Meeting record

Member of staff	Jono Yelland
Name of	Enter and View Visit to Holford Psyciatric Intensive
meeting	Care Ward, Taunton
Project/Area	Healthwatch Somerset
representing	
Date	14 June 2016
People	Janet Bond, Jonathon Yelland, Elaine Hodgson
attending	Amanda Fear, Christine Pickton, Kayley Forsdike

Summary	Strategic implications	Actions
 Healthwatdch Somerset Enter and View team have been visiting all nine of the wards catering for mental health inpatients in Somerset. The Purpose of the visits are To seek the views of patients, visitors and staff about the services they receive or work in. To seek the views of patients and visitors about other NHS or social care services they receive. To identify good practice examples and share these with Commissioners, Somerset Partnership and other inpatient wards. 		
Due to the nature of psychiatric illness of patients being treated at the ward at the time of the visit it was agreed that it would be difficult to manage the risks associated with volunteers from Healthwatch going onto the ward. Instead the enter and view team met with the manager, an OT (Occuopational Therapist) who		

works on the ward and a member of		
the nursing staff.		
Findings		
Good Practice identified		
Bedrooms have a notice board so		
that patients can display posters or photos to personalise their room.		
1. Nursing station located to		
give good view of corridors		
and outside space.		
2. Weekly community meetings		
for patients to give feedback and find out information.		
3. Patient survey given to all		
patients when they are		
discharged		
4. Friends and families test.		
5. New staff shadow		
experienced staff for first three shifts then buddy an		
experienced staff for a few		
weeks.		
6. The ward encourage and		
support work experience for students.		
7. Community meetings are		
supported by a peer support		
worker from Somerset You		
Can Do'.		
8. Good Links with Health and		
social care students at local college.		
9. Patients chose redecoration		
of communal areas and		
patient rooms		
10. Manager visits colleges to recruit volunteers from Health		
and social care courses.		
	This issue has been raised	
Recruiting staff	at all of the wards visited	
The manager said that they have	and needs to be shared with HWE	
difficulty recruiting qualified staff. This is a national problem and	IT also can feed into the	
appears to be linked to the recent	JSNA (Contact Jo Purvis at	
	SCC) as it relates in part to	

changes in nursing qualifications. It now takes an extra year to study for a degree in nursing and as it is now a degree and not a diploma, bursaries for nursing students have been removed. There is also no university in Somerset, The closest place a student can study nursing is Plymouth or Bath. The manager explained that although they do accept students on work placements there is often a lot of travel involved. The ward are supporting three students at present The manager noted that there are few places available to study mental health nursing. It was also noted that the available places at university for mental health nursing are fewer than the current vacancies in the south west. Links with alcohol and substance misuse services The ward used to run a substance awareness service in conjunction with SLAM and turning point so as patients had a connection with drug	a lack of university in Somerset. Do with a volunteer rep with Somerset D+A services, Turning Point or others? Might there be an opportunity for joint work to set this up? Perhaps a conversation with CCG loint Commissioner?	
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The OT would like to set up a substance awareness session What would you change? When the enter and view team asked the manager and staff what they would like to change about the ward. It was discussed that many patients might benefit from the introduction of tranquility/ sensory room.	To raise with Partnership- Need for research into benefits for in-patient wards	