on the table and no attempt was made to ask patients if they required assistance.

Patients we spoke to were pleased with the quality of the food. A couple of patients told us that it had taken a day or two to decide on the portion size to choose, as *two good size portions a day could be a bit too much. Considering you are not moving around.*

Seating

There were a number of unsuitable chairs throughout the hospital, e.g. rips and tears, non-wipeable materials, all of which may be an infection risk. Each time these were pointed out they we quickly removed.

Other issues have taken time to resolve. For example: we pointed out that a settee on Hurstpierpoint Ward had a rear cushion missing and the room did not seem fit for purpose.

Although it took over a year to resolve, we noted in our June 2019 visit that the settee had been removed and the room rearranged in a way that made it more inviting for patients and visitors.

We will know when we can stop visiting when we can no longer spot issues with sitting because staff have already recognised the issue and replaced with more appropriate chairs.

Safety concerns

When we started the monthly visits, we were raising some safety breaches, such as:

- Blood filled syringes left on top of trolleys in wards
- Scissors found on top of cabinets in dementia bays. In one visit we retrieved 7 pairs from Twineham Ward.
- Unlocked drug cabinets
- We found pull cords missing or tied up (as they were too long), which we felt put patients at risk, when accessing bathrooms/toilets independently.
- Very high water temperature from taps.
  In one instance an engineer subsequently tested the temperature and found it to be 60ºC. Regulations suggests hot water temperature to patients should not exceed 50ºC.
- Fire doors, marked keep closed, wedged open (throughout the hospital) and the fire doors in the Clinical Decision Unit were not fit for purpose (April 2019). The latter being repaid but still stiff and in need for further attention.

Whilst these were immediately rectified, this showed a lack of care and attention. We are no longer needing to highlight such issues on some wards, which suggests a more vigilant culture is in place but on others this is still and issue.

Back in October 2018 we raised concern that an electric shaver (with a live cable) was left next to a sink on a dementia ward. Initially, staff did not see this as an issue, as 'patients were always supported when using the bathroom. We suggested that confused patient may still be able to get access to this and the combination of electric and water was therefore a potential hazard.
The matter has been through a health and safety panel and the Sister appreciated now this is unsafe, and the shaver is no longer left out.

About us

Healthwatch is here to make care better.

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

We also help people find the information they need about services in West Sussex.

ADVICE AND INFORMATION

helping you on the next step of your health and social care journey.

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Contact us

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Healthwatch West Sussex works with Help & Care to provide its statutory activities.

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