

Enter and View Report

Visit details

Service address:	Royal Derby Hospital, Uttoxeter Road, Derby, DE223NE
CEO:	Sue James
Service Provider:	Derby Hospitals NHS Foundation Trust
Date and Time:	Wednesday 21 August 2013
Authorised Representatives:	Jessica Davies, Rebecca Johnson, Samragi Madden
Reason for visit:	Healthwatch Derby Enter and View Program
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 program.

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

The Health and Social Care Act allow representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

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

Purpose of the visit

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

Methodology

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

Introduction/summary

The Royal Derby Hospital is the second largest hospital in the East Midlands and is located near to the city centre. It provides general medical, surgical, maternity, rehabilitation care and accident and emergency services. During the tour, representatives visited Reception, A&E (minor and major) and Ward 4, making observations and were invited to sample the full hospital lunch menu. Some observations reflected feedback reports received by Healthwatch Derby. The total number of feedback reports received by Healthwatch Derby stands at 38. Out of these 18 identify The Royal Derby Hospital as the main service provider. The 5 feedback reports which reflect the observations made by the Enter and View Team are highlighted in red.

Observations

Level 1

Positive Observations	Negative Observations
<ul style="list-style-type: none">• Staff and volunteers were very welcoming at Reception.• A large signpost panel was situated at the entrance providing information.• There were hospital maps at corridor junctions.• Outside spaces included well maintained gardens.	<ul style="list-style-type: none">• A&E is not signposted on the signpost panel and although one representative asked for directions she felt they were confusing• There were malfunctioning lights in various areas of the main corridor.• Temporary signage outside orthopaedic was not branded or laminated.• A fire door near orthopaedics was propped open.• Blue line indicating pavement outside was faded.• Hand wash was too high for wheelchair users.

Lifts

Positive Observations	Negative Observations
	<ul style="list-style-type: none"> • Lift ID NY3349 A list of wards in the lift was torn. • Lift ID NY3353 Chewing gum on ceiling needs removing.

A&E Entrance, Reception and Waiting Area

Positive Observations	Negative Observations
<ul style="list-style-type: none"> • A&E was clearly signposted from outside the building. • There was lots of information leaflets available at the main desk. 	<ul style="list-style-type: none"> • The entrance doors had conflicting stickers indicating they were automatic and manual. The glazing was also smeared with finger marks. • Posters were unsuitably placed, one regarding organ donation was in front, and one behind regarding NHS 111 was behind, switching them would have been more suitable. • The waiting area seemed cramped and had no facilities for patients who may have children waiting with them – no provision of toys. • The skirting was coming away on the back wall. • The seat of a chair in the waiting area was ripped. • There was debris on floor. • Hand sanitizer was too high for wheelchair users.

A&E Minors

Positive Observations	Negative Observations
<ul style="list-style-type: none"> • The bays were clean and bright. • The staff in this department were vigilant, politely checking who we were and our authority to be there. • The disabled toilet was clean and bright. 	<ul style="list-style-type: none"> • There were malfunctioning lights in various areas of the department. • The bottom of equipment and the bottom of trolleys were soiled. • There were weight scale obstructing access to a treatment room for wheelchair users. • There were shoes and wet sign left in the corridor by the toilets. • The bin in the disabled toilet was positioned so that it obstructed patients/visitors using a wheelchair. • The bin in the disabled toilet was foot operated, some patients would not be

	<p>able to use their feet to operate the bin, and these patient would have to lift the bin lid by hand.</p> <ul style="list-style-type: none"> The bin in the disabled toilet was placed directly beneath the coat/bag hook.
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A&E Majors

Positive Observations	Negative Observations
<ul style="list-style-type: none"> The bays were clean and bright. The staff were attentive. 	<ul style="list-style-type: none"> Hand sanitizer was too high for wheelchair users. There was waste hanging out of bin. There was no room for a visitor's chair in the bays. The seat of a chair in the department was ripped. Temporary signage near the Zenith trolley was not branded or laminated.

Level 4

Positive Observations	Negative Observations
<ul style="list-style-type: none"> Green walls, bright cheerful, comfortable seating. 	<ul style="list-style-type: none"> The manual fire alarm was too high for wheelchair users. The corridor outside Ward 410 had debris on the floor where a mattress rack is usually stored.

Ward 401 Entrance, Reception and Waiting Areas

Positive Observations	Negative Observations
<ul style="list-style-type: none"> The Reception Visitor's toilet was clean and bright with baby changing facilities. 	<ul style="list-style-type: none"> The entrance door on Ward 401 had no automatic option for wheelchair users. The bell at door on Ward 401 had no information on to let patient visitors know to ring it. The reception was cluttered with trolleys; bins blocking the fire exit, the corridor outside had RDC cages. The hand towels were too high for wheelchair users. The feedback box was hidden away behind clutter, post trolleys lying about with two brollies in it (not very professional). There was a soiled equipment bag on floor. The seat of the disabled toilet was

	marked and missing a rubber stopper
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Ward 401

Positive Observations	Negative Observations
<ul style="list-style-type: none"> The linen room was clean and organised. There were large windows allowing a lot of natural light into Room 3. Staff in Room 3 were attentive and caring. The day room was clean and bright with comfy chairs for patients to use. 	<ul style="list-style-type: none"> A Disposal Bay was unlocked. Hand sanitizer was too high for wheelchair users. There was waste hanging out of bin. The day room had a lot of reminiscence equipment stored in it so that it limited the use of the room.

Ward 405

Positive Observations	Negative Observations
<ul style="list-style-type: none"> Staff were attentive and caring. 	<ul style="list-style-type: none"> A notice board had out of date information displayed on it. A patient did not have menu at the bedside to view in Room 7. A commode was stained in the en suite in Room 12. There were items in the bedpan in the en suite of Room 12. The MHK was wearing a stoned ring which is advised against on the wards. A patient representative commented that the MHK smelt of cigarette smoke.

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

Main Course <ul style="list-style-type: none"> Ham salad Macaroni cheese Fish and parsley Fish and chips Brunch Shepherd's pie Lasagne Cheese omelette Potato topped fish pie Cottage pie Soft option beef stew Roast chicken dinner Salmon – cat e food Chicken korma – cat e food Sausage and mash Veg casserole 	Desserts <ul style="list-style-type: none"> Chocolate, lemon and jam sponge Apple crumble Trifle Fresh fruit Yoghurt Jelly and ice cream Mousse Fruit compote
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Food Tasting

Positive Observations	Negative Observations
<ul style="list-style-type: none">• The Enter and View Team were impressed with the choice of meals available on the lunch menu.• The Enter and View Team were impressed with the presentation of the meals.• The Enter and View Team found that all meals were served at an adequate temperature.• The Enter and View Team tried one meal that had been standing for ten minutes and one meal that had been standing for twenty minutes and although there was a slight difference in temperature the consistency of the meals was still acceptable.	<ul style="list-style-type: none">• The Enter and View Team found that the meat in the Shepherd's Pie was greasy and fatty.

Concerns Resolved During Visit

<ul style="list-style-type: none">• There was a spillage outside A&E, (however the contracts manager explained that maintenance toured the building twice a day to clean up).• A fire door would not shut, (however, the contracts manager explained that the mechanics were slowed down to allow for porters to push trolleys through safely).• The Enter and View Team found that the Fish and Chips were bland and dry (but were informed that it was being removed from the menu).
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Interview/Survey findings

There were no surveys conducted during this visit however a visitor commented that:

- He has observed food being left with a patient without any further support or assistance, and by the time support arrived the food was too cold to eat.

Conclusion

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

- Appropriate signage outside and inside the hospital.
- The height of some facilities for wheelchair users.
- Access to the disabled toilet.
- The cleanliness of some equipment and its appropriate storage.
- The provision for patient feedback and
- The quality of a small number of meals provided by the hospital.

Evidence of best practice

Evidence of best practice include:

- Monthly PLACE Inspections are conducted at this hospital site by the trust in addition to the annual PLACE Inspection, involving patient representatives to produce an internal action plan.
- Volunteers throughout the hospital on hand to provide patients and visitor with directions and information.
- A specific member of staff has been placed on Ward 4 to encourage and assist patients to eat at mealtimes, all staff are also encouraged to be on hand to help where needed.

Recommendations

Recommendations include:

- All equipment in the hospital should be free from dirt in an effort to improve infection control.
- All hand sanitizers on wards should be at a level where wheelchair users can access them or other provisions should be made available.
- All disabled toilets throughout the hospital need to be assessed to ensure that wheelchair users are able to access them and all bins in disabled toilets need to be push button lids not foot operated lids as all that were checked during the visit were not appropriate.
- Lighting, signage, fire doors, fixtures and fittings need to be maintained in line with policies and procedures and information needs to be relevant and up to date.
- Patient feedback needs to be encouraged on the wards to allow for their opinion to be taken into account.

Service Provider Response

In reply to the Enter and View Report, Derby Hospitals NHS Foundation Trust have compiled their own response addressing the recommendations entitled Healthwatch Derby Enter and View PLACE Report – Royal Derby Hospital, Derby Hospitals NHS Foundation Trust Response, Wednesday 21 August 2013.