

Inpatients Physical Health Audits - Southern Health

Healthwatch Hampshire

November 2019



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Introduction

Southern Health asked Hampshire Healthwatch to conduct **Service User-led Standards Audits** on three hospital wards across Hampshire. The Audits aimed to get a broad view of patient experience by asking about:

- Care and treatment
- Information sharing practices
- Activities and therapies on the ward
- Information they were given about the ward
- Opportunities to discuss their medication
- Involvement in organising discharge arrangements

Methodology

Southern Health provided the questionnaire for Healthwatch staff and a Southern Health volunteer to use during the visits.

The following hospitals were visited:

- 30th October, Ford Ward at Fordingbridge Hospital
- 5th November, Deerleap Ward and Longbeech 2 Ward at Lymington Hospital

These visits were organised in advance, and in some cases, staff had already informed patients and asked for their consent to participate.

In conducting this audit, it was important that Healthwatch was sensitive to the needs of all patients on the wards, many of whom were frail and very unwell. On arrival to the wards, advice was given from staff on which patients had consented to participate and we were also informed that some patients were too unwell to take part.

Ward staff were very helpful during the visits and gave advice on communication aids that could be used to help patients participate in the audit.

Healthwatch staff were aware that some of the more vulnerable patients were not able to have their views documented and any future visits to the ward would coincide with visiting hours to enable their carers' and/or family members to advocate on their behalf.

Everyone who answered the questionnaire was informed of its purpose and told that their comments would be presented anonymously in a report that would be available on Healthwatch Hampshire's website.

It is important to note that these visits capture a snapshot of patient experience, rather than being representative of all service user experience on the wards.



Ford Ward – Fordingbridge Hospital

About the ward

Ford Ward is a community bed service that aims to rehabilitate or re-able people to return to their own homes within two weeks of their admission/transfer. The ward undertakes the appropriate assessments and liaises with relevant services to aid their return to a final place of residence.

Information about the ward and visitor observations

Ford Ward has 15 beds and is a mixed ward. On the day of the visit there were 12 patients on the ward. Staff highlighted that the ward had been without an Occupational Therapist for 3 months, but a new therapist had recently been recruited and was due to start the following week.

While carrying out the survey, visitors said they found staff friendly, polite and keen to assist. The ward appeared clean, tidy and calm. They also commented that during their visit staff were attentive to the needs of patients and were quick to respond when they were required.

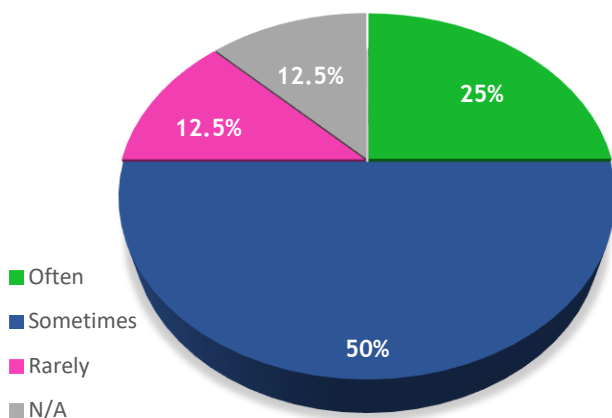
Number of patients/carers spoken to: 9

Number of patients who declined to take part or were off ward: 4

Findings

1. Were you informed as to why you were admitted to hospital? Have you been involved and supported in decisions about your care?

Every patient spoken to on the ward said they had been told why they were admitted. Responses regarding involvement in decisions about their care were mixed.



“It is team work really... They make suggestions, especially about how to get up and be mobile safely - as they know what might work for me and we try new things - they ask what I need”

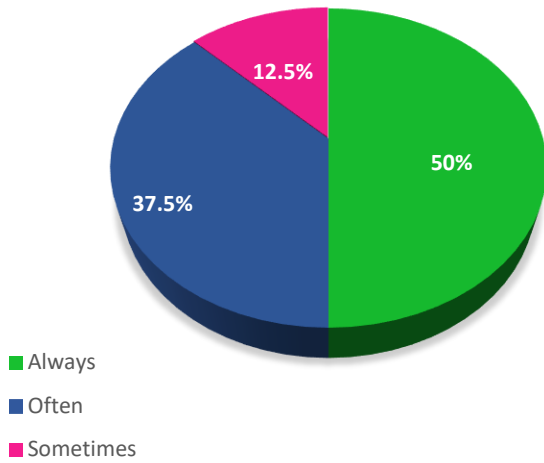
“If I suggest something, they listen to me”

“I would like a say in my own care”





2. Has a member of staff been available when you need them?



“Always, I ring the bell within a few minutes people come. If they are busy it takes longer but that is understandable”

“Sometimes they are busy, and you have to be aware of that and they have to go to people based on what they need”

“They really try their best, but sometimes they don’t come quickly, if they are busy -it’s difficult, when I ring the bell as I don’t want to have an accident”



Patients felt staff ‘**tried hard**’ to respond quickly when they were needed. Those patients who selected ‘**Sometimes**’ said they felt that staff on the ward were very busy and had to prioritize patients based on need which meant that they sometimes had to wait.

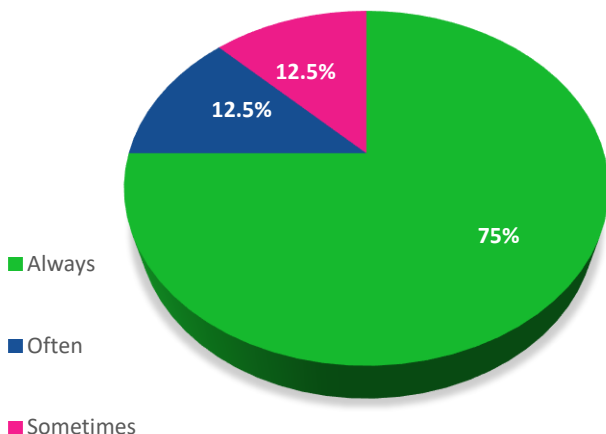
3. Have the different roles been explained to you?

Most of the patients said that staff roles had not been explained to them, their comments suggested they had ‘**picked it up**’ through their interactions with staff, rather than being explicitly told what different staff roles were. One person did not answer the question.

63% said No
“Had to use my own initiative”

25% said Some
“I know the darker the uniform the more important they are!”

4. Do you feel that you have been treated with dignity, respect and understanding?



“I was sick this morning and they went out of their way to make me feel at ease - it could have been really embarrassing but they dealt with it really compassionately”

“They ask before they do anything, like “are you okay with getting dressed?” which makes me feel comfortable”





5. Has your treatment/care been tailored to your needs and preferences?

25% Extremely

"It has been a two-way conversation...They make suggestions to you, and say why something may work, but they don't push you into things you don't feel comfortable doing"

12.5% Very

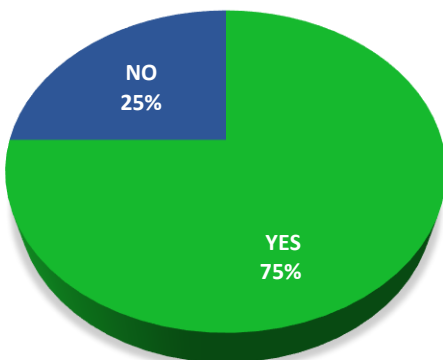
"Good food, TV on in the lounge, if I need anything, I just ring the bell"

37.5% Moderately

"Have to hang on and wait a while sometimes"

Many of the patients found this question challenging and were unable to answer: **25% unanswered.**

6. Have you been asked your preferences for sharing information about your treatment with your family members and carers?



While most patients said staff had explicitly asked, two said "No" it was "never mentioned"

Every patient who was able to answer this question believed that their information had been shared in accordance with their wishes.

This included the patients who said they were not asked about who information could be shared with, one patient explained: "Yes I believe it has been shared appropriately - although I was not asked, there is a level of respect is there".

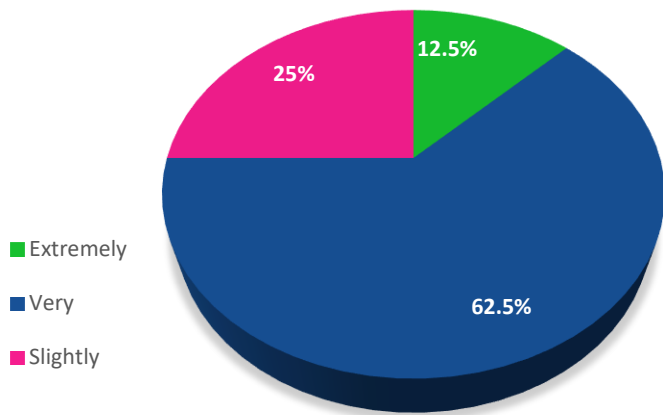




7. Have you discussed your medication with staff? Has information about your medication been clear and understandable?

Yes 63% **No 37%**

When patients were asked if they had been given the opportunity to discuss their medication with staff while on the ward, some indicated that they had. The chart below shows that the majority of patients felt information about their medication was clear.



“Sometimes medication is explained, sometimes not”

“It’s nice when people tell you the purpose of what you are taking - they do that here”

8. Do you know that you can look at your case notes/health records if you would like to?

Yes 37% **No 63%**

All patients who knew they could request their case notes/health records indicated they knew how to do so.

9. Are there regular activities on the ward? How useful have they been?

No regular activities 63%

Yes regular activities 37%

“There is a little library on the ward”

“More mental stimulation on the ward”

“There is a TV on the ward, but I don’t see very well so I can’t get involved with that”

“I read newspapers that are passed around the ward”



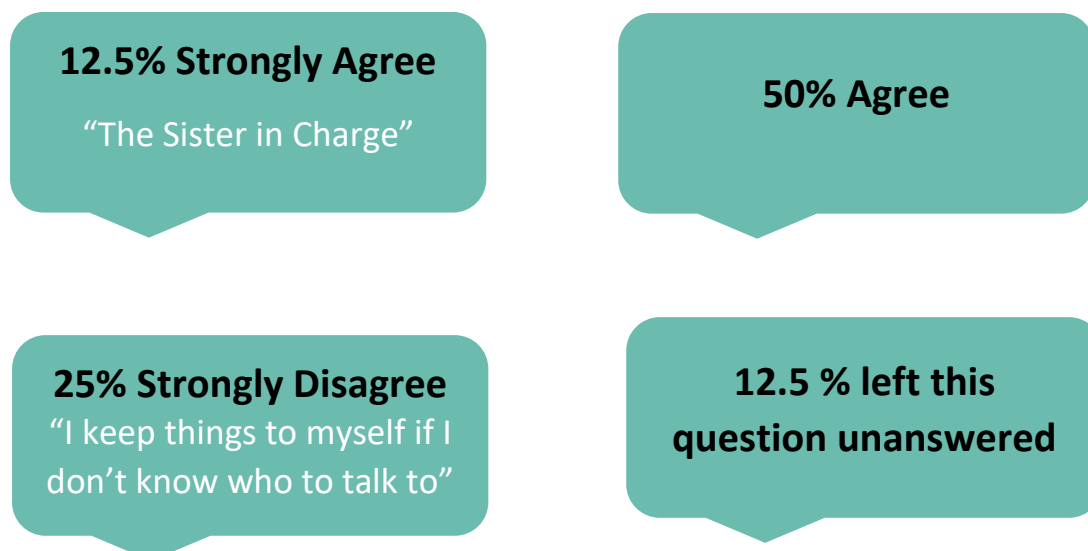
When asked how useful any activities had been patients said they did not know, or that this wasn't applicable, as they did not do any activities. However, one patient did mention using the gym for their therapy.

“The therapy has been really good here - going up and down the stairs, to build my strength and balance - been in the gym as well.”

10. Have your spiritual/religious needs been met while on the ward?

Most patients opted for 'Not Applicable' or chose not to answer this question. No one stated 'Yes' their needs had been met. However, two patients said 'No' with one explaining that **“this has not been mentioned.”**

11. If you had any problems would you know who to speak to?



12. Were you given an information booklet about the ward?

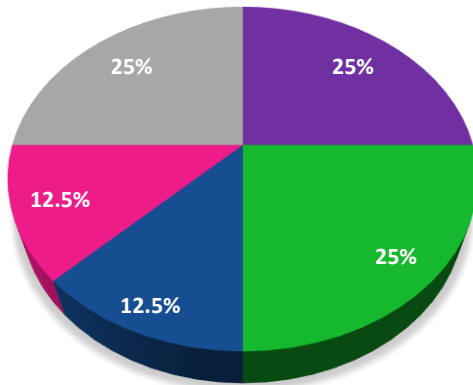
None of the patients spoken to had been given an information booklet about the ward. One patient said, **“I would like a leaflet giving you information on the ward - like when meals are and the routine, it would be useful.”**

13. Have you been involved in thinking about and planning your discharge?

One patient said that he would **“get information on medication and information on care arrangements at home”** before he was discharged. However, he said he had not been made aware of these arrangements and he believed that he was due to be discharged later that day.



- Unable to answer
- Very
- Moderately
- Slightly
- Not at all



“We have talked about what is needed at home, what I can do at home, what medication I will be bringing home and information for my daughter, who I live with”

“Advocate deals with this - discharge was discussed, but only with them”



14. Do you feel that your views were listened to in this discussion?

12.5% Extremely

“I spoke to the Social Worker and physio and explained what I needed”

25% Very

“I was assessed and made my views known – but I don’t always know what they are recommending until I am out - as I’m not at the meetings”

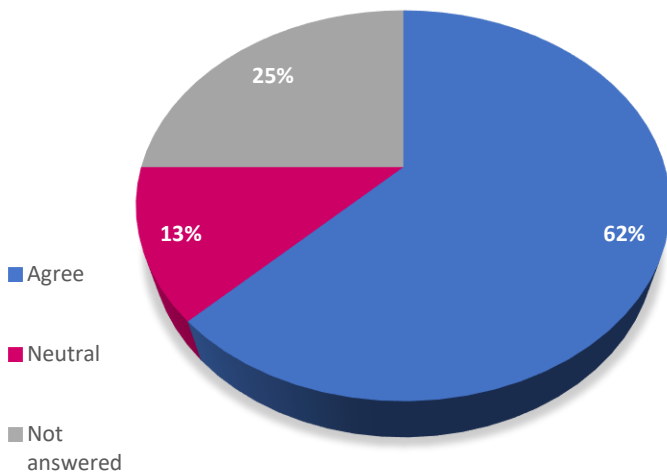
12.5% Not at all

“Need to see the same person, discussions needed”

Many of the patients found this question challenging and so many were unable to answer: **50% left unanswered.**



15. Have you been given advice on practical matters for your return home?



“They give suggestions on how to keep safe at home. I have been trying out a trolley style walker with a seat for going to the shops”

“I know I need to eat, I wasn’t eating at home, but here I really like the food here, the salads especially so I’ll ask for them at home”

“They spoke about moving round the bungalow, the aids I need and the help I need at home”



16. Do you receive Social care support at home from Adult Social Care?



Some patients were unable to answer: 12.5 % unanswerd

17. Has your transfer to hospital been coordinated well, and was the information Social Care shared with the ward accurate?

Many patients we spoke to did not know how to answer this question and opted to leave it blank. Those who did answer the question said they ‘agreed’ or ‘strongly agreed’ that it had been well coordinated.

18. Is there anything else you wish to share with us that’s important to you, that you think we need to hear?



“Need more companionship - it gets lonely”

“Need to listen to the patient more, need to be involved on a personal level, more led by physiotherapists”





Longbeech 2 Ward – Lymington Hospital

About the ward

Longbeech 2 ward cares for inpatients requiring a wide range of general medical care. Patients are transferred from Lymington Hospital Medical Assessment Unit.

Information about the ward and visitor observations

Longbeech 2 ward has 12 beds and is a mixed ward. On the day of the visit there were 11 patients on the ward.

Staff were welcoming and friendly. The ward appeared clean, tidy and well ordered. During the visit Healthwatch noted that staff were quick to respond to patients who rang the bell asking for help and saw patients being offered refreshments.

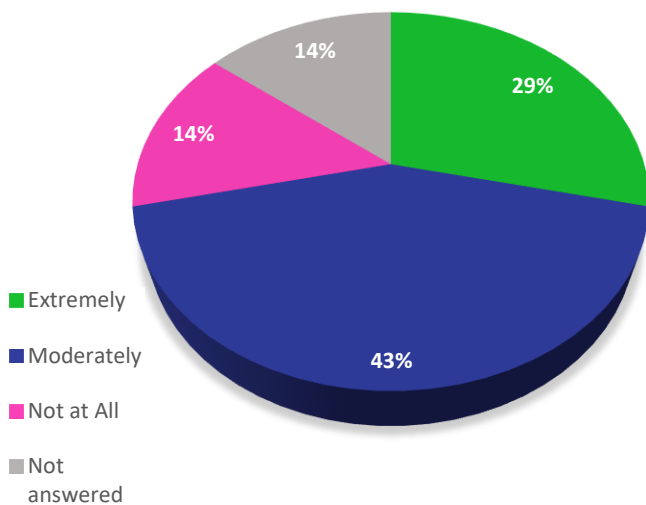
Number of patients/carers spoken to: 7

Number of patients who declined to take part or were off ward: 4

Findings

1. Were you informed as to why you were admitted to hospital? Have you been involved and supported in decisions about your care?

Most patients said they were informed as to why they were admitted, with one person saying that they “could not remember”.



“Doctors and physiotherapist are always happy to give support”

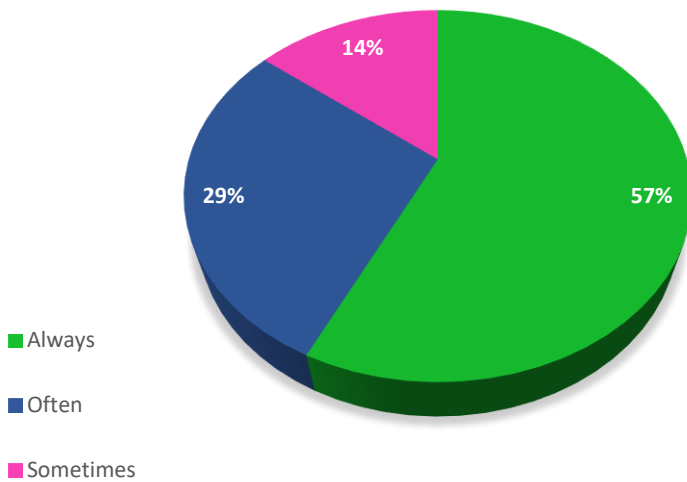
“Not enough staff - one nurse on today - at night I rang the buzzer and no one came waited an hour to go to toilet. Had to go on my own”

“Only been in since Friday, feels like its “do as you are told”

“Amazing care, well looked after”

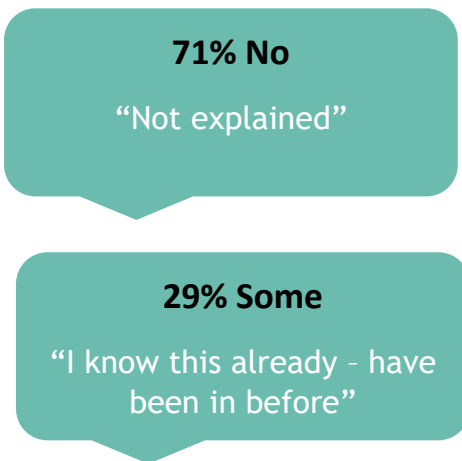


2. Has a member of staff been available when you need them?



“Always answer the buzzer”
 “Busy, not enough staff, don’t come straight away”
 “Only one Healthcare Assistant on for all the patients on the ward”
 “Always, come when you buzzer”
 “Once had to wait a couple of hours for buzzer”
 “Always prompt”

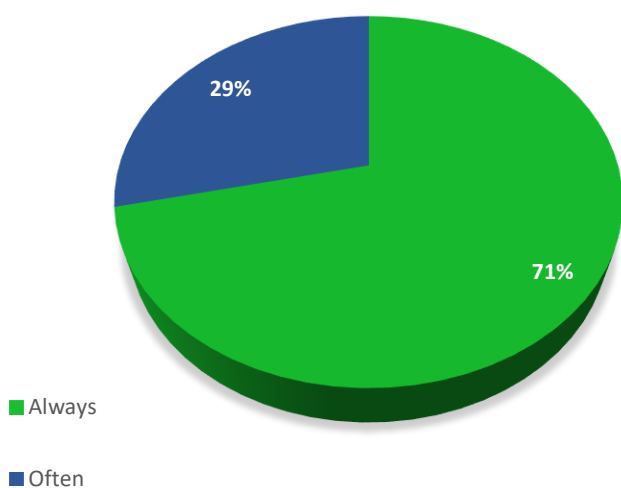
3. Have the different staff roles been explained to you?



“Not explained to me, but I know as I have been here before”
 “Not clear- had to ask”
 “Never told”

None of the patients interviewed said “Yes” when asked if staff roles had been explained to them.

4. Do you feel like you have been treated with dignity, respect and understanding?



“At night I struggle to get comfortable, and so they do my pillows and then I say it’s okay but after lying there a minute - I need them changed, so I ask and they come right over again to help till I’m comfortable”
 “All problems addressed sympathetically”
 “They are short staffed - but nothing is too much bother to them.”
 “I can see that they are really doing their best despite being short staffed”



5. Has your treatment/care been tailored to your needs and preferences?

43% Extremely

“I have had conversations about any problems and what I need”

29% Very

“They have raised my chair so I can practice getting out of it, which is good as now I am more mobile and can go to the toilet myself - it gives me some independence.”

14% Moderately

“Yes they have, because I have very specialist needs”

14% left this question unanswered



“I have been given a ball and things to do exercises with to get strength in my hand”

“Staff help me cut my food as I can't do it myself.”



6. Have you been asked your preferences for sharing information about your treatment with your friends and family?

Every patient who answered this question said that they were asked about who they gave permission for staff to share information with. Most patients were also confident that their wishes regarding information sharing had been respected by staff.

One person raised a concern with regard to information sharing, she said; “the Occupational Therapist called my daughter and asked her to meet her at my flat, but they didn't tell me or ask me if it was okay to phone my daughter - I only knew because my daughter told me. It was fine, but I did think they should have let me know first”.



7. Have you discussed your medication with staff? Has the information about your medication been clear and understandable?

57% Yes

29% No

14% Left this question unanswered



“The Doctor came and said that my medication dosage need changing, but nurses haven’t changed it”

“Yes, I asked for a review of my medication while in hospital, and they did one and told me what I was on any why.”

“Explained what I was given and effects”



8. Do you know that you can look at your case notes? Do you know how to request to see your case notes?

29% Yes

71% No

All patients who knew they could request their case notes/health records indicated they knew how to do so.



“Registered online, request via doctor”



9. Are there regular activities on the ward? How useful have they been?

None of the patients said there were regular activities on the ward. Some said that they felt there was a lack of facilities and positive activities to do while on the ward.



“Very boring. All I do is sit here and look out the window, it’s a long day, I go to bed at 7pm, there is nothing to do.”

“There is a TV - but ours broke so we now have taken the one from the men’s ward.”

“They have a day room with jigsaws and books, I haven’t used it.”

“Only physios come round”, “There is the TV, no books or newspapers.”





Some patients spoke about exercises they were doing to help with their rehabilitation and indicated staff were supportive and encouraging, helping them to complete them while on the ward.



“The therapist has given me stuff to do - exercise twice a day on the ward, and staff encourage me to do my exercises”



A few patients felt that more input from therapies could promote their recovery.



“I have been given some equipment at home - to help pull myself up to sitting position, it attaches to the bed, but I need to practice using it and I haven’t been fitted one here [on the ward] so I can get used to using it and practice.”

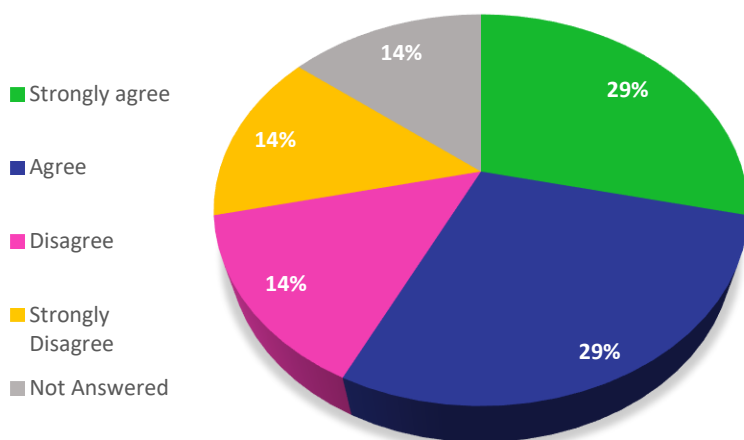
“They think if you can do it once then you can do it - they tried to send me home after doing it once, it was 4 steps here, its 14 steps at home - the doctor stopped them sending me home”



10. Have your religious needs been met?

Most patients opted for ‘Not Applicable’ or chose not to answer this question. One patient stated ‘yes’ their needs had been met adding “all the facilities are there”. However, two patients said ‘No’ with one explaining that “there are no catholic priests”.

11. If you had any problems would you know who to speak to?



“Yes, a Nurse”

“No idea who I would talk to”

“If having crisis, I feel no one to help”

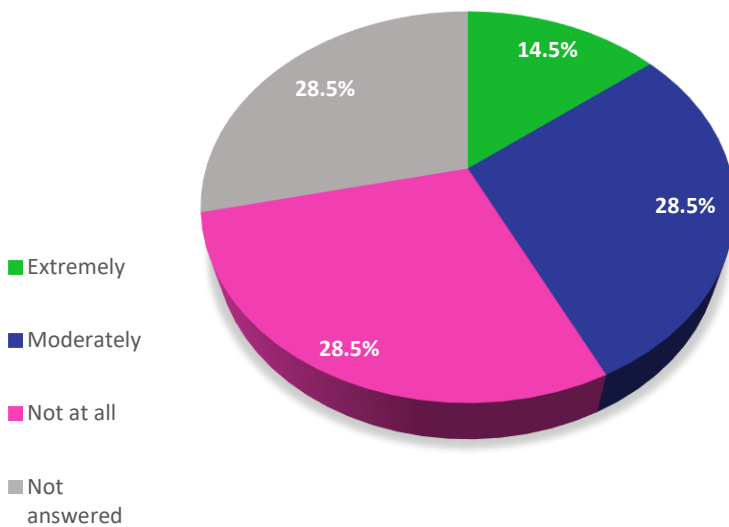




12. Were you given an information booklet about the ward?

None of the patients spoken to had been given an information booklet about the ward. Some of the patients felt that this would be useful, to give people an overview of the ward, its facilities, staff and routine.

13. Have you been involved in thinking about and planning your discharge?



“They spoke about different things that would be put in the house”

" I said that I wouldn't go home until I could do more with my arms as I live on my own - the Doctor didn't say anything"

Has worries about going home, but said " I haven't spoken about them"

“Only told yesterday”



14. Do you feel like you were listened to in this discussion?

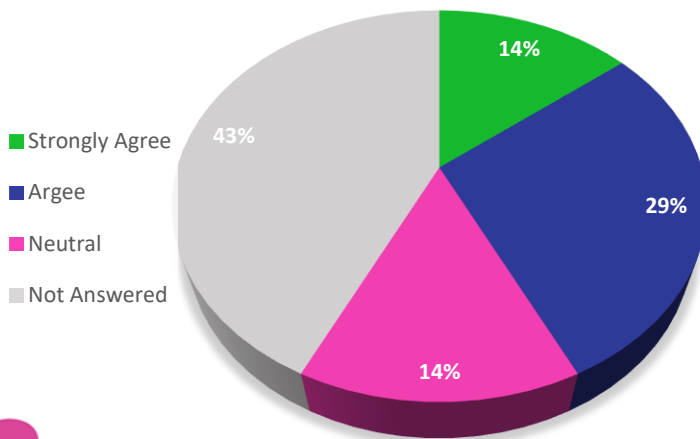
Patients found this question challenging, with many leaving it unanswered. Of those that did answer responses were very mixed, with one person saying they felt that they were ‘Always’ listened to;

“I am moving on in October and feel I have been involved in planning things”.

One patient indicated that they were ‘Sometimes’ listen to when planning their discharge.

Two patients opted for ‘Rarely’ and ‘Not at all’. With one commenting that they felt “the consultant had refused to listen”.

15. Have you been given advice on practical matters for your return home?



“I have a care plan in place”
 “Got the equipment needed”

“I have been encouraged to trial equipment- like a frame for the toilet - they also spoke about ordering a new chair, which will be easier for me to pull myself out of at home.”

“My daughter has been trying to get me into sheltered accommodation. The Council have not been helpful with this, she phoned them, and they sent her round different departments and didn’t want to know”

“They said about care coming in, I said I didn’t want it, I presume they are okay with it”

16. Do you receive social care support at home from Adult Social Care?

29% Yes

57% No

Some patients indicated that they did not have any care from Adult Social Care when they were admitted. However, some said that their discharge plan could include care at home. One person did not answer this question.

17. Has your transfer to hospital been coordinated well, and was the information Social Care shared with the ward accurate?

Many of the patients did not answer this question as Adult Social Care were not involved. Two patients did answer this question but focused on how they felt their transfer to hospital was managed. Both ‘Disagreed’ that it had been well coordinated, with one saying it “took too long and the driver got lost.”

18. Is there anything else you wish to share with us that’s important to you, that you think we need to hear?

“Better support for mental health in hospital - need people to reach out”

“I am grateful for such a nice hospital”



Deerleap Ward – Lymington Hospital

About the ward

Deerleap Ward is an accredited stroke rehabilitation unit. The aim of the service is to provide a hub for the early management of acute stroke patients by bringing together a range of agencies whose specialist practitioners work as an inter-disciplinary team to deliver integrated support.

Information about the ward and visitor observations

Deerleap Ward has 16 beds and on the day of the visit 11 were occupied. On entering the ward, the staff were very welcoming and were happy for Healthwatch to speak to patients. Staff discussed which patients Healthwatch should talk to, giving reasons to why some patients would prefer not to take part, these reasons included; people under infection prevention, being asked and declining to take part and people who were sleeping at the time of the visit.

The patients on this ward were recovering from stroke, and this made answering the questions challenging for them. Many of the patients who took part were unable to speak clearly and some had trouble understanding the questions. In this event, the question was put to them differently to help them understand what was being asked. Some questions were rephrased so that they could answer 'yes' or 'no', this limited the visitor's ability to collect verbatim comments to elaborate on why they had chosen a specific option. These factors make it more difficult to get a detailed picture of how they were feeling about their time on the ward.

Number of patients/carers spoken to: 5

Number of patients who declined/ were unable to take part/ were off ward: 6

Findings

1. Were you informed as to why you were admitted to hospital? Have you been involved and supported in decisions about your care?

Most patients said they knew why they had been admitted to the ward, with two saying they did not know, one of whom stated they **“could not remember”**. It is unclear whether this was due to confusion caused by their medical issues or whether they had not been informed by staff.

When asked if they had been involved in decisions about their care patients said:

Two patients said

“Moderately”

Three patients said

“Not at all”



“I just need them to do their job, and do it well”





2. Has a member of staff been available when you need them?

Two patients said

“Always”

Two patients said

“Often”

One patients said

“Sometimes”

The patients who opted for “Sometimes” said “I am calling someone now and as you can judge, no one has come in”.

3. Have the different staff roles been explained to you?

Two patients said

“Yes”

One patients said

“No”

Two patients did not answer this question.

4. Do you feel that you have been treated with dignity, respect and understanding?

Two patients said

“Always”

Two patients said

“Often”

One patient did not answer this question.

5. Has your treatment/care been tailored to your needs and preferences?

Three patients said

“Extremely”

Two patients said

“Always”

6. Have you been asked your preferences for sharing information about your treatment with your family members and carers?

Three patients said; “No” they had not been asked about their preferences for information sharing. Two patients did not answer this question.

Patients found the question asking about reviewing their information sharing choices difficult to understand, and none provided an answer.



7. Has information about your medication been clear and understandable?

Two patients said
“Very”

One patient said
“Moderately”

Two patients did not answer this question.

8. Do you know that you can look at your case notes/health records if you would like to?

One patient said
“Yes”

Three patients said
“No - they did not know”

One patient did not answer this question.

None of the patients said they knew how to request their case notes/health records.

9. Are there regular activities on the ward? How useful have they been?

One patient said
“Yes”

Three patients said
“No”

One patient did not answer this question.

10. Have your spiritual/religious needs been met while on the ward?

Most patients chose “Not Applicable” when asked this question, as they did not feel they had any spiritual needs. One person said “No” but provided no further comment. One person was not able to answer this question.

11. If you had any problems would you know who to speak to?

None of the patients spoken to answered this question.

12. Were you given an information booklet about the ward?

None of the patients spoken to had received an information booklet about the ward.

13. Have you been involved in thinking about and planning your discharge?

Two patients said
“Very”

One patient said
“Moderately”

Two patients did not answer this question.



One patient who selected “Very” indicated that although their difficulty speaking had made it challenging for them to contribute, they felt that their spouse had been very much involved in planning for their discharge.

14. Do you feel your views were listened to in this discussion?

Only two people answered this question with one stating they felt that they were “Never” listened to in these discussions, while another commented; “Yes, I wanted to go home, and I think they listened”

15. Have you been given advice on practical matter for your return home?

One patient answered this question, saying that family members were coming to help support with their discharge. They added that; “I would like a social care package”.

16. Do you receive social care support at home from Adult Social Care?

Two patients answered this question; one said “Yes - they come in and help a lot at home”. One said “No” but indicated that they felt they needed a care package to be put in place.

17. Has your transfer to hospital been coordinated well, and was the information Social Care shared with the ward accurate?

None of the patients spoken to answered this question.

18. Is there anything else you wish to share with us that’s important to you, that you think we need to hear?



“I have been looked after very well and I am now ready to go home”





Learning and further development

The wards visited for this report were caring for people who were elderly and had difficulties with speech and comprehension. This made answering the more complex questions challenging and, in some cases, frustrating for patients. While staff and volunteers visiting the wards did rephrase questions and use prompts to help patients engage with the survey, in such cases, it could be useful to use Easy Read or simplified versions of the questions to ensure that people are able to participate as fully as possible. It could be beneficial for Healthwatch to liaise with ward staff before the visit, to get advice on how best to communicate with patients and take advantage of any communication aids that are used on the wards.

It may also be useful to tailor the questions to fit the purpose of the wards that are visited. For example, if a ward is focused on rehabilitation, specific questions around therapies and how the ward works to promote the confidence and independence needed to return home, maybe valuable additions.

Healthwatch was aware that during the visit we were unable to get the views of nonverbal patients or those with dementia and these are patients who are potentially most vulnerable. In order to ensure that we gain insight into how they are cared for on the wards, it would be important to ensure that future engagements overlap with visiting times, which would give carers and family members a chance to comment on their behalf.

Key learning from the engagement:

- Tailor the questionnaire to fit the abilities of patients by using Easy read/simplified versions of questions.
- Liaise with ward staff prior to the visit and discuss any adjustments/aids which may help ensure patients can participate more fully.
- Engagement visits to overlap with family/carers visiting times to ensure that all patients are advocated for.
- Have some questions that are ward specific, as this could help highlight if wards are able to deliver on their treatment objectives.



Acknowledgments

Healthwatch Hampshire would like to thank all the patients, carers and family members who part in this survey. We would also like to thank the ward staff who made us welcome and facilitated our visits.