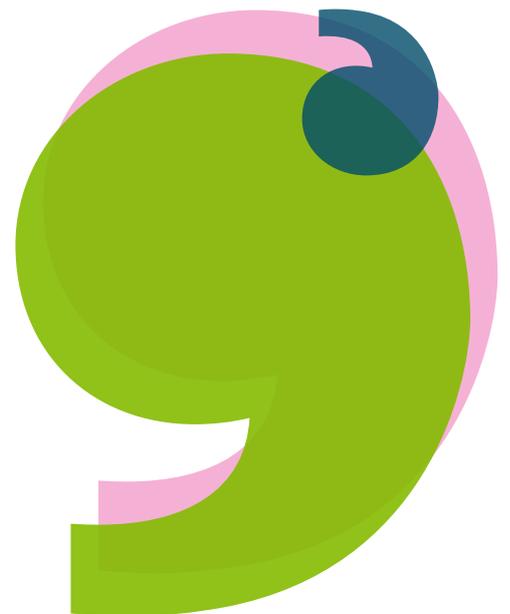


Manchester Royal Infirmary

Enter and View Report

Contact Details	Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL
Visit Date and Time	28/11/2022 8:30am-10am
Healthwatch Manchester Representatives	Thomas Carr (HWM staff) Eamon Hasoon (HWM staff) Neil Walbran (HWM staff) Lyndsey Norman (HWM staff)



Disclaimer

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 service users and staff, only an account of what was observed and contributed at the time.

Contents

About us.....	3
What is Enter & View?.....	3
General information about the service.....	4
Purpose of the visit.....	4
Executive summary of findings	5
Summary List of Indicators	5
Source: AccessAble (Manchester Royal Infirmary)	5
Methodology	6
Enter and View Observations.....	8
Recommendations	9
Response from service provider	9

About us

Healthwatch Manchester is the independent consumer champion for health and care. It was created to listen and gather the public and patient's experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every local authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role Healthwatch Manchester has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using those services.

What is Enter & View?

Local Healthwatch representatives carry out Enter and View visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. 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 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 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 safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

General information about the service

Name of the Provider: Manchester University NHS Trust

Manchester University NHS Trust has nine hospital sites: Manchester Royal Eye Hospital, Manchester Royal Infirmary, Royal Manchester Children's Hospital, Saint Mary's Hospital, The University Dental Hospital, Altrincham Hospital, Trafford General Hospital, Wythenshawe Hospital and Withington Community Hospital. The trust also provides community services. The trust provides a range of primary, secondary and tertiary care services across Manchester and the wider region

Description of Facility: Wheelchair provision for patients and visitors to the infirmary.

CQC Rating*: Good (inspection conducted 2nd October - 8th November 2018) - the report can be found [here](#)

See Care Quality Commission (CQC) website to see their latest report on this service.

** Care Quality Commission is the independent regulator of health and adult social care in England.*

Purpose of the visit

The purpose of the visit was to:

- Review access to wheelchair provision
- Review ease of wheelchair use within the infirmary excluding its exterior grounds. The ease of wheelchair use includes the availability of guidance on how to use one of the wheelchairs provided

Executive summary of findings

1. Access to a wheelchair in Manchester Royal Infirmary is poor.
2. Information regarding use of a wheelchair is unavailable.
3. Access around MRI is good for wheelchair users

Summary List of Indicators

Source: AccessAble (Manchester Royal Infirmary)

Getting Help and Assistance

- There is a Patient Advice and Liaison Service (PALS) at the hospital.
- The Patient Advice and Liaison Service (PALS) is located inside the Manchester Royal Infirmary Entrance 2.
- The telephone number for the Patient Advice and Liaison Service (PALS) is 0161 276 1234.
- The email address for the Patient Advice and Liaison Service (PALS) is pals@mft.nhs.uk.
- There are volunteers available for help and assistance at the hospital.
- Volunteers can be found at both entrances.
- Documents are available in an alternative format and can be provided to include: Braille on request, large print on request and different languages on request.
- There is an assistance dog toilet or toileting area on the hospital site.
- The assistance dog toilet or toileting area is located on the grass area in front of the main Manchester Royal Eye Hospital Entrance.
- Water bowls for assistance dogs are available.
- BSL interpreters can be provided on request.
- Language interpreters can be provided on request.
- A mobility scooter charging point is not available at the hospital.
- ***Mobility aids are available to help patients move around and include; wheelchairs.***
- To obtain mobility aids please contact Main Hospital Reception.
- Nursing staff complete an e-learning course to assist with treating patients with learning disabilities

Methodology

We informed the Patient Advice and Liaison Service that an unannounced Enter and View visit was taking place in the infirmary at 7:55am on the day of the visit.

Prior to the Enter and View taking place

All Enter and View representatives were fully trained in how to carry out an Enter and View. They were also checked through the Disclosure and Barring Service (DBS).

All Enter & View representatives have been briefed and have agreed to abide by the Healthwatch Manchester Code of Conduct and Infection Control policy.

The visit was carried out over the course of one and a half hours. The visit date and times are shown on the front cover of this report.

During the visit

The visit consisted of a team of Healthwatch Manchester representatives who carried out the following procedure as part of the review:

- Location of wheelchairs in the infirmary
- Location of information on how to use wheelchairs provided
- Reviewed of ease of movement within the infirmary for the wheelchair user and handler

Procedure in detail

- Went through the infirmary
- Headed to main reception next to A&E outpatients
- Lights were not turned on
- Reception was not staffed
- Security staff were asked was reception going to open soon, we were told no by the security staff
- There were no way-finders from the 'way-finders' scheme to meet and greet us
- We were clearly identifiable as Healthwatch representatives
- Attempted to locate a wheelchair ourselves
- Saw no signage
- We found a member of staff identifiable as working at the infirmary who was busy but nevertheless took the time to talk with us and answer our queries.
- We asked where we might locate a wheelchair, she signpost us to an alcove area around a glass brick wall and told us there would be someone there to help us with our query
- There was nobody there
- We returned to the same healthcare professional and reported our findings where we were then told to find one ourselves
- We found one outside the hospital not too far from the main entrance. It was uncovered and cold

- We then proceeded with the review of ease of movement around the interior of the infirmary on the ground floor
- One member of staff was seated in the wheelchair another pushed the wheelchair.
- After 10 min a passer-by told us to pull the wheelchair rather than push which would've made our movement much more comfortable
- Two other members of staff made observations as the review proceeded, an action camera was used to record the patient journey in the wheelchair through the infirmary to check its ease of access and smoothness of passage
- We were also looking at signage and how easy each department was to locate
- The main corridors were reviewed using this process

Authorised representatives spoke to a total of one healthcare professional.

Following the Enter and View Visit

Immediately following the visit initial findings were fed back to the provider and other relevant parties in accordance with the Healthwatch Manchester escalation policy.

This report was produced within **10 working days** of the visit. An initial draft was circulated to the service provider to enable a response. The service provider was obliged to acknowledge and respond within **20 working days of receipt of the draft report**. The response from the provider is included at the end of this report.

Enter and View Observations

The external environment

The entrance we viewed at main reception was wheelchair accessible with no uneven surfaces, enabling easy access.

The internal environment

Locating a wheelchair was difficult for abled bodied and non-sensory impaired people. This would be very difficult for somebody with a disability. This is non-compliant with the Public Sector Equality Duty¹.

Information regarding the use of a wheelchair was not available nor was assistance in managing the use of a wheelchair.

Wheelchair access was very good, there were no obstacles and everywhere on the ground floor of the infirmary was navigable in a wheelchair. There were regularly spaced out lifts to get to other floors. Moreover, the level of lighting was very good. The corridors were wide and unobstructed apart from people going about their duties in the hospital.

Staff were very helpful and polite.

¹ Public Sector Equality Duty (PSED) 2011

Recommendations

The University of Manchester NHS Foundation Trust should aim for full compliance with the Public Sectors Equality Duty and Healthwatch Manchester would welcome site of its associated equality information (Published March 2022).

Information regarding the use of a wheelchair in the Hospital needs to be provided either through printed resources or through staff assistance.

Response from service provider

Response to Healthwatch Manchester Enter and View Visit 28th November 2022

Manchester University NHS Foundation Trust (MFT) welcome the report provided by the Healthwatch Manchester (HWM) Team following their visit on 28th November 2022. It was pleasing to note the positive findings in the report, at the same time as acknowledging areas where improvements can be made for the benefit of the public, patients and their visitors who may access the MRI.

External accessibility and internal environment

The HWM Team entered the MRI through Entrance 1 at 07.55hrs on 28th November 2022, at the same time the Patient Advice and Liaison Service (PALS) team were notified of the visit by email. The HWM Team experienced easy access to the MRI for wheelchair users. The HWM Team noted that there no staff were at the reception area. The reception area is currently operational between 08:00hrs to 16:00 Monday to Friday and is staffed by the MRI Outpatient Team. Action has been taken since the Healthwatch visit, to support anyone who may attend outside these hours. We have provided information to be placed in the reception area, in easy read (accessible) format on how to contact staff for any assistance if required.

The HWM Team followed directions to the main PALS Helpdesk, internally toward Entrance 2, where the PALS helpdesk is situated. The team found that the PALS Helpdesk was not manned as it only operational between 09:00hrs and 16:00hrs Monday to Friday. Although we are not able to increase staffing to this area outside core hours, action we have taken to improve the experience for all patients has included improved signage directing staff on how to access support if required and ensuring that the information available on the AccessAble online platform reflects operational times for reception areas.

The HWM Team noted that the lights were not turned on in the PALS Helpdesk area at the time of their visit, as it was not operational at the time of the visit. However, we recognise that visitors may enter the building through Entrance 2 at earlier than 09:00hrs when the PALS helpdesk is operational, and have immediately remedied the situation. Action has been taken to ensure that lights are switched on appropriately to when the area is likely to be used. We have also provided improved signage to ensure that the operational times for the PALS Helpdesk is prominently displayed. Additionally, we will update the online AccessAble guide to ensure the opening times for the PALS Helpdesk are displayed.

The HWM Team were not able to find a Way-Finder from the 'Way-Finders' scheme to meet and greet them during the visit. MFT have over 40 Way-Finders, who are a team made up of volunteers providing support across the Oxford Road Campus (ORC). Their core hours are 10:00am to 16:00hrs, and their role is to augment other aspects of Way-Finding.

The Estates and Facilities (E&F) team, in partnership with Sodexo, have been working hard to improve all aspects of Way-Finding to ensure it is simple, accessible and as accurate as possible. The new ORC way-finding scheme is based on wider and more noticeable use of the ORC hospital colours.

- MRI – Maroon
- Saint Mary's Hospital – Blue
- Manchester Royal Eye Hospital – Yellow
- Royal Manchester Children's Hospital – Green

At ORC, each lift along Hospital Street has a large letter attached to it to denote the hospital zone it is in. Staircores and lift lobbies have been painted in the appropriate hospital colour, and improved signage and floor directories have been installed to better patients, visitors and staff understanding of where they are in relation to where they need to be. The HWM Team found that the lift spacing, and wheelchair accessibility was good.

The E&F team have also worked improvement of the identification of zones A to N. The zones and colours have always been part of ORC wayfinding but have not been utilised in the obvious way that they are currently. It is pleasing to note that during their visit, the HWM Team were able to navigate along the ground floor of the MRI and that staff spoken to were friendly and keen to help if it was required.

The wayfinding team work continually to ensure all the MFT site maps are accurate and kept as up to date as possible to reflect the ever-changing landscape of the Trust. However, it was disappointing to note the HWM Teams finding that there was no signage directing the Healthwatch team to the wheelchair base, and that the only wheelchair that could be located was outside, therefore it was uncovered and cold.

Wheelchair availability and ease of use

The HWM Team visit prompted rapid assessment of wheelchair availability by the Head of Nursing for Patient Experience and Head of Facilities Management, who immediately visited the area. They were able to locate around 10 wheelchairs, which were returned to the Wheelchair Base. However, similarly to the findings of the HWM Team, they were not able to find the wheelchairs in the Wheelchair Base itself, or in any other central area. For example, some chairs were found in the multi-storey car park area, where they had not been returned by users.

Actions taken as a result of the findings include:

- The E&F Team, working with Sodexo (providers of portering services on site), to ensure that wheelchairs are regularly collected and distributed to allocated points across the site.
- The Head of Facilities Management provided an additional 25 wheelchairs to the ORC site; these were delivered on Monday 19th December.
- Signage has been provided at the Reception Desk directing the public to the wheelchair bay; instructions for use and return will be provided at the wheelchair bay.

The HWM team had some difficulty in manoeuvring the wheelchair that they located, and were informed by a passer-by that pulling, rather than pushing the wheelchair, would have made movement much more comfortable. There are three types of wheelchairs in use at ORC for transport of patients. There are approximately 50 Bristol Maid model chairs, and 25 of Stryker model chairs.

The Stryker model is intended for use by the public as a mobility aid round the site, and instructions for use are found adhered to the back of the chair. The Stryker chairs are easy to manoeuvre by pushing. It is likely therefore that the HWM Team had found and used a Bristol Maid model, which is mainly intended for use by the portering team. These chairs are identified by the sign 'PORTERS' written on the back of the seat. It is anticipated that by increasing the number of Stryker chairs, improving signage and by organising regular wheelchair returns that accessibility of mobility aids will improve.

Annual response to the Public Sector Equality Duty obligations

A recommendation of the HWM report was to have access to MF's annual response to the Public Sector Equality Duty obligations. The HWM Team were not easily able to access the report through MFT Website. This has now been rectified. In addition to providing a copy of the report to HWM, the accessibility of the report on the MFT website has been improved. The link to the report is provided here https://mft.nhs.uk/app/uploads/2022/04/EDIAnnualReport_2022_A4_V7-1.pdf

Summary

MFT welcomed the findings of the HWM Team visit on 28th November as an opportunity to make further improvements to accessibility of wheelchairs on the MRI site. We noted the positive findings in the report and were pleased that the work undertaken to ensure good access to the MRI by wheelchair was evident. However, we also noted areas where improvements are required to ensure availability of wheelchairs. Following the HWM visit, a series of actions have been put in place intended to address the findings in the report. These are identified in the section below.

Summary of Actions

1. To support anyone who may attend Entrance 1 and 2 outside core hours, information has been provided in the reception areas, in easy read (accessible) format on how to contact staff for any assistance if required.
2. To improve the experience for all visitors and patients, improved signage is in place around the entrances directing staff on how to access support if required and ensuring that the information available on the AccessAble online platform reflects operational times for reception areas.
3. The E&F team have taken action to ensure that lights are switched on appropriately at entrance areas and reception areas, when the area is likely to be used.
4. The E&F Team, working with Sodexo (providers of portering services on site), have taken actions to ensure that wheelchairs are regularly collected and distributed to allocated points across the site.
5. An additional 25 Stryker wheelchairs have been made available to the ORC site.
6. Signage has been provided at the Reception Desk directing the public to the wheelchair bay and instruction for use and return will be provided at the wheelchair bay.
7. The Equality Diversity and Inclusion Annual Report is now more easily accessible on the MFT website, and a copy of the report has been provided to HWM.

Points for factual accuracy

The name of the Trust in Manchester University NHS Foundation Trust, rather than University of Manchester NHS Foundation Trust



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