



## Oakland Hospital

### Enter and View REPORT

## Oaklands Hospital

#### Contact Details:

19 Lancaster Road, Salford M6 8AQ  
0161 7877700  
<https://www.oaklands-hospital.co.uk/>

#### Date of Visit:

30 November 2017

#### Healthwatch Salford Authorised Representatives:

Ruth Malkin  
Philip Mann  
Jacqueline Leigh



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## 1.1 Introduction

Healthwatch Salford is the independent consumer champion for children, young people and adults who use health and social care services in the borough of Salford.

Healthwatch Salford:

- Provides people with information, advice and support about local health and social care services
- Listens to the views and experiences of local people about the way health and social care services are commissioned and delivered
- Uses views and experiences to improve the way services are designed and delivered
- Influences how services are set up and commissioned by having a seat on the local Health and Wellbeing Board
- Passes information and recommendations to Healthwatch England and the Care Quality Commission

Healthwatch Salford have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012. One of these statutory powers is to undertake Enter and View visits of publicly funded adult Health or Social Care premises.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits are undertaken when Healthwatch Salford wants to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services, obtain the views of the people using those services and make recommendations where there are areas for improvement.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Salford also produces reports about services visited and makes recommendations for action where there are areas for improvement.

Information gathered and reported on is referenced against information from health and social care providers, commissioners as well as national and local research sources.

Healthwatch Salford Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Salford safeguarding policies.

Further information about Enter and View is available at <https://healthwatchsalford.co.uk/what-we-do/enter-and-view/>.

*The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013* is also available to view at [http://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi\\_20130351\\_en.pdf](http://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi_20130351_en.pdf).



## 1.2 Acknowledgements

Healthwatch Salford would like to thank Oaklands Hospital's staff team, patients and relatives for their contribution to the Enter and View visit.

## 1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



Enter and View report for: Oaklands Hospital

## 2.1 Visit Details

<b>Service Provider:</b>	Ramsay Healthcare UK Operations Ltd.
<b>Service Address:</b>	Oaklands Hospital, 19 Lancaster Road, Salford M6 8AQ
<b>Visit Date and Time:</b>	30 November 2017 2pm
<b>Authorised Representatives:</b>	Ruth Malkin Philip Mann Jacqueline Leigh
<b>Healthwatch Salford Contact Details:</b>	The Old Town Hall, 5 Irwell Place, Eccles M30 0FN  Email: <a href="mailto:feedback@healthwatchsalford.co.uk">feedback@healthwatchsalford.co.uk</a>  Telephone Number: 0330 355 0300  Website: <a href="http://www.healthwatchsalford.co.uk">www.healthwatchsalford.co.uk</a>

## 2.2 The Healthcare Setting

**Group:** Ramsay Health Care UK Operations Limited.

**Person in Charge / Registered Manager:** David Winters

**Type of Service:** Oaklands Hospital is a purpose built, modern hospital providing a wide range of surgical and medical treatments to private patients and eligible NHS patients.

The hospital has 17 inpatient beds. Facilities include three operating theatres with laminar flow and a designated endoscopy theatre, one inpatient ward with 17 beds, a day case unit and X-ray, outpatient and diagnostic facilities. The hospital provides surgery and outpatients and diagnostic imaging.”

### Admission Information:

- Three Operating Theatres
- A Minor Operations Theatre/Endoscopy Suite
- Day case Unit with 8 Individual Bays
- On-site Imaging Department (X-ray, Ultrasound & MRI)
- Physiotherapy Unit: Offering Individual Physiotherapy Sessions Rehabilitation Gym
- Total Care Fixed Price Package (No Hidden Extras)
- Interest Free Finance
- Private En-suite Bedrooms
- Free On-site Parking (Disabled Access is Available)
- Freshly Prepared Menu (On-site)



- Private Patient In-room Extras
- Discreet Central Locations
- Free WI-FI

**Facilities & Services:**

- Cosmetic Surgery
- Dermatology
- ENT
- General Surgery,
- Gynaecology
- Orthopaedic Surgery (Joint Surgery) & Spinal Surgery
- Physiotherapy
- Podiatric Surgery
- Respiratory
- Urology

Our consultants and nursing staff are highly experienced and have your care and comfort as their highest priority. All patients have the reassurance that a doctor is resident on site and available 24 hours a day.

**See Care Quality Commission\* (CQC) website to see their latest report on ---- ----.**

*\* Care Quality Commission is responsible for the registration and inspection of social care services in England.*

## 2.3 Purpose

- Engage with patients and healthcare service users, and understand how dignity is being respected in a healthcare environment.
- Identify examples of good working practice.
- Observe patients and relatives engaging with the staff and their surroundings and to experience the healthcare setting using the 3 primary senses of sight, sound and smell.
- Capture the experience of patients and relatives and any ideas they may have for change.



## 3. Methodology

This was an invited Enter and View visit to Oaklands Hospital which, although privately run, does provide NHS funded services. On first arriving for the visit, we approached a senior member of staff before we spoke to anyone in the hospital and took their advice on whether any patients should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Authorised representatives conducted interviews with 5 staff members. Topics such as quality of care, safety, dignity, respecting and acknowledging the patient's and families' wishes, discharge procedures and staff training were explored. Authorised representatives also approached 6 patients at the hospital to ask them about their experiences of the home and, where appropriate, other topics such as accessing health care services.

1 visitor was also spoken to as they were with a patient at the time.

A proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the hospital works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.



## 4. Summary of key findings

The hospital is small (19 beds) and has a very specific function. It was only possible to talk to a small number of patients due to the nature of the setting - patients are often only in for a short time and they were not capable of being interviewed due to the procedure they were undertaking. The overwhelming impression was of a clean, welcoming and pleasant environment that caters well for its patients.

A recent CQC report on the hospital had rated it good overall but a question was raised relating to the safety of the service. The hospital manager contacted Healthwatch Salford to request an Enter and View visit as part of a drive to improve patient engagement. Three trained Enter and View representatives with experience of healthcare settings conducted the Enter and View visit on 30<sup>th</sup> November 2017.





## 5. Results of visit

### Patient and Relative Feedback

#### *Standard of Care*

*Patients and the relative reported that the care was very good. 'If I have a problem, I can ring and deal with it.' One patient reported they were admitted late in the day and was not offered food: 'should be sandwiches available.'*

*One patient was an Arabic speaker and indicated that they had received written information in an appropriate format and had access to interpreters.*

#### *Procedure and Follow up*

*Procedures were clearly explained with helpful written information to back up verbal information. Patients were fully involved in the planning and management of their care in the hospital. One patient had received follow up support with physiotherapy. Pain relief was offered and administered when needed.*

*One patient had attended the hospital previously and thought it was 'brilliant.'*

#### *Facilities and maintenance*

*The cleanliness of the place was particularly noted by patients. 'Spotless.'*

*The ward was carpeted, with appropriate hardwearing carpet, which helped to keep the noise down for patients.*

#### *General*

*Patients are kept informed by staff and there is a high standard of care.*

*"I can't complain about anything. Staff are lovely. They make the place!"*

*One patient would have liked more information on discharge about follow up care, physiotherapy and support.*

*The hospital is 'very nice'.*



## Staff Feedback

### Service

*Patients are treated with care, competence and compassion, and treated as individuals. In depth questions are asked about social circumstances. A resources matron has been appointed who has made a big difference.*

*'Health Care Assistants are not always valued as much as they should be, but to a certain extent I can influence working practices in the department.'*

*Regular staff meetings take place, and everyone is encouraged to put their opinions forward. It is a good team. Ideas are passed to managers for their agreement at meetings. There are examples of when staff have had ideas which have been adopted by managers. It's a friendly team that works well. When things go wrong it's sorted out. Our training needs are met - we've had EPP training for example.*

### Staffing levels

*The hospital maintains high staffing levels with 1 health care assistant (HCA) to 4 or 5 patients depending on the need. 'It's much higher than when I worked in the NHS.'*

### Patient Experience

*Patient need is monitored by regularly checking on patients. Results are on hand and consultants review regularly. All patients are escorted to their room on arrival and the buttons and call bell functions are discussed with them. The friends and family test is done anonymously with patients - feedback is generally very good. The NHS monitors the service when it is an NHS funded service. Patients' needs, wishes and opinions are considered in the development of their care plan. An example of a change made to the service due to patient feedback is that there had been complaints about a cramped waiting area, so a new, larger waiting area has been identified and developed. This change has been well received. Standards of patient care are reported as high by staff members - it is clearly a priority at the facility. Staff reported enjoying their work.*

### Information in alternative formats

*The accessible information requirements of the patient are written up and stored on the intranet and printed at the nurses' work station. There is a weekly meeting that identifies patient requirements Information has been provided in Braille, different languages using interpreters. 'I feel we meet patients' needs.' The nurses spoken to did not seem to know the term Accessible Information Standard, but it was clear that they were familiar with the need to provide information in a range of formats and were systematically recording and meeting the accessible information requirements of patients.*



### ***Discharge and follow up***

*‘Patients are 100% involved in their discharge plan.’ Prior to discharge, the nurse and a physiotherapist go through the case with leaflets and information - the patient is not discharged until they fully understand the follow up information. “We want them to get the care they need in the home.” Information relating to exercise, medication and how to change dressing, managing pain, follow up appointments and wound care is given on discharge.*

*Unplanned readmissions are rare.*

## **Management**

### ***Service***

*This is a 19-bedded facility. The hospital provides a narrow range of surgery and pre- and post- surgery care.*

### ***Staffing levels***

*There are 2 regular nurses, on a 1 to 5 ratio. So, there are 13 patients in this afternoon, 3 RM and 1HCA. Occasionally agency staff are used - there are 4 agency nurses who are used regularly over the past 2 years.*

*There is a routine of daily ward and clinical inspection to assess how well the nurses are meeting the needs of the patients they are caring for. Information has been provided to patients in a range of accessible formats and the requirement for these formats are recorded in the patient’s notes. We are able to deal straight away with any issues that adversely affect levels of care that are highlighted by staff due to our small size.*

### ***Patient experience***

*We provide a high level of care. We act on feedback. We have a chef who prepares food for individuals. Nurses have wide attention. We maintain strong communication channels. We have improved our performance as measured by PROMS. Patient feedback is dealt with by a complaints team. We act on feedback and there has been a 25% Friends and Family improvement.*

### ***Discharge and follow up***

*We have a care pathway. Intermediate care, physiotherapy, district nurses are arranged before patients leave the hospital. There was a death of a patient last January.*



## Environment

*This was a small hospital which was well configured to maximise the use of space. It was maintained to a high level of cleanliness and patients and visitors particularly commented on this.*



## 6. Recommendations

This hospital seemed to offer care to a very high standard and was reported to be clean and comfortable, with a caring ethos, by patients and the family member spoken to. Staff appeared to be happy in their work and empowered to raise any necessary changes. The service provided appeared to be efficient and streamlined. There are minor recommendations made as a result of specific feedback that may help to improve the services further, and these are listed below.

Follow up on the patient comment about food on arrival - make sure that there are procedures in place to either provide food on arrival or explain clearly why this is not clinically appropriate.

Ensure that hand sanitising facilities for staff, patients and visitors are clearly labelled and maintained at strategic points throughout the site.

Provide staff training in the Accessible Information Standard so that they recognise the reason for maintaining accurate records.



## 7. Service Provider Response

We welcome the visit by Healthwatch and appreciate their assistance in monitoring our patients' experience.

We will take on board the recommendations; the Accessible Information Standard is included in our Equality Diversity and Human Rights work and will be addressed via that.

We will ensure that our labelling is clear on the sanitising facilities and that they are kept topped up so that they are available for staff patients and visitors.

We do not provide any food for patients who are waiting however we are considering the installation of a vending machine for the comfort of those patients.

Patients who arrive for surgery would not be able to eat for clinical reasons; the majority of our patients need to be fasted. Following surgery, food is offered as appropriate dependant on the surgery that has been undertaken and also how the patient is feeling. Sometimes patients feel nauseous after their anaesthetic in which case we may advise them to wait. We will always provide information about why we cannot offer food to a patient.

Thank you to the Healthwatch team for your observations and recommendations.



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