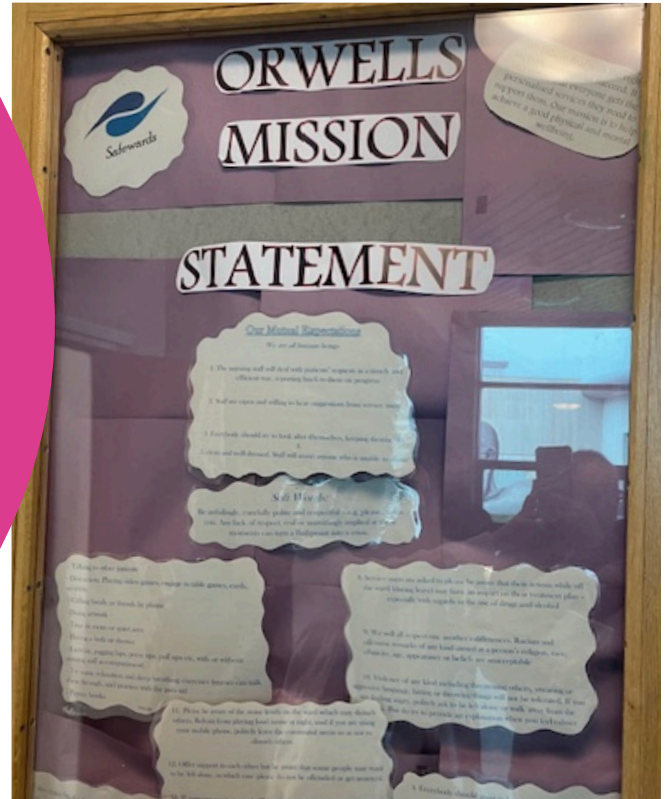


Enter & View Report

Orwell Ward The Harbour

13th March 2024
10am – 12:30pm



DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and service users who met members of the Enter & View team on that date.

Contact Details

Harbour Hospital, Windmill Rise, Blackpool, FY4 4FE

Person In Charge on day of visit

Olivia Kay

Healthwatch Blackpool Authorised Representatives

Amy Butler

Abigail Lee

Mike Verity

Acknowledgements

Healthwatch Blackpool would like to thank patients and staff for making us feel welcome during our visit on Orwell Ward.

Announced Visit

General Information

- 1 of 2 male acute mental health wards at the Harbour Hospital.
- 18 single en-suite rooms on the ward.
- 17 patients occupying the ward at the time of our visit.
- The latest CQC inspection and review confirmed that the Harbour Hospital **GOOD**.

What is Enter and View

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from patients and to observe the environment and the quality of the service provided.

The visit was part of our programme of Enter and View visits to healthcare facilities in Blackpool. The aim of the visit was:

1. To find out about patients' experience of the hospital in relation to:
 - Daily Life
 - Quality of Care
 - Activities
 - Involvement of Patients
2. To identify examples of good practice
3. To highlight any issues or concerns from patients and any ideas for improvements



Service User Feedback

Healthwatch Blackpool engaged with **6 patients** during the visit. It is important to note that patients on the ward had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the ward and patient experiences.

Daily Life

Arrival/Admittance:

"It rings a bell getting a welcome pack upon arrival."

Leave:

"I get an hour and a half everyday unescorted leave."

"I don't need to go out as I buy everything off Amazon/Etsy."

"I don't know, I know there's a shop."

"I've not been going out very much but I like to get outside to have a smoke when I have some cigarettes."

"I feel safe in The Harbour but frustrated that I'm stuck here. I feel that I should be able to leave but I don't know how."

"I've been out briefly but need to get out more. I didn't realise that I could go out more if I wanted."

Visits and contact with loved ones:

"I speak to my grandchildren on FaceTime."

"I've got family coming to visit me next Friday. I'm looking forward to seeing them."

"My brother comes to visit 4-5 times a year. He's my power of attorney since my mother died, but he hasn't attended a meeting yet. He comes down in person."

"I'm from a care home. One of my key workers came to visit yesterday. That was nice."

"My Mum and my sister come and see me almost every week and I look forward to that. My Mum lives in Hesketh Bank so my sister has to go and get her."

"I feel safe in The Harbour but frustrated that I'm stuck here."

"My Mum and my sister come and see me almost every week and I look forward to that."





"I feel safe here."

Safety, privacy & wellbeing:

"With the help of the hospital, I am recovering."

"Being in here is just about getting through a bad time in my life."

"They do everything you want them to do."

"Everything is sorted and good."

"I feel safe here."

"We can go to our room anytime we want but I don't like it during the day, I like to be out talking to people."

"I'm on a 1-1 at the minute but I'm being taken off it soon."

"X is the physio. She was helping me with my back. She's lovely."

"I have an advocate yes. X is very good. She joins my meetings on a video. She is supportive."

"I don't feel very safe. Some of the other patients here are a worry."

"Privacy is not that good - you are always being watched."

"I've been in here 2-3 weeks and the care has been pretty good. They have given me medication which has made me feel better."

Environment:

"I had a shower this morning. When I was at the care home I'd not had a shower in weeks."

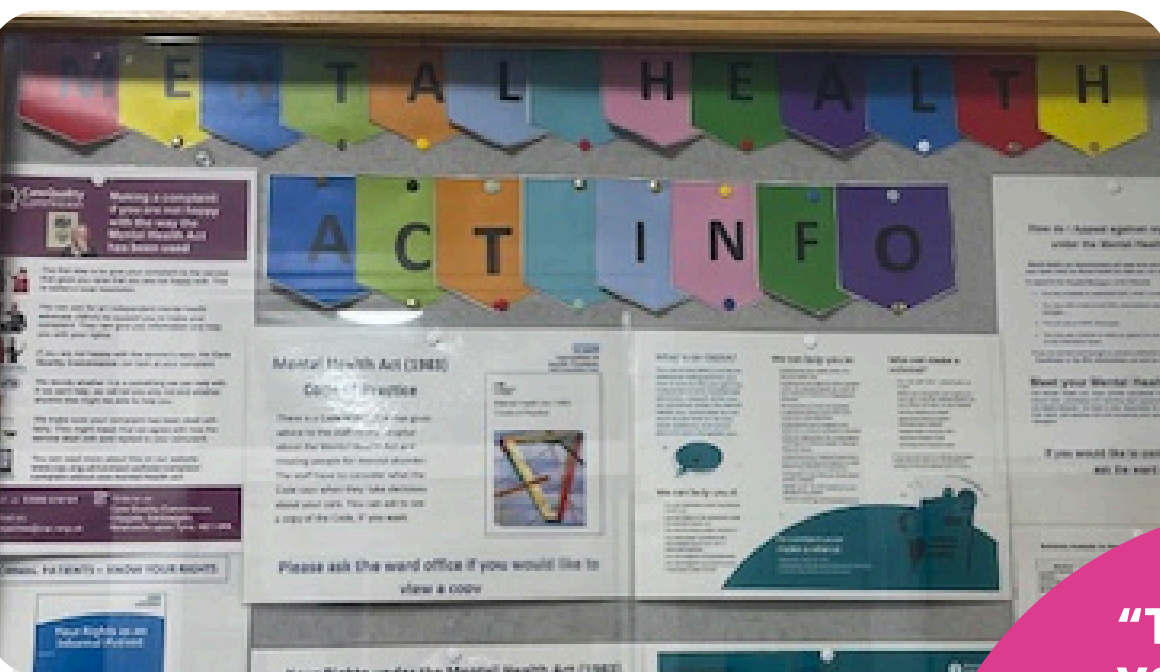
"My room is only small but there's a chair in it and a laptop and a bed. There's also an en suite shower."

"There used to be a smoking hut outside but a few of the lads pulled it down. It's a shame they have to stand in the rain to smoke now."

"I have packed in smoking. I vape now. I have saved loads of money. They give them out for free now as its smoke free."

"I have my own tele in my room."





"The staff are very caring."

"The last few months they have been short staffed. I have just been sat not having anyone to speak to. It gets me in a depressed mood."

Quality of Care

Positive feedback regarding staff:

"The staff are very caring. It's easy to talk to the staff."

"X talks to me in straightforward language. I'd give her ten out of ten. She doesn't bullshit."

"Staff are polite."

"They're very efficient."

"The HCA's are very courteous. Most get 9/10 but some get 10/10."

"They give you an incentive every day to get better."

"They are very helpful in what they're doing."

"X is lovely."

"Staff are good. I was scared at first."

"The staff will listen to me and try to arrange things to suit me."

"Staff have been nice and caring but can sometimes be a bit impatient."

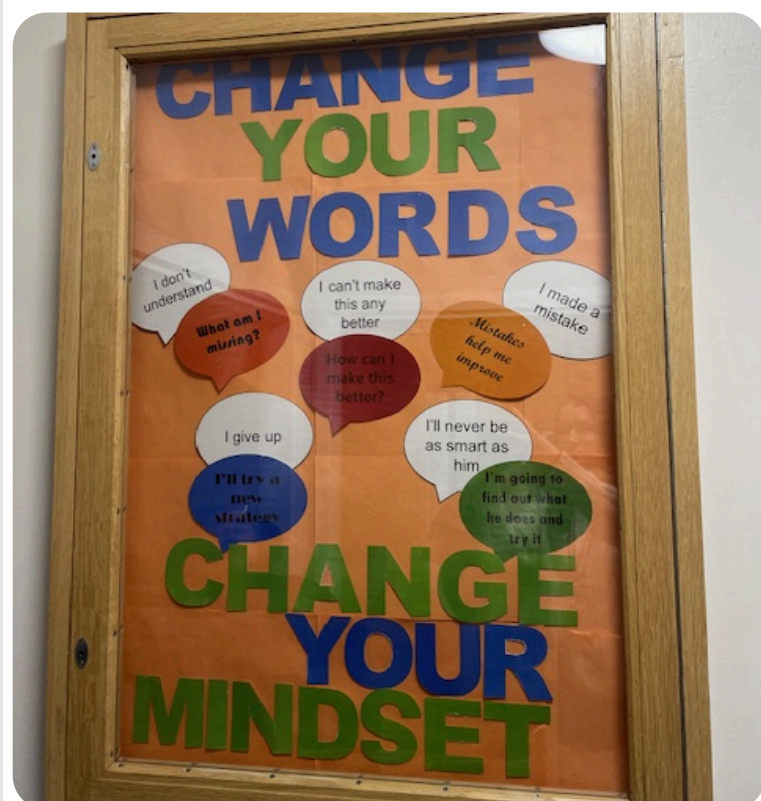
Negative feedback regarding staff:

"Some staff are very arrogant and don't want to do anything."

"Staff are alright. The last few months they have been short staffed. I have just been sat not having anyone to speak to. It gets me in a depressed mood."

"The care can be a bit mixed. The staff seem busy and don't always pay much attention to me."

"Staff are OK but often seem too busy to listen to me."



Activities

Physical activity:

Healthwatch Blackpool staff observed several patients being taken to the onsite gym.

"I like walking and am doing this a lot to try to get my legs and feet working better. I also like playing pool with some of the other patients."

Access to Television/Wifi:

"I can't get signal in my bedroom. I can only get it in the communal areas."

"They have got an office phone I can use."

Activities on the Ward:

"They're always asking do you want to join in. I'm more a laid back observer."

"I don't know yet, I've not been here long. I think something is happening this afternoon."

"There's no stimulation. I would like to do more cooking."

"I have got my ipad. I do some drawing on the ipad."

"There is football on the tele."

"I like listening to the music channels."

"I watch a lot of TV but also do activities with the Peer Worker."

"The Peer Worker is great and provides a good range of activities for us to take part in. I like the pool table and also play dominoes and cards."

"My days aren't great, I'm really bored and just passing the time. I can't wait to get out of her and go home to see my dog."

"I go to the activity sessions that the Peer Worker arranges. These are OK and help me to pass time."

"They're always asking do you want to join in."

"My days aren't great, I'm really bored and just passing the time."



Food:

"The food is hit and miss."

"The food is alright. There's always something for me to eat."

"There's stuff for vegetarians."

"We get what we're given."

"They only give me a little bit because I'm on a diet."

"I have low blood sugar. They give me two sugars in my tea."

"Food is good. I have a donner kebab, chicken curry, a buffet."

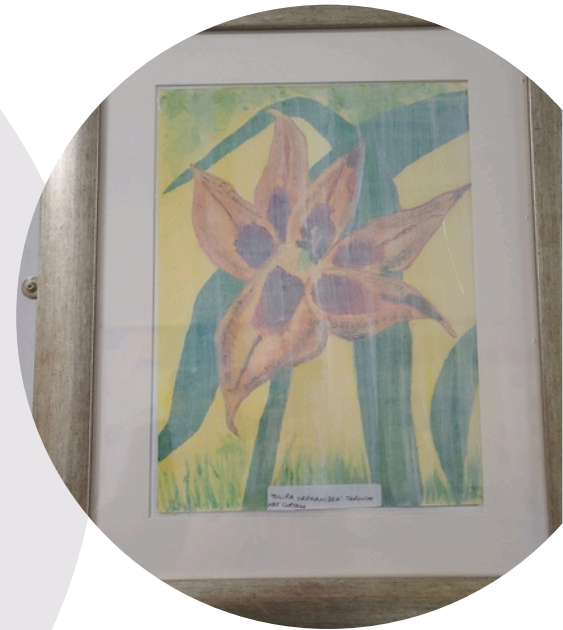
"Food in here is not great. The choice is OK and you can pick what you want but the chips are always cold. I tend to have cereal a lot of the time."

"The food is OK but nothing special. I don't mind it though."

Patient Involvement:

"I have been given ibuprofen gel for my pain."

"I'm not getting much sleep. I was on Zolpidem and getting 8 hours sleep a night but they have now put me on Temazepam and they don't work as well. I have complained but they just say the new pills are stronger and should work."



Visit summary & observations

Pre visit

The visit to Orwell Ward was prearranged as per the Healthwatch Blackpool work plan. The ward received notification via letter ten working days prior to the site visit. The visit was conducted in line with infection prevention control measures currently in place on the ward. Personal alarm fobs were worn by Healthwatch representatives, in accordance with hospital policy. The ward were asked to make patients aware of the planned visit.

First impressions

Orwell Ward is situated within the Harbour Hospital, accessible via a main road and close to the motorway. The external signage is clear to see when approaching the ward via the main corridor of the hospital. There is a car park to the front of the hospital, with disabled bays, and overflow parking available. As well as this, there are public transport links, with a bus stop directly outside the hospital.

There is a locked-door policy on the ward and a reception area at the entrance, with a bell to alert the ward of your arrival. Visitors are greeted by ward staff and taken onto the ward.

Environment and communal spaces

Upon Healthwatch Blackpool's arrival, the Nurse in charge, Olivia Kay, and Associate Chief Nurse, Paul Jebb, met with representatives to provide a comprehensive overview of the service. Olivia Kay explained that Orwell ward is an 18-bed male acute mental health ward, with 17 patients residing on the ward at the time of the visit. One patient was discharged the day before the Healthwatch visit, and painters were on site to re-decorate this bedroom prior to another arrival. All bedrooms on Orwell ward are single rooms with en-suite facilities, with one room particularly adapted for bed-bound patients with a profiling bed.

The typical staffing on the ward supporting patients is 7 on an early, 7 on a late and 5 working at night, although on the day of the visit, there were 10 staff on the ward. This was because 2 patients were currently received two-to-one support, and another receiving one-to-one. Olivia mentioned the clinical team try to balance patient safety with least restrictive practice. Whilst conducting observations, the nurse in charge stated staff try to ensure it's as therapeutic as possible, for example suggesting to do a jigsaw together and conversing.

During the visit, many patients were in their bedrooms, spending some quiet time within their own private space. However, there were some patients in the communal area, which consisted of a seated area with tables, as well as a separate games room and some quieter seated areas along the corridors. The games room contained various sources of entertainment, such as a television, pool table and table football. Representatives observed some residents engaging with activities at the table with the peer facilitator, exercising in the garden and conversing with staff. The peer facilitator has been engaging patients with meditation and positive activities for their wellbeing, with the book club taking place on the afternoon of the visit. The ward also has a health and wellbeing worker working 4 days a week to increase involvement in activities and facilitate patients attending the gym/sports hall.

Orwell ward has access to a relatively large garden and this is available anytime for the patients to use. The walled perimeter is decorated with art and an inspirational quote. Within the garden itself, there is a small grassed area with a dummy to practice boxing and a football, although the seating is limited. Representatives observed some of the patients accessing the garden during the visit to utilise the boxing mannequin, and this was evidently helpful for those wanting to relieve stress and exercise. Healthwatch Blackpool staff were informed by patients that the outdoor shelter had recently been torn down. They expressed a need for this to be reinstated for wet weather days.

Along the corridor as you enter the ward, Healthwatch representatives were shown the information boards that contain useful local information, such as details about the mental health act and the staff team on Orwell ward. The team has numerous carer champions, identified on the staff notice board. Additionally, there is a carers information board and information regarding local support and carers organisations. The nurse in charge stated that they try to invite relatives over for multi-disciplinary meetings and stated that “their input is valuable.”

Visit summary and observations

Involvement of service users and carers

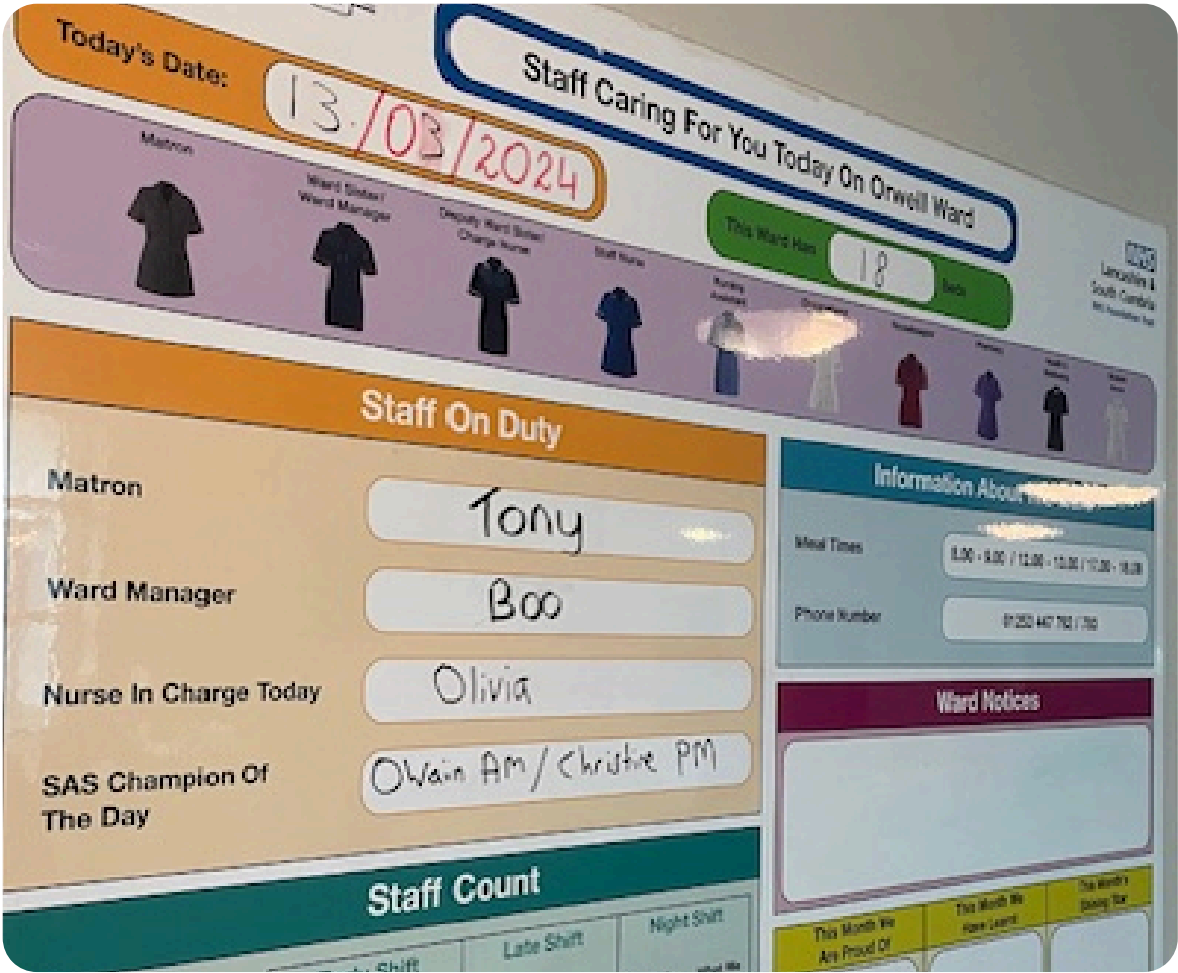
The nurse in charge informed representatives that patients receive a welcome pack on arrival to the ward and that staff try to get to know their likes and dislikes. She voiced that ward staff make contact with patients’ families and inform patients of their rights. Healthwatch representatives observed the advocacy noticeboard, including contact numbers for Blackpool and Lancashire advocacy support.

Patients are also involved with meal selection, as staff utilise a maple system on the iPad to determine their food choice for the following day, operating on a 3 week menu. The nurse in charge stated that staff try to accommodate to individual preference where possible and they provide for those on a special diet, such as halal or a soft food diet. Any dietary requirements are logged on the system and sent over to the kitchen. There is a drinks station that is replenished all day every day, with hot drinks being risk assessed on a regular basis. At the time of the visit, hot drinks were not out for patients due to the risk presented at that given moment.

Visitors are allowed on the ward, apart from during protected meal times, and staff stated they are flexible. There are two visitor rooms and the family room if the patient has children. Representatives were informed that staff try to advocate for leave, so the patient and their family can go to the café.

Observations of resident and staff interaction

Representatives observed positive staff and patient interactions during the visit, with some people having general chats and others taking part in activities. There was hot beverages made by staff for patients upon their request.



Overall visit summary

Healthwatch Blackpool had a positive experience overall on Orwell ward, and feedback was largely encouraging. In general, most patients appreciate the staff are doing their best with demands on time and resources, and they recalled having positive interactions with most staff. As a result of this, patients would like further engagement with staff to improve their overall wellbeing. Feedback from patients suggests they feel safe and receive a high quality of care, although some struggle with the lack of privacy. The main areas for improvement related to utilisation of the outdoor space, ensuring patient voice is heard and communication is happening as frequently as possible. The environment was clean and representatives observed patients engaging in activities with the peer facilitator. Noticeboards were varied and contained lots of information, but were not always up to date or clear. Overall, Orwell ward can celebrate the many positives detailed throughout this report, and there are a few areas for improvement, detailed as recommendations. Healthwatch Blackpool would like to thank staff and patients for accommodating our visit and for taking the time to talk with the team.

Observation/Feedback

The seating within the garden was observed to be limited and there was no longer a sheltered area. The activity options within the garden were also limited.

Listen to patient voice where possible and when capacity permits, encourage patients to utilise the gym to help with self-care and mental wellbeing.

Ensure staff are promoting leave where permitted.

Management/Provider Response

This feedback has been recognised and we are resolving this in conjunction with service users and the recovery support team.

Access to off the ward activities can be a challenge at time and we need to manage this along with leave entitlement.

We will ensure staff will use leave proactively and highlight this to patients regularly.

Action to be undertaken by/ when?

Garden furniture has been ordered. Also the fence has been painted and freshened up. Garden project has been started by Ward Manager, due 31st May 2024.

Health and wellbeing staff are being inducted in the gym to support patients. Blackpool FC are also starting sports sessions for patients to access. Ward manager will oversee this, due 31st May 2024.

Remind all staff how and when leave should be used and how to promote this to patients, due 31st May 2024.

Patients are aware of difficulties with staff capacity, but would value more in-depth and frequent conversation to enhance their wellbeing.

These are really important conversations as part of the recovery journey, our health and wellbeing workers and peer facilitators will ensure this is highlighted and they are available, along with the ward nursing & therapy teams to have these meaningful conversations.

Continue the roll out of dialog + and development of 'my care plan'. Refresh and boost 2 hour workshops are available throughout May and June for staff to access. Action to be undertaken by Ward Manager
Dialog + project manager, due 30th June 2024.

If entitled to advocacy support, encourage and signpost patients to this where appropriate.

We recognise this is important to relay to people and will continue to give the options for people to access advocacy services.

Posters to be displayed and update to patients induction pack to highlight services available and how to contact advocacy services. Due 31st May 2024, by Ward Manager.

Ensure all posters and notice boards are clear and up to date, for example, the family/ carers drop in sessions, did not have a date stated on the poster.

We apologise that these were not up to date.

All boards now updated and will be regularly reviewed by the Ward Manager.