



Healthwatch Sefton Listening Event Report
Intermediate Care - Ward 35.
Mersey Care NHS Foundation Trust
July 2019

Contents

Heading	Page No.
Contents	2
Healthwatch Sefton	3
Healthwatch Sefton Feedback Centre	4
Snapshot	5
Sentiment Analysis	6
Key Themes	7
Reviews	18
Further observations	25
Feedback from staff	26
Summary & Recommendations	28
Acknowledgements	30
Response from Mersey Care NHS Foundation Trust	31
Contact Us	39
Appendix : Feedback form	40

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton.

Everything we say and do is informed by our connections to local people. Our main aim is understanding the feedback and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and social care services put the experiences of local people at the heart of their work. We believe that asking people more about their experiences and encouraging them to feedback can identify issues that, if addressed, will make services better.

Healthwatch Sefton is set up as a private company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its priorities.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and social care services. Healthwatch Sefton works with Healthwatch England to ensure the voice of Sefton residents is represented at national level. Healthwatch England picks up national issues and works with Healthwatch Sefton to help provide a national picture. We also work as part of a Cheshire & Merseyside and a regional North West Healthwatch network.

Healthwatch Sefton Feedback Centre

This report details the feedback which patients and staff have shared with us about Ward 35. We visited the ward on 9th July 2019. Ward 35 is an intermediate care ward which is based at Aintree University Hospital NHS Foundation Trust. The care provided on the ward however is provided by Mersey Care NHS Foundation Trust. We were asked by Mersey Care NHS Foundation Trust if we would independently visit the ward and gather feedback.

Patients are referred to the ward from the hospital for further rehabilitation and if a patient is medically stable they can also be referred into the ward by their GP and other community teams to prevent them from being admitted into hospital. The ward has 25 beds.

All of the feedback shared with us during the visit has been added to the Healthwatch Sefton Feedback Centre. This web based tool helps members of the public to rate the services they use and provides Healthwatch Sefton with real time feedback which supports us in identifying trends and issues which we can act on.

www.healthwatchsefton.co.uk

The majority of the feedback we receive is through local engagement and outreach activities. For example, we hold engagement stands at local events, attend groups and talk to people and we hold engagement stands at local hospitals and health centres.





A copy of the feedback form can be found in appendix one. Information shared via feedback forms is entered onto the Healthwatch Sefton feedback centre. All of the feedback received within this report is the actual wording of the people we have spoken with/ as shared online. The only exception to this is if an individual can be identified by what has been written. If an individual has been spoken about negatively, their name will be removed.

Snapshot

The following information provides a snapshot of the information we gathered during the visit which took place on the **9th July**. During the two hour visit (5pm – 7pm), we spoke with **11** patients. We also spoke with the ward manager and staff and you can find out what they shared later on within this report.

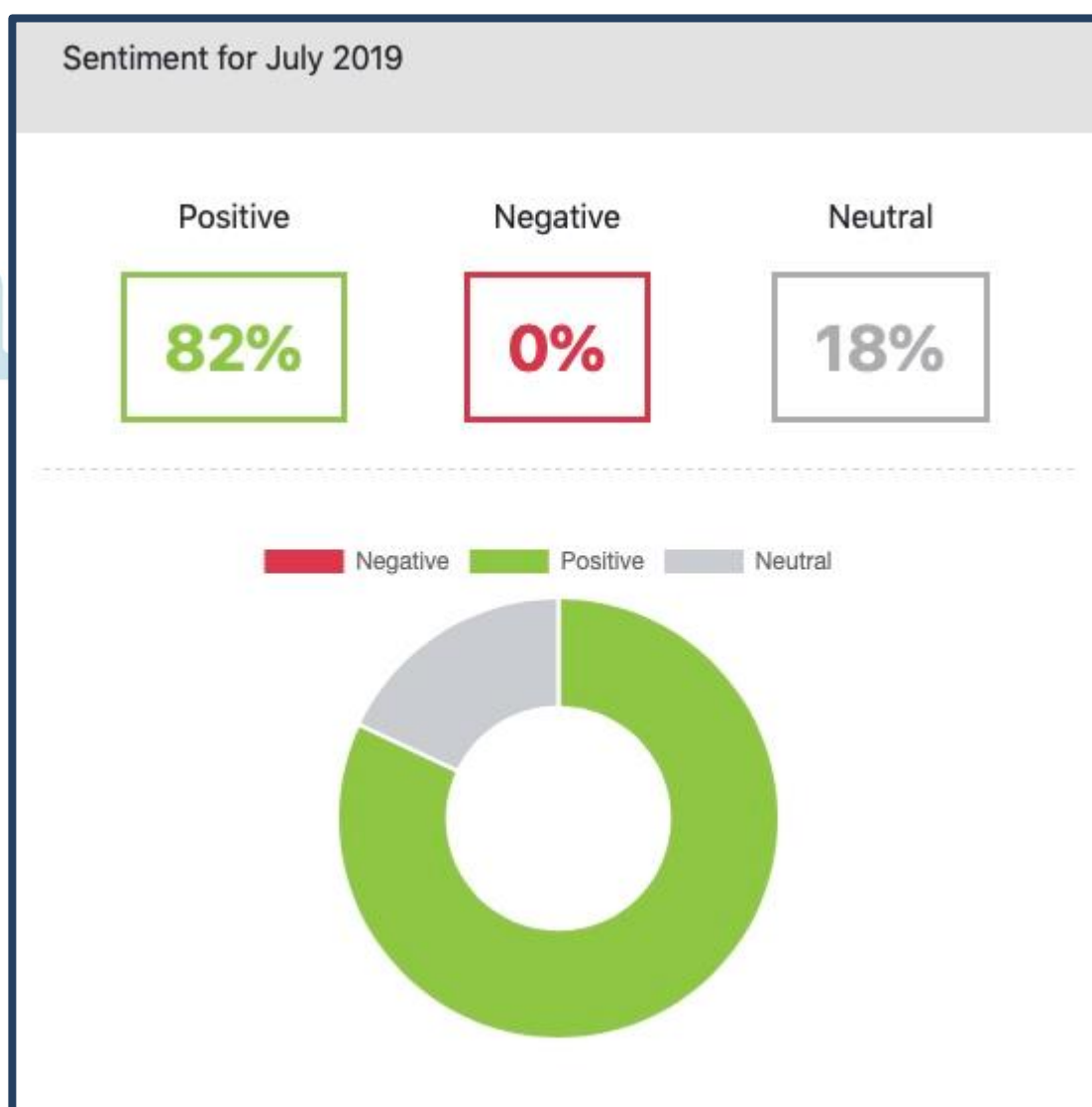
As can be seen from the information below, the Trust has achieved an average score of **3.64** out of **5** stars.

Snapshot			
Reviews		Services	
11	Total Reviews	1	Total Services reviewed
	2780		170
	(Since July 2016)		(Since July 2016)
reviews for July 2019		services reviewed this period	

Average Rating	Average Individual Ratings	
Average rating for July 2019 (3.6363636363636)	Quality of treatment	★★★★☆
	Staff Attitude	★★★★☆
	Cleanliness	★★★★☆
	Quality of Food & Drink (if Applicable)	★★★★☆
Overall average (3.8482014388489)	Communication	★★★★☆
	Discharge	★★★★☆

Sentiment Analysis

As well as our Feedback Centre providing an overall star rating which is based on the ratings given by local people, the online service also uses sentiment technology. This technology looks at each piece of anonymous feedback shared and reviews the positive, negative and neutral sentiments. This technology combines full linguistic analysis with a comprehensive, fully customisable and transparent sentiment knowledge base. It covers nearly 60,000 sentiment-carrying expressions and concepts, and a set of sentiment logic rules that cover English grammar. Information within this report shares overall analysis and analysis broken into key themes.



As can be seen from the above table, the sentiment of the reviews are analysed as being an average **82%** positive, with **18%** neutral being neutral.

Key Themes

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Facilities and surroundings	14	57%	43%	0%	Sub-Themes >
+	Staff	9	78%	22%	0%	Sub-Themes >
+	Treatment and care	9	89%	0%	11%	Sub-Themes >
+	Discharge	5	20%	80%	0%	Sub-Themes >
+	Communication	4	50%	50%	0%	Sub-Themes >
+	Access to services	3	0%	67%	33%	Sub-Themes >
+	Dignity and Respect	3	100%	0%	0%	Sub-Themes >

Please note that the theme 'staff' relates to feedback received about staff and does not relate to feedback made by staff.

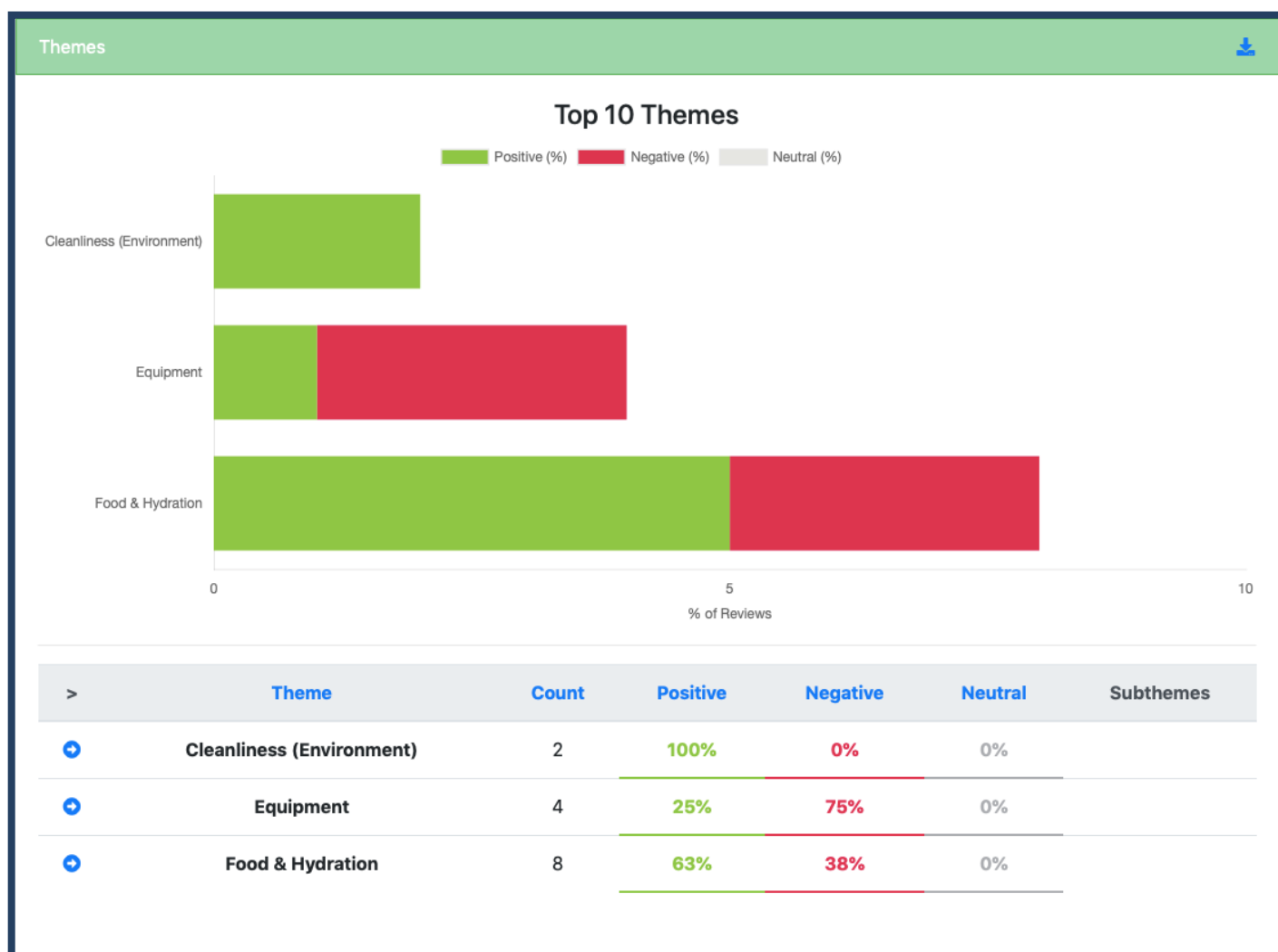
The above table shows the main area of feedback received was themed around 'Facilities and Surroundings, with **14** comments resulting in **57% positive** feedback.

The two themes 'Staff' and 'Treatment and Care' were the second highest feedback areas. 'Staff' received **78% positive** feedback with 'Treatment and Care' receiving **89% positive** feedback.

'Discharge' received **80% negative** feedback and 'access to services' received **67% negative** feedback. 'Dignity and Respect' received **100% positive** feedback.

'Communication' received **50% positive** and **50% negative** feedback.

Facilities and Surroundings



As can be seen from the above table, feedback relating to 'Facilities and Surroundings' has been broken down into three sub categories; Cleanliness (environment), equipment and food and hydration.

Overall there were a total of **14** comments resulting in **57%** positive feedback.

There were **2** reviews relating to the cleanliness of the environment receiving **100%** positive feedback. **4** reviews related to equipment and this area received **75%** **negative** feedback. **8** reviews related to food and hydration and received **63%** **positive** reviews.

Some of the comments received are quoted below:

Cleanliness (Environment)

“The ward is really clean and I have seen the cleaners, sweep the floors, mop the floors and polish.”

My bed is comfortable and the ward is clean.

Equipment:

“The TV in the bay area is too loud, one patient has the remote control and decides what we watch and how loud it is!!!!”

“There is one TV per bay and in the main the channel stays on ITV which isn't bad. The remote control for the TV doesn't work and the TV is on a timer so it often just goes off mid programme and we miss programmes.”

“One of the issues I have noticed is that more chairs for visitors are needed.”

“The only thing which could be improved about the ward is the volume of the television which is on in the bay. It is very low and I can't often hear it.”

Food & Hydration:

“In terms of the food, I am a Vegetarian and there is not a lot of choice. Staff will normally come around at 10 am and ask what you want for your lunch and then they come around in the afternoon and ask you want you want for tea. Often you don't get what you have ordered. Before now, a meat option has been brought to me and they have to take it away and replace it. Often the vegetarian options are a lot of macaroni cheese, cauliflower cheese, chips and beans and soups. All of the soups are vegetarian.”

“The food on the ward is good.”

“I have a cup that they have given me to support me to safely drink my cups of tea.”

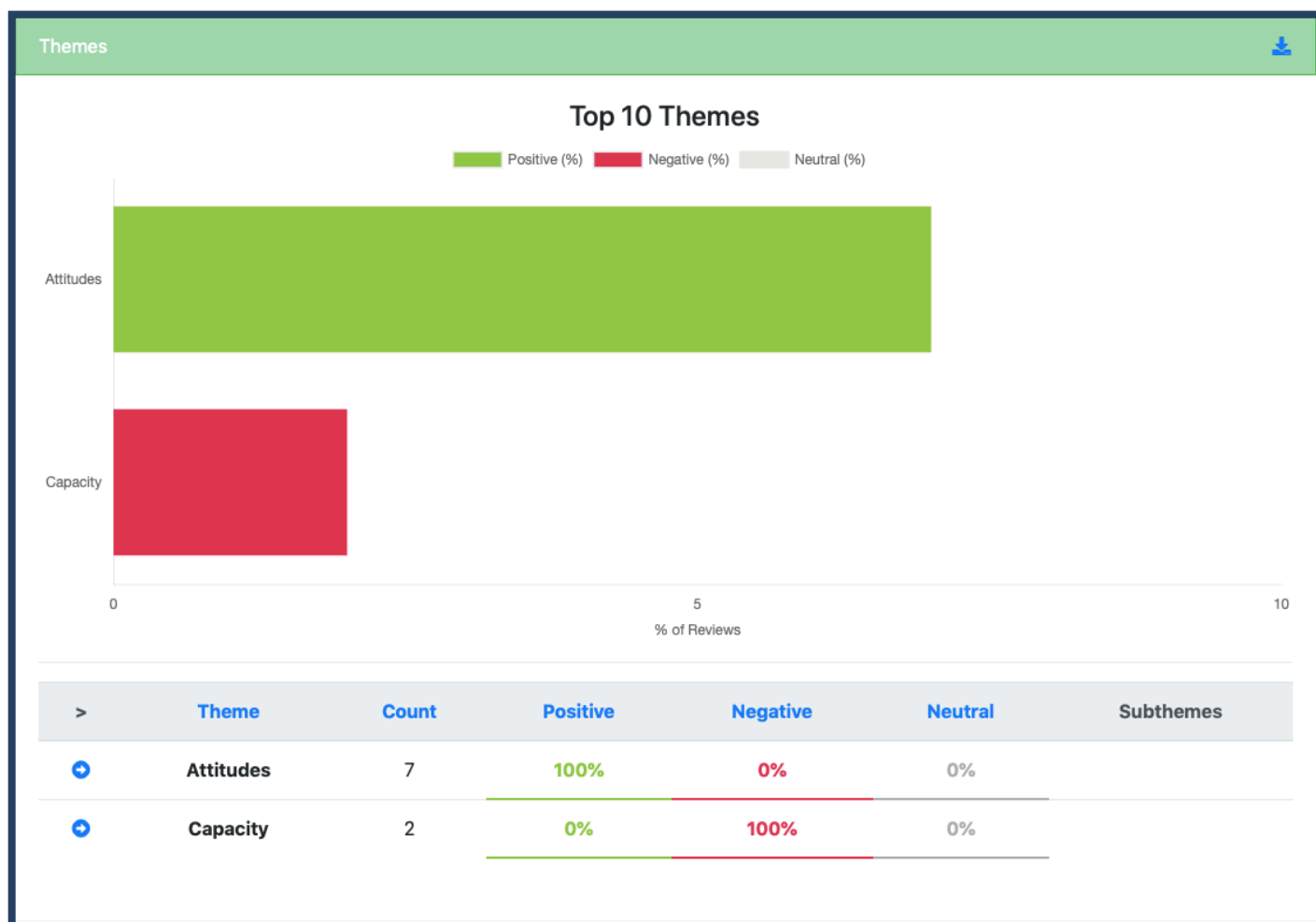
“The food is good and our tea is due now. (It was observed that the patient had plenty of drinks on their bedside table).”

“For mealtimes, you don't get a menu like you do on the Aintree wards. I have been told that I need to have a low fat/low salt diet but this has not been available. For example on a Sunday night I got crisps, a cup a soup, sausage roll and a cake!! There are also not many vegetarian options available and I know there are some patients on the ward who need this.”

“I had Lancashire hotpot for lunch and it was good. I didn't know what I was having but there is normally a choice.”

Please see the ‘Reviews’ section for all feedback.

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As can be seen from the above table, feedback relating to 'staff' has been broken down into two sub themes '**Attitudes**' and '**Capacity**'.

Overall there were a total of **9** comments resulting in **78% positive** feedback.

Staff attitude is a key theme with **7** comments shared resulting in **100% positive** feedback.

There were **2** comments relating to staff capacity resulting in **100% negative** feedback.

Some of the comments received are quoted below:

Staff attitudes:

“The nursing staff are also good.”

“The staff on this ward are first class.”

Staff are great and their attitudes are fantastic, this applies for both day and night staff.

Staff capacity:

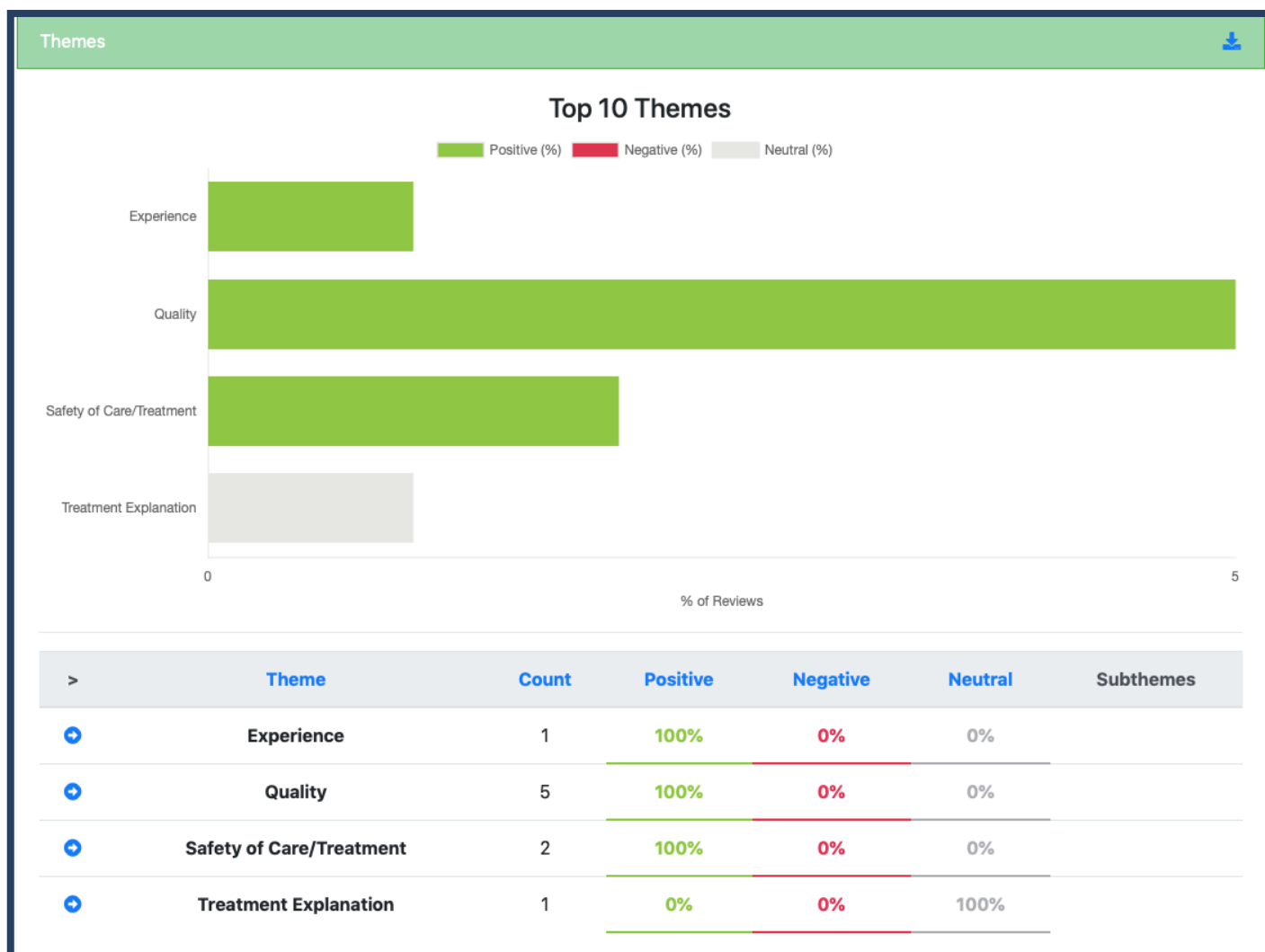
“I often have to use the call bell and I know staff are busy but staff do come eventually.”

“Staff are great and treat me well. They always explain things really well but they are busy. I think they are short staffed and are spread too thin. I sometimes have to use the call bell and sometimes they don't come straight away. It depends on where the staff are.”

“The care I receive from nursing and medical staff is all good and they keep me informed. In terms of the physiotherapists I have seen I am partially impressed with them at the moment, but I haven't seen much of them and there was a delay in me getting physio.”

Please see the ‘Reviews’ section for all feedback.

Treatment and Care



As can be seen from the above table, feedback relating to 'Treatment & Care' has been broken down into a number of sub themes.

There were **9** reviews relating to treatment and care, resulting in **89%** positive feedback.

Quality is a key theme, with **5** comments shared resulting in **100% positive** feedback.

Safety of care/treatment received **2** comments resulting in **100%** positive feedback.

'Experience' and 'treatment explanation' both received one comment (see above)

Some of the comments received are quoted below:

Quality:

"I have been waiting since 3 pm for a dressing to be changed and no one has been to see me (now 17:15). I haven't been told why this hasn't happened."

"I am receiving support to walk again."

Safety of care/treatment:

"I am receiving support to walk again."

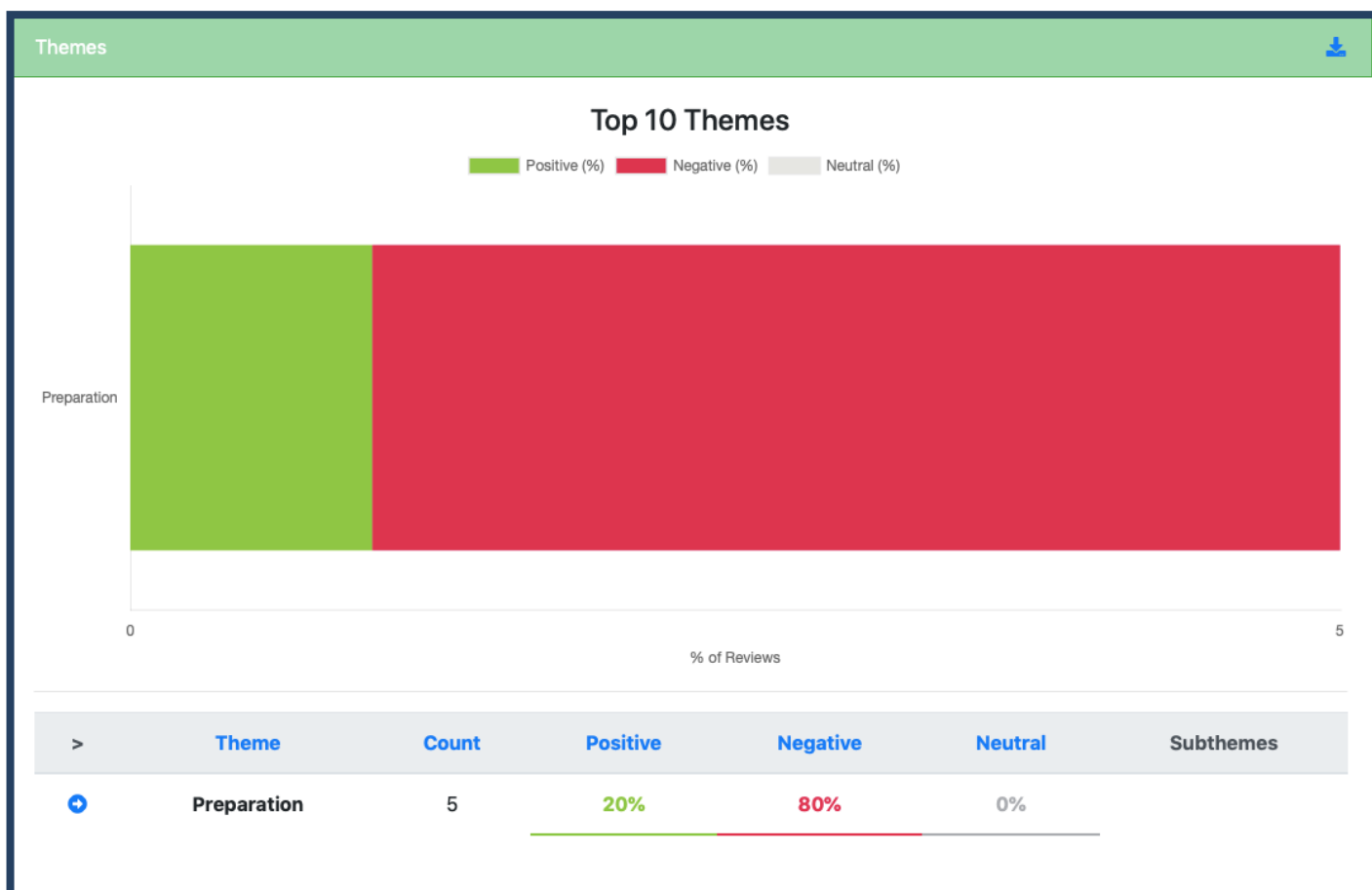
"I have a monitor on, in case I get up out of my chair or bed as I have been falling. The alarm is always going off."

"I use the call bell and they always come. There is nothing to improve."

Please see the 'Reviews' section for all feedback.

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Discharge



As can be seen from the above table, there were **5** comments relating to 'discharge' all relating to 'preparation'. This resulted in **80% negative** feedback.

Some of the comments are quoted below:

"I know that I will be discharged in a couple of weeks."

"I have been here 10 days but I have no idea when I will be discharged."

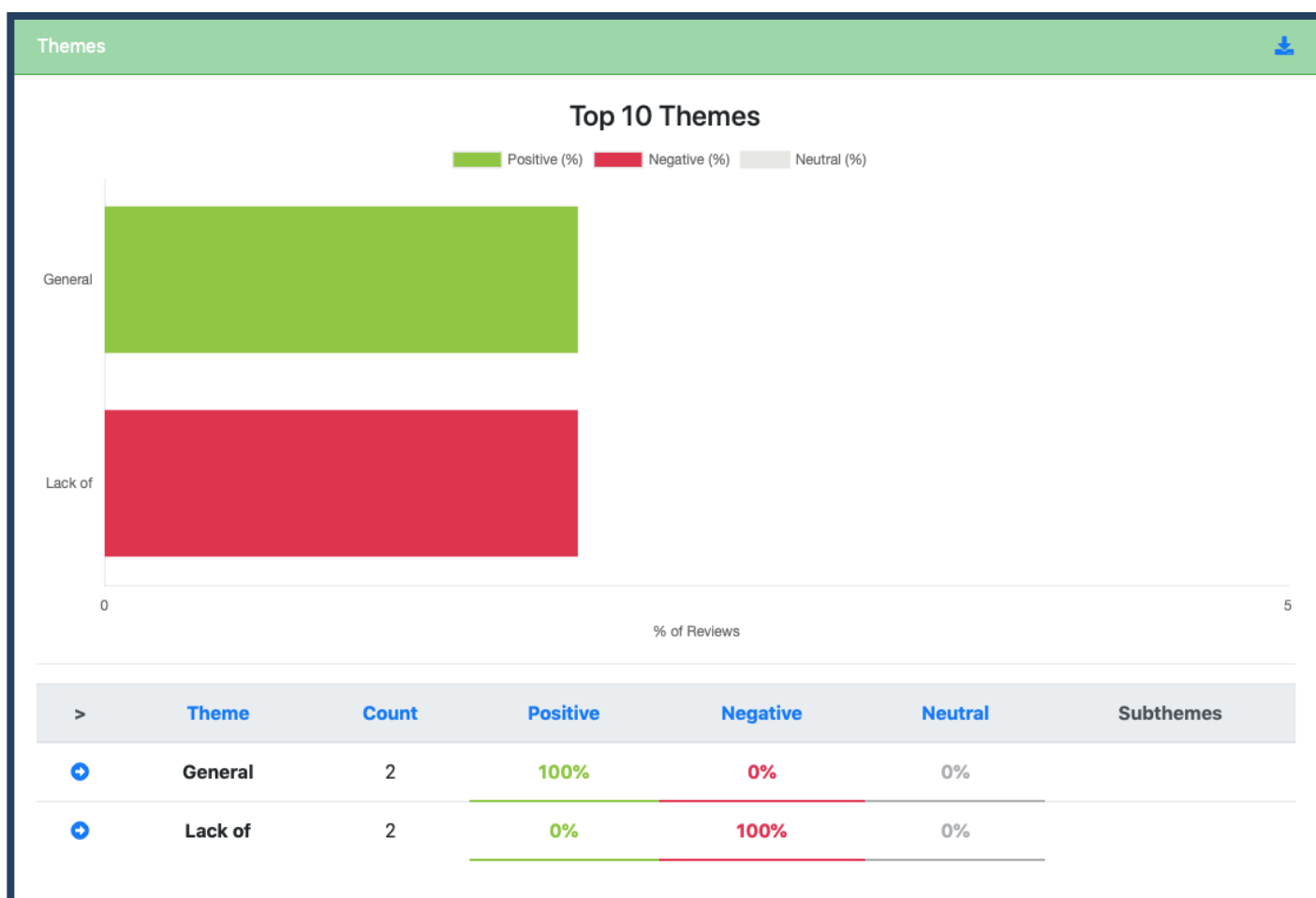
"I have been here for 2 weeks and I don't know when I will be discharged."

"I don't know when I am being discharged but this maybe in the next couple of days."

"I have been here for 3 weeks but I don't know when I am going home."

Please see the 'Reviews' section for all feedback.

Communication



Overall, there were **4** comments relating to communication. As can be seen from the above table, feedback relating to 'Communication' has been broken down into two sub themes.

'General communication' resulted in **2** comments all being categorised as **positive**.

2 comments were in relation to 'a lack of communication and resulted in **negative** comments.

Some of the comments are quoted below:

"I have been waiting since 3 pm for a dressing to be changed and no one has been to see me (now 17:15). I haven't been told why this hasn't happened."

"I had to attend the fracture clinic over on the main Aintree site and the porter who came to take me, didn't know where they were going and didn't know how to get to the elective care centre. By the time I got there, I was really cold. There is a lack of communication between Aintree staff and the staff on this ward."

"If you ask the nurses anything they will always tell you."

Please see the 'Reviews' section for all feedback.

Dignity and Respect

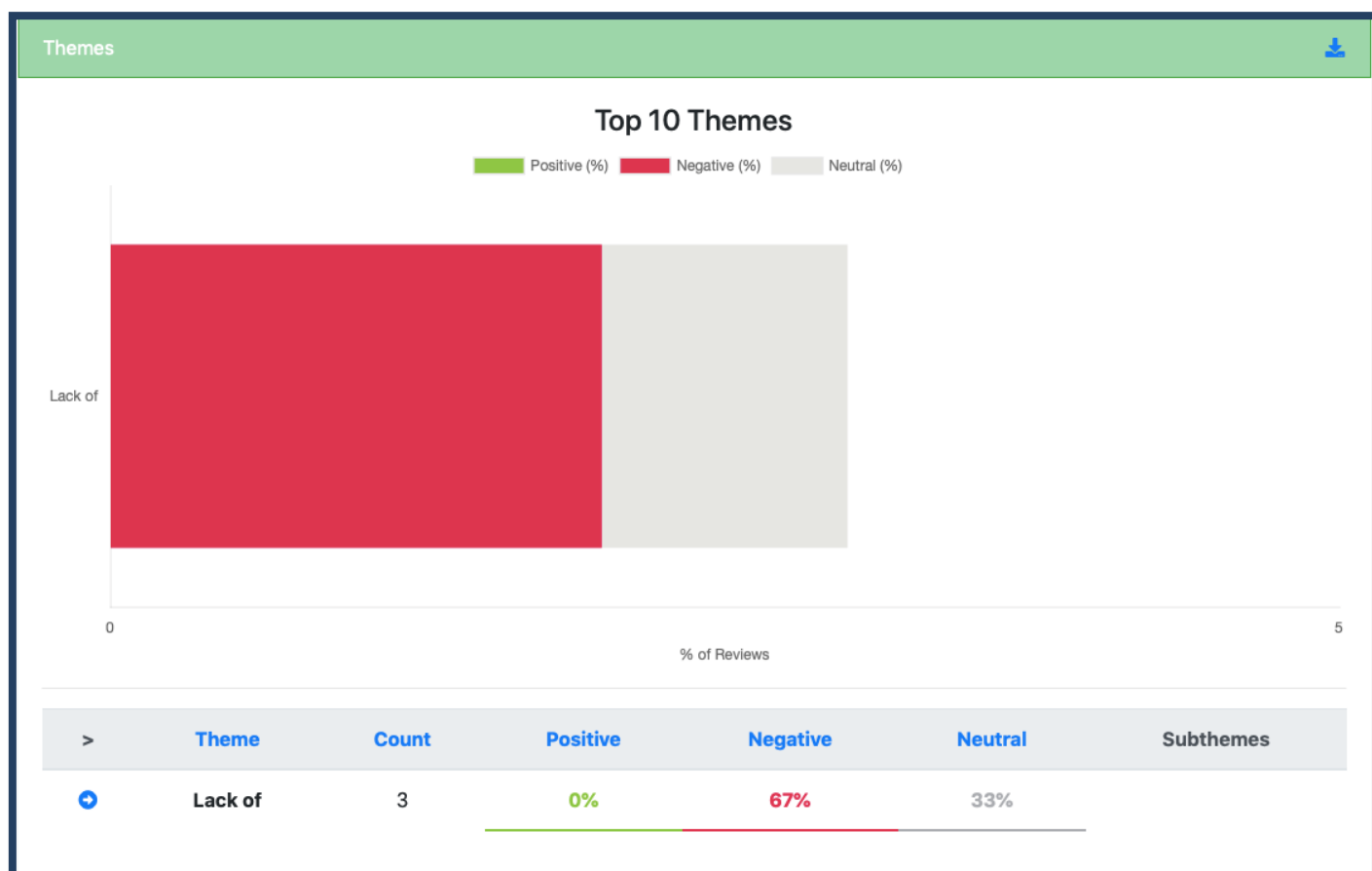
3 reviews related to the theme 'dignity and respect', this area receiving **100% positive** feedback.

"I like to be called 'Mo' and all of the staff call me by this name."

"I use the call bell and this works well."

"I use the call bell and they always come. There is nothing to improve."

Access to services



As can be seen from the above table, in total there were **3** comments received which relate all relate to the lack of access to services. **67%** of the comments received were **negative**.

“They get you up at 8 am and we get washed and dressed and then we are sat down for most of the day by our beds with nothing to do for most of the day. I am receiving support to walk again. I find most days boring.”

“The treatment I have received is good but there are not enough physio sessions provided. I have been having one or two a week but I know I would benefit from more.”

“In terms of the physiotherapists I have seen I am partially impressed with them at the moment, but I haven't seen much of them and there was a delay in me getting physio.”

Please see the ‘Reviews’ section for all feedback.

Reviews

Rating	Title	Review
3	Food and nursing staff are good	The food on the ward is good and the nursing staff are also good. I have problems with my inhaler whilst I have been on the ward but apart from this everything else is ok. I have a cup that they have given me to support me to safely drink my cups of tea.
3	Everything is good	There is a TV room that you can use if you want to watch something which is not being shown on the TV in the bay.
4	Staff are all nice and helpful.	<p>Staff are all nice and helpful. They get you up at 8 am and we get washed and dressed and then we are sat down for most of the day by our beds with nothing to do for most of the day. I am receiving support to walk again. I find most days boring.</p> <p>I know that I will be discharged in a couple of weeks. There has been a delay but the communication around this has been good.</p> <p>In terms of the food, I am a Vegetarian and there is not a lot of choice. Staff will normally come around at 10 am and ask what you want for your lunch and then they come around in the afternoon and</p>

		<p>ask you want you want for tea. Often you don't get what you have ordered. Before now, a meat option has been brought to me and they have to take it away and replace it. Often the vegetarian options are a lot of macaroni cheese, cauliflower cheese, chips and beans and soups. All of the soups are vegetarian.</p> <p>The only thing which could be improved about the ward is the volume of the television which is on in the bay. It is very low and I can't often hear it.</p>
4	Communication could be better	<p>I have been waiting since 3 pm for a dressing to be changed and no one has been to see me (now 17:15). I haven't been told why this hasn't happened. I often have to use the call bell and I know staff are busy but staff do come eventually.</p> <p>The food is good and our tea is due now. (It was observed that the patient had plenty of drinks on their bedside table)</p>
4	No idea when I will be discharged	<p>The staff are good as is the food. There are plenty of choices for meal times and I get plenty of drinks including tea and coffee. I have been here 10 days but I have no idea when I will be discharged.</p> <p>The TV in the bay area is too loud, one patient has the remote control and decides what we watch and how loud it is!!!!</p>

4	Staff are great but they are very busy	<p>The treatment I have received is good but there are not enough physio sessions provided. I have been having one or two a week but I know I would benefit from more.</p> <p>Staff are great and treat me well. They always explain things really well but they are busy. I think they are short staffed and are spread too thin.</p> <p>I sometimes have to use the call bell and sometimes they don't come straight away. It depends on where the staff are.</p> <p>For mealtimes, you don't get a menu like you do on the Aintree wards. I have been told that I need to have a low fat/low salt diet but this has not been available. For example on a Sunday night I got crisps, a cup a soup, sausage roll and a cake!! There are also not many vegetarian options available and I know there are some patients on the ward who need this. Staff will come around in the morning and ask us what we would like to eat. There are often approx three choices to choose from.</p> <p>There is one TV per bay and in the main the channel stays on ITV which isn't bad. The remote control for the TV doesn't work and the TV is on a timer so it often just goes off mid programme and we miss programmes.</p> <p>One of the issues I have noticed is that more chairs for visitors are</p>
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		<p>needed.</p> <p>The cleaners are great and they don't ignore you, they speak to you and I have seen them clean rails and the bedside cabinets.</p> <p>I don't know when I will be discharged but I know I am working towards this.</p>
4	The nurses are good	<p>I like to be called 'Mo' and all of the staff call me by this name. The nurses are really good. I have been here for 2 weeks and I don't know when I will be discharged.</p>
4	Its a nice hotel!!!	<p>I have been on this ward for 10 days now. I use the call bell and this works well.</p> <p>The food is good and imaginative and is cost effective. I had Lancashire hotpot for lunch and it was good. I didn't know what I was having but there is normally a choice. There is always plenty of tea and coffee and again, it's reasonable.</p> <p>The care I receive from nursing and medical staff is all good and they keep me informed. In terms of the physiotherapists I have seen I am partially impressed with them at the moment, but I haven't seen much of them and there was a delay in me getting physio. I wasn't happy about this but this has started this week so its ok.</p>

		As I said, I have been here 2 weeks but I don't know when they plan to discharge me!!
4	The food is very nice	<p>My bed is comfortable and the ward is clean. If you ask the nurses anything they will always tell you.</p> <p>I don't know when I am being discharged but this maybe in the next couple of days.</p> <p>The food is very nice.</p> <p>I have a monitor on, in case I get up out of my chair or bed as I have been falling. The alarm is always going off.</p>
3	Nothing to improve	Everything is very good. I have been here for 3 weeks but I don't know when I am going home. The nurses are lovely. I use the call bell and they always come. There is nothing to improve.
3	There is a lack of communication	<p>I was transferred from Aintree after having surgery and have been here for 10 days. I have not been told when I will be able to go home.</p> <p>I had to attend the fracture clinic over on the main Aintree site and the porter who came to take me, didn't know where they were going and didn't know how to get to the elective care centre. By the time I</p>

		<p>got there, I was really cold. There is a lack of communication between aintree staff and the staff on this ward.</p> <p>The staff on this ward are first class. I am on this ward as part of a rehab plan but they won't let me use my walker to go to the toilet independently. I have to have a carer or nurse with me and this has been happening for a week or more. This is because my blood pressure is low but this is normal for me. I can stand and I have my balance but they are not listening to me.</p> <p>I need a low residue diet and I ask for things and am told that "I can't have that" and am not being told why?? The availability of drinks however is good.</p> <p>The ward is really clean and I have seen the cleaners, sweep the floors, mop the floors and polish.</p> <p>Staff are great and their attitudes are fantastic, this applies for both day and night staff.</p>
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Further observations

Ward environment and general observations

- The ward was observed as being bright, airy and clean.
- When we visited, meals were being served and the ward was busy.
- The clock in bay 5 was not working during the visit. Visit was undertaken between 5pm and 7pm and the time on the clock was 10:55. A member of staff was informed about this during the visit.
- We observed a member of the ward staff making a jam sandwich for one of the patients during the visit who had requested this as an alternative to the meal which had been delivered.

Patient information boards

- We observed patient information boards in every patient's bedside bay area but they were very small and it was difficult to see the information which had been written on them. Information on the boards included; the patients name, diet information and what they like to be called.

Signage and information on the ward.

- We observed signage on the ward relating to access to toilet facilities. Signage was available on all bathroom doors indicating that they were for patient use only.
- There was a 'how are we doing' information board at the entrance to the ward. The quote displayed on the board from 'Friends and Family' was dated 23rd January 2019.
- The staff information board included staff numbers who were on duty and we were informed that the staff number also included the number of therapists who were on duty.

Patient laundry.

- We didn't observe any signage on the ward regarding the laundry of patients clothing. However we did speak to patients about this and a number of patients told us that they washed their underwear in the bathrooms and then hung them within their bays to dry!
- A member of staff on hearing this response from patients referred us to the A4 information leaflet 'your stay on ward 35'. The leaflet shared that there were no facilities for laundry on the ward. Used clothing will be bagged for family and friends to take home and replace with clean clothing.
- We were told by a member of staff that if a patient had no relatives, their laundry is sent to the laundry department within the main hospital and this takes up to one week to be returned.

Feedback from staff

During the visit we spoke with the manager prior to starting the visit and to feedback at the end of the visit. During the visit, we also spoke to three separate members of staff.

Work to prevent falls.

- The manager told us that over the past 10 months there had been a lot of work undertaken to reduce the number of falls on the ward. However recently this had risen. Patients on the ward are at a higher risk of falling all of the time. (During the visit, we observed staff preventing a patient from falling/slipping out of their chair).
- Many patients on the ward were observed as wearing anti-slip socks.

High levels of staff sickness/ low staffing levels.

- We were told that the ward has a number of registered nurse vacancies.
- Staff sickness is high.

- Staffing levels are low although staff are aware that the Trust has been advertising the vacancies for some time now and the recruitment drive continues.
- On a number of occasions, one to one care has not been able to take place despite this being included in a patients care plan. This has happened as there are not enough staff to care for those patients in the bay areas.
- Lack of staffing, directly impacts on patients and also impacts staff coming into work as they become run down.
- Many of the temporary staff recruited to cover absences on the ward, have a background in mental health nursing and not general nursing and have often not worked on a general ward before.
- The ward does not use the bank staff which Aintree University Hospital NHS Foundation Trust has. This did happen many years ago. Staff felt that the trust needed to have a contract in place with the main hospital.
- It is night time care which is impacted the most. We were told that sometimes staff do not feel safe themselves.
- We were asked if we could visit everyday as the staffing levels during the visit were higher than usual.
- One member of staff shared; *“the boss is good, Dale listens”*.

Summary and Recommendations

Healthwatch Sefton undertook a Listening event which took place on the 9th July between 5pm – 7pm on ward 35.

Ward 35 is an intermediate care ward provided by Mersey Care NHS Foundation Trust. The ward scored an average Healthwatch Sefton rating of **3.64** out of **5** stars.

Patients on the ward spoke to us about the facilities and surroundings of the ward, with just over half of the feedback being **positive**.

Staff also received **positive** feedback (**78%**) although staff themselves shared their concerns relating to high levels of staff sickness and low staffing levels and the impact of this.

89% of the reviews we recorded during the visit relating to the treatment and care of patients were very **positive**, as was the **dignity and respect** of patients which gained an overall positive rating of **100%**.

Access to services did not receive positive feedback (**67% being negative**) and in the main this related to the lack of activities that patients could get involved in during the day. Patients spoke about getting up, washed, dressed and having meals. Some patients had access to therapy but this was limited. Patients shared that they were bored on the ward and would benefit from accessing activities.

Discharge received **80% negative** feedback and in talking to patients they were not aware of when they would be discharged home and shared that this had not been discussed with them. We spoke to one relative who was unaware of when their mum would be going home. There was no estimated date of discharge included on the patient information boards. This was surprising as we are aware of the information within the ward information leaflet which shares;

‘When you arrive, the team will begin to plan for your discharge. Within 24 hours you will have an estimated date to go home. The team will discuss with you what needs to happen to make sure you go home well and safely. The team will regularly review your care and keep you updated on your plans.’

(ICRAS. Your stay on Ward 35. October 2018)

Please see below the 'areas for improvement or consideration' shared with the Trust and the response from the trust;

- **Review of televisions in bay areas** – there were a number of issues raised by patients relating to equality for all patients and a broken remote control.
- **Increase visitor chairs** – one patient mentioned this. There may be an adequate number of chairs for visitors but could the ward review this.
- **Choice of meals and Dietary requirements** – patients told us that they didn't get to choose what they had at meal times. The ward booklet specifies the times of meals but there is no mention of how patients can choose what options they would like. We would like to see patients who have specific dietary requirements have access to options which meet their dietary requirements (feedback shared relates to a lack of vegetarian and low fat/ low sodium diets).
- **A review of discharge planning** – this theme received 80% negative feedback and patients we spoke to and a small number of relatives did not know when they would be going home.
- 1 • **Access to services** – it was clear from patients that they don't have a lot to keep them occupied on the ward and apart from mealtimes and occasional therapy sessions are not engaged. The ward should look to employ an activities coordinator or look at ways of encouraging community organisations to come onto the ward to engage with patients.
- **Ward environment** – the clock in Bay 5 to be fixed (this was requested during the visit).
- **Larger patient information boards in each patient bay** – the boards observed during the visit were small and it was difficult to read the information which had been added to them.
- **Patient information boards to include the estimated date of discharge** – patients we spoke with were unaware of when they would be going home.
- **How are we doing board** – board to be updated on a regular basis to include up to date information.
- **Patient Laundry** - the issue of patients washing clothes in bathrooms and drying clothes in their bays to be reviewed from an infection control perspective. A review into the length of time a patient has to wait for laundry if reliant on the hospital laundry service to be undertaken. 7 days is too long.
- **Staff vacancies** - the trust to continue to work on the recruitment of staff to ensure the ward has safe staffing (particularly during evenings/ night shifts). The Trust to look at access to bank staff and that staff with general nursing experience are hired.

- **Admin staff** – during the visit we were told about how admin tasks take nursing staff away from providing patient care. Could the Trust look to have a dedicated member of the ward team who provides administrative support for the ward? We would welcome information on how the trust offers well being activities for ward staff.

Acknowledgements

Healthwatch Sefton would like to thank Mersey Care NHS Foundation Trust, in particular Dale Jeffers, Ward Manager and Nicky Ore, Head of Clinical Governance, Community Services Division for working in partnership in ensuring patient; family; staff and visitors voices are heard and listened to.

Thank you to all the staff who work on ward 35 for making Healthwatch Sefton feel welcome during the visit.

We would like to thank all the patients; family; staff and visitors who took part in completing the feedback form during the planned visit to the ward.

Response from Mersey Care NHS Foundation Trust



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Mr Lee Taylor
Trust Headquarters and CEO'S Office
Mersey Care NHS Foundation Trust
V7 Building
Kings Business Park
Prescot
Liverpool, L34 1PJ

11th November 2019

Diane Blair
Healthwatch Sefton
3rd Floor, Suite 3B, North Wing
Burlington House
Crosby Road North
Liverpool
L22 0LG

Dear Diane,

I am writing with reference to your report into the Healthwatch Sefton Listening Event Intermediate Care – Ward 35 undertaken in July 2019.

I would like to thank you for taking the time to undertake this piece of work, Merseycare Foundation Trust is committed to improving the standard of our services we provide and your report is very informative and useful to us. I would also like to thank all our staff and patients for taking part in the listening event which enabled views on the services provided to inform the findings.

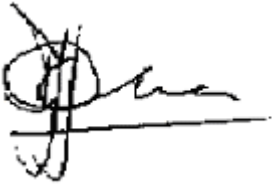
We have achieved an average score of 3.64 against 5 stars we are committed to continuing to improve this score and learning from our patients overall experience, I'm pleased with the positive comments received from patients with regards to their treatment and care and their dignity and respect.

It is apparent from this report and the feedback received, that patients are finding the lack of activities on ward 35 challenging, we are currently in the process of recruiting an Activities Coordinator role for Ward 35 it is envisaged this role will enable a consistent and co-ordinated approach to patient activities. We also acknowledge the negative feedback in relation to discharge concerns and as such we are currently in the process of exploring different board options (similar to the size in use within Aintree wards) which will include estimated date of discharge, therapy goals, social work goals, nurse and doctor for the day.

Within the Community Division we have met to discuss all recommendations detailed in your Listening Event report and have provided our response action plan timeframes in the table attached as at **Appendix 1**.

Once again, I would like to thank you for taking the time to gather and analyse this feedback from our patients and staff I look forward to continuing to work together.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Dave Jones', written over a horizontal line.

pp. Dave Jones
Deputy Chief Operating Officer – Community Services Division

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Sefton

Appendix 1

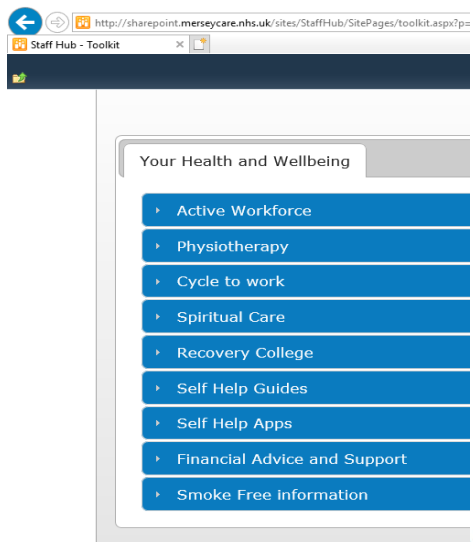
Area of improvement for consideration	Trust response/ action	Further comments (optional)	Date for action to be completed (if action taken forward)
Review of televisions in bay areas – there were a number of issues raised by patients relating to equality for all patients and a broken remote control.	05.11.19: <ul style="list-style-type: none"> Purchasing of new remote controls in progress. There are TV's in all patient bay areas. 	N/A	31.01.20
Increase visitor chairs – one patient mentioned this. There may be an adequate number of chairs for visitors but could the ward review this.	05.11.19: <ul style="list-style-type: none"> This has been reviewed and the ward has an adequate number of chairs for all visitors (2 per patient at any one time) 	N/A	N/A

<p>Choice of meals and Dietary requirements – patients told us that they didn't get to choose what they had at meal times. The ward booklet specifies the times of meals but there is no mention of how patients can choose what options they would like. We would like to see patients who have specific dietary requirements have access to options which meet their dietary requirements (feedback shared relates to a lack of vegetarian and low fat/ low sodium diets).</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> Each patient is asked daily what they would like for each meal and there is a picture booklet that details each option. As part of this, each patient it also asked if they have any dietary requirements. 	<p>N/A</p>	<p>N/A</p>
<p>A review of discharge planning – this theme received 80% negative feedback and patients we spoke to and a small number of relatives did not know when they would be going home.</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> This is being picked up as part of the wider SAFER work stream review with a plan for all patients to have the following information in the end of be documentation - estimated date of discharge, therapy goals and social work goals. 	<p>This action will be monitored as part of the overarching Ward 35 action plan.</p>	<p>31.03.20</p>

<p>Access to services – it was clear from patients that they don't have a lot to keep them occupied on the ward and apart from mealtimes and occasional therapy sessions are not engaged. The ward should look to employ an activities coordinator or look at ways of encouraging community organisations to come onto the ward to engage with patients.</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> The ward is currently in the process of recruiting to an Activities Co-ordinator role. Job description is currently with Agenda for Change and recruitment will commence following this process. 	<p>This action will be monitored as part of the overarching Ward 35 action plan.</p>	<p>31.03.20</p>
<p>Ward environment – the clock in Bay 5 to be fixed (this was requested during the visit).</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> This has been reviewed and a process implemented for all clocks are checked on a weekly basis and batteries replaced/fixed as and when required. 	<p>N/A</p>	<p>Complete</p>
<p>Larger patient information boards in each patient bay – the boards observed during the visit were small and it was difficult to read the information which had been added to them.</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> Ward Manager currently exploring different board options (similar to the size in use within Aintree wards) which will include estimated date of discharge, therapy goals, social work goals, nurse and doctor for the day. Visual aids to be used (e.g. dementia, hearing, sight etc.) 	<p>This action will be monitored as part of the overarching Ward 35 action plan.</p>	<p>31.03.20</p>

Patient information boards to include the estimated date of discharge – patients we spoke with were unaware of when they would be going home.	05.11.19: <ul style="list-style-type: none"> Ward Manager exploring different board options (similar to the size in use within Aintree wards) which will include estimated date of discharge, therapy goals, social work goals, nurse and doctor for the day. Visual aids to be used (e.g. dementia, hearing, sight etc.). 	This action will be monitored as part of the overarching Ward 35 action plan.	31.03.20
How are we doing board – board to be updated on a regular basis to include up to date information.	05.11.19: <ul style="list-style-type: none"> This has since been updated. Boards are updated on a monthly basis in line with Governance arrangements for the ward / community division. 	N/A	Complete
<p>Patient Laundry - the issue of patients washing clothes in bathrooms and drying clothes in their bays to be reviewed from an infection control perspective.</p> <p>A review into the length of time a patient has to wait for laundry if reliant on the hospital laundry service to be undertaken. 7 days is too long.</p>	05.11.19: this has been reviewed: <ul style="list-style-type: none"> The majority of patients have family who will take clothes away to wash. For those patients who do not have family, options will now be explored with Infection Control. 	This action will be monitored as part of the overarching Ward 35 action plan.	31.03.20

<p>Staff vacancies - the trust to continue to work on the recruitment of staff to ensure the ward has safe staffing (particularly during evenings/ night shifts)</p> <p>The Trust to look at access to bank staff and that staff with general nursing experience are hired.</p>	<p>05.11.19: this has been reviewed</p> <ul style="list-style-type: none"> • Ward 35 Vacancies are now filled – awaiting start dates. • Vacancies are discussed by SLT on a weekly basis. 	<p>N/A</p>	<p>Complete</p>
<p>Admin staff – during the visit we were told about how admin tasks take nursing staff away from providing patient care. Could the Trust look to have a dedicated member of the ward team who provides administrative support for the ward?</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> • Plan for the ward to move to paper lite which will reduce the admin tasks for Nursing staff. 	<p>N/A</p>	<p>31.03.20</p>
<p>We would welcome information on how the trust offers well being activities for ward staff</p>	<p>05.11.19:</p> <ul style="list-style-type: none"> • The Trust has a number of health and well-being activities available for staff which is available on the staff SharePoint to access. See screen shot below. 	<p>N/A</p>	<p>Complete</p>



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Contact us

Address: Healthwatch Sefton, Sefton Council for Voluntary Service (Sefton CVS),
3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road
North, Waterloo, Liverpool L22 0LG

Phone number: 0151 920 0726 (ext 240)

Freephone: 0800 206 1304

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Website: www.healthwatchsefton.co.uk



www.facebook.com/healthwatchsefton2013/

The graphic features a large dark blue speech bubble on the left containing the text 'Have your voice heard' in white and pink. To the right are several smaller, overlapping speech bubbles in pink, dark blue, and green. The background is white with faint, large letters 'h' and 'on' on either side.

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Have your voice heard

This is your opportunity to influence health and social care services. Your feedback will be anonymously featured on our feedback centre (www.healthwatchsefton.co.uk) and used to make recommendations for change.

You can also call **0800 206 1304** with your feedback.

						
Hospital	Doctors	Ambulance	Clinic	Dentist	Diagnosis	Community Services

Leave feedback

What service would you like to comment on?

For example care at home, GP practice, hospital or any other health or social care service.

Can you give us more information

For example which department, ward, clinic, community team or council department.

Date(s) of your experience

How would you rate your overall experience? (Please circle)



1
Poor

2
Average

3
Good

4
Very Good

5
Excellent



Your ratings (Please circle)



Quality of treatment



Staff attitude



Cleanliness



Quality of food and drink (if applicable)



Communication



Discharge (if applicable)



Quality of environment



Appointment (waiting times)

Alternatively if you would like to leave your feedback via our website
please visit www.healthwatchsefton.co.uk

Summary of your experience (a few key words)

Please tell us about your experience

In relation to your comments are you a (please tick)

☐ Patient

☐ Carer

☐ Staff

☐ Relative

☐ Visitor

Stay in touch

Would you like to sign up to our newsletter? (please tick) ☐

Would you like to sign up as a community member? (please tick) ☐

Please ensure you leave your details below

Name:

Address:

Email:

Phone:

In sharing the above, your details will be recorded on the Healthwatch Sefton Civi CRM database.
Please refer to the Data Protection statement below and the Healthwatch Sefton Privacy Statement.

Are you Male or Female (please tick)

Age

☐ Male

☐ Female

Do you consider yourself to have a disability? (please tick)

☐ Yes

☐ No

☐ Prefer not to say

How would you describe your sexual orientation? (please tick)

☐ Heterosexual

☐ Gay

☐ Lesbian

☐ Bisexual

Do you currently live in the gender you were given at birth? (please tick)

☐ Yes

☐ No

☐ Prefer not to say

Contact us

If you would like more information about Healthwatch Sefton please **contact us** using the details below:

Email: info@healthwatchsefton.co.uk

Phone: 0151 920 0726 extension 240

Website: www.healthwatchsefton.co.uk

Text: 07434 810438

Freephone: 0800 206 1304

This leaflet is available in alternative formats on request including different languages, audio format, large print and easy read.

Please return this form to us using the address below (no stamp required):

Healthwatch Sefton Registered Office: FREEPOST RTCG-HGXH-LHRS,
Sefton Council for Voluntary Service (CVS), 3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North, Waterloo, L22 0LG.

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