

**Enter and View Visit**

**Clover ward**

**In patient Children's Ward**

**King George Hospital**

**Friday 15<sup>th</sup> January 2016**



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# Report Details

Premises visited	
Children's Ward, Clover Ward King George Hospital Barley Lane Ilford	
Service provider	
Barking Havering Redbridge Hospital Trust	
Date	Time
Friday 15 <sup>th</sup> January	12.00pm
Representatives:	
Roman Lakhera Manisha Modhvia Val Shaw	
Was the visit announced or unannounced?	
Announced	
Reason for the visit Purpose of the visit	
To visit the in-patient ward services for children as part of a wider programme of work being undertaken by Healthwatch Barking and Dagenham. To gather the views and experiences of patients and/or their relatives/representatives to inform about the public view of the services being provided.	
Healthwatch Contact details	
Healthwatch Barking and Dagenham Harmony House Dagenham CIC Baden Powell Close Dagenham RM9 6XN	Telephone: 020 8526 8200 Email : <a href="mailto:Info@healthwatchbarkinganddagenham.co.uk">Info@healthwatchbarkinganddagenham.co.uk</a>

## DISCLAIMER:

This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff and service users and visitors who contributed to the report on that date.

# What is Enter and View

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives /friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved,
- give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services and,
- are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health and social care.

# Summary

Healthwatch Barking and Dagenham authorised representatives undertook the visit to speak to patients and their families about their experience on the ward.

The following were the main areas being looked at

- nutrition
- personal hygiene
- how staff interact with patients and parents
- facilities for children and parents

Representatives spoke to parents of children who were patients on the ward about the choice and amount of food they received. Feedback from parents shows that their children were happy with the choices and the amount of food provided on the ward. One parent felt there was not enough choice and the food options were mainly English.

Parents were very positive about staff and commented that clinical procedures are explained to them.

Furthermore findings show that the bathing facilities are adequate on the ward and meet the needs of the patients. However it was highlighted that parents were unaware of what would be available if their child needed a bed bath.

Although there are things for the children to do on the ward, it was felt that more should be made available for older children.

Healthwatch representatives spoke to parents. They expressed they were pleased with facilities available on the ward for families; however some commented on the fact that the beds for the parents are very uncomfortable.

# How was this visit undertaken

A letter was sent to Lesley Mackay, Interim Head of Children's Services Child Health, on 23<sup>rd</sup> December 2015 outlining the intentions of the visit and a response was received from her, acknowledging the advance notice of the proposed visit and providing the appropriate contact information.

The entrance to Clover Ward can only be accessed by ringing the front door. This is a normal procedure to ensure safety of the patients and staff.

Clover Ward has can only be accessed through secured doors. Once you ring the buzzer nurses let you in. This is to ensure safety of the patients and staff.

Representatives had the opportunity to speak with the manager of the ward and ask questions about the provisions on the ward. The manager also showed the representatives around the ward.

Once the representatives were shown around, they spoke to the parents and also children.

# Introduction to the Ward and facilities and services

## Beds:

The ward consists of eighteen (18) beds in total; of which seven (7) are single cubicles and one can accommodate one more bed if needed, as it is quite large in size. Single cubicles numbered 6 and 7 do not have attached baths to it and parents/relatives of patients have to share the common facilities. The remaining two bays have four beds placed in each bay, and can use three shared bathrooms and washrooms

## Staffing arrangements:

The staffing is run on a shift rota covering 24 hours:

Day Time                      4 nurses in the morning from 7.30 am to 8 pm

Night                              4 nurses in the night shift from 19.30 pm to 8am

Health Care Assistants 3 staff in total working days/nights as per requirement (mostly during the day)

## Facilities on the ward:

### Children's play room

There is a children's play room based on the ward itself. Children can go to the room and play with the toys.

### Family facilities

The family room is based on the ward. There is a kitchen equipped with a fridge, microwave and tea and coffee making facilities.

### Play therapist

A part time play therapist is based on the ward.

## Additional information

### Meal times on the ward

The wards have also implemented a ‘protected meal’ policy.



### Visiting times

Visiting times are from 11-7.30pm. Parents can visit anytime.

### Parents staying overnight

One parent, of each child, can stay overnight on the ward with the child. However if a situation arises and both parents need to stay, the ward staff deal with this on a one to one basis.

### Food

Parents are allowed to take in food for their children, however the ward do not encourage parents to bring in items that need to be re heated, this is to prevent and reduce the risk of infection.

# Findings

## Nutrition

Healthwatch representatives were not looking at nutrition on the wards from a Dietician's perspective, but from the point of view of the patients. The questions asked were centred on patients getting enough to eat and drink, whether they can choose the food they eat and if it is of good quality.

Access to an onsite kitchen gives the patients/parents/relatives the option to make tea and coffee whenever they want. There are also biscuits, juices, flavoured water, yoghurts, ice-cream, fruits, for patients. The parents are also allowed to bring their own food from outside and give it to the children, after due approval from the staff.

The majority of parents told Healthwatch Representatives that their children were happy with the food being provided and that there was a choice available. One parent said their child wasn't happy with the food choices as it was mostly English food. One child was on special milk which is provided the hospital, the mother of the child informed us that enough supply given to their child.

Parents told us that juice and water is provided throughout the day. Each child had jugs of water and squash on their table and parents commented that they were refilled many times.

All parents commented that the portions of food were plentiful.

### Comments from parents

- *“My child does not like the food as it is mostly English food. He did get an alternative selection the other day , he would have loved to have something different every day. The portions are very big , so food is plenty.*
- *“There is a choice of food , but my son won't have it due to his bad health. He is having milk and juices”.*
- *“ My daughter was admitted this morning , she ate her breakfast , but did not eat her lunch. They provide jugs of water and squash, and refill them when she wants.”*
- *“My child has special milk and they provide it . They give enough milk enough times per day.*
- *“My daughter likes the food . She usually finishes the whole portion. They keep refilling the jug of water and squash whenever you need more.”*

## **Personal Hygiene**

Most parents said there were bathing and showering facilities available to their children when they needed them. One parent felt that the facilities are being used at all times and you have to wait. There was one child on the ward whose parent had used the baby bath and commented that it was always available when they needed it.

The parents we spoke to all said they would get help to bath their children if they needed it.

Parents told Healthwatch representatives that their children were treated with dignity and commented that the nurses were good.

Healthwatch representatives asked parents if their child's personal and religious needs were taken into consideration. From the 10 parents we spoke to, 4 said their child's religious beliefs were taken into consideration, one parent was unsure and one did not know.

Parents were also asked if their child could choose the gender of the person that supports them, 8 said yes, one said no and one parent said it did not matter as long as the treatment is good.

Some parents were unaware if they could get access to washing facilities if their child needed a bed bath.

There was only one child who needed incontinence items and their parent told representatives that this was changed regularly.

### ***Comments from parents***

- "Yes"
- "My child is changed regularly."
- "Not sure what is supplied for the bed bath"

## **Environment**

*Parents and children were asked how they felt about the general environment on the ward.*

Generally parents said their children were happy with the environment on the ward and said it was clean and quiet during the night.

Parents mentioned that the chairs that they use to sit and sleep on are uncomfortable.

It was noted that there were things for the children to do on the ward and parents spoke of the play room. However there seemed to be a lack of things to do for older children.

### *Interaction with staff*

Healthwatch representatives wanted to explore the experiences that patients and relatives had when interacting with hospital staff. We spoke with patients to find out if they had been treated with respect and dignity during their stay; that the staff responded to requests for assistance in a timely way and whether patients understood why they were in hospital and the treatments they were being given.

Whilst most of the younger children did not comment, an older child (9/10 year old) commented that the nurses were very nice and she understood why she was in hospital.

Feedback from parents shows that staff on the ward provided a good service. Parents felt their children are spoken to politely and with respect. Furthermore the majority of the parents told Healthwatch representatives that medical procedures were explained to them and questions answered. There was one parent who felt this was not the case but did not give further information.

Only 6 parents had used the call button, 5 parents were happy with the response and felt it was quick and one parent felt it was not quick enough.

### *Comments from parents*

- *The staff here are very nice and the child doesn't get bored as there is a playroom , but I feel that they should have games or facilities for older children."*
- *"Staff is very friendly and nice. My son can't play as he is too sick to get up from the bed, but I know that there is a playroom for the children."*
- *We know where the baby bath is and the staff are very friendly.*
- *Very happy with the staff."*
- *The staff are very friendly and the wards are kept very clean."*

# Conclusions and Recommendations

Healthwatch representatives during their visit to the Clover ward at King George Hospital found that the patients we spoke with were positive and happy about the level of services provided in the ward.

It was evident to Healthwatch representatives, from discussions with the parents of the children that there is a positive focus from the management team and the staff to provide the best service for the children during their stay.

In terms of caring the feedback was very positive, parents felt their children staff were very good and any clinical procedures were explained in a way parents understood.

The general feedback about nutrition was mainly positive, there was enough food and drink provided for the children and most children liked the food. There was one parent who felt the choices of food available were very English.

There were no major concerns raised in regards to personal hygiene, however it was highlighted that parents were unsure of what was available if their child needed a bed bath.

The sleeping facilities for parents were said to be uncomfortable.

Taking into consideration the feedback received from the visit, Healthwatch recommend the below:

- The play therapist and ward manager to look at what other activities can be made available for older children during their stay.
- Staff on the ward need to ensure patients know what facilities are available if their child needs a bed bath.
- Staff need to ensure that patients are made aware of the food choices that can be made available due to their cultural needs or preferences.
- Consideration needs to be given to providing parents with comfortable seating and sleeping arrangements.

### **RESPONSE TO HEALTHWATCH BARKING AND DAGENHAM ENTER AND VIEW VISIT CLOVER WARD 15<sup>th</sup> January 2016**

#### **1 INTRODUCTION**

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. Their aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough. Enter and view is carried out under Section 186 of the Health and Social Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of Healthwatch Barking and Dagenham to enter premises and carry out observations for the purposes of Healthwatch Barking and Dagenham activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives/ friends and staff to collect evidence of the quality and standard of the service being provided.

#### **2. BARKING AND DAGENHAM HEALTHWATCH REPORT 15<sup>th</sup> JANUARY 2016**

Healthwatch Barking and Dagenham undertook an Enter and View of King George's Hospital Clover Paediatric ward on the 15<sup>th</sup> January 2016. Healthwatch Barking and Dagenham authorised representatives undertook the visit to speak to patients and their families about the experience on Clover Ward. The main areas being looked at were Nutrition, personal hygiene, how staff interacted with patients and parents and the facilities for children and parents.

#### **3. KING GEORGE'S HOSPITAL CLOVER BACKGROUND**

Clover Ward is an 18 bed children's inpatient ward, of which seven are single cubicles, and one can accommodate one more bed if needed if appropriate for two children to share. Single cubicles numbered 6 and 7 do not have attached baths to it and parents /relatives have to share the common facilities. The remaining two bays have four beds placed in each bay and can use three shared bathrooms and washrooms.

#### **4. BHRUT RESPONSE TO BARKING AND DAGENHAM RECOMMENDATIONS**

Clover Ward's bays have six available bed spaces in each bay.

##### **4.1 The play therapist and ward manager to look at what other activities can be made available for older children during their stay.**

The ward manager is currently collating a list of suitable and appropriate age related activities for older children on the ward, including DVD'S play stations and games.

##### **4.2 Staff on the ward need to ensure patients know what facilities are available if their child needs a bed bath.**

All staff were immediately informed at the daily handovers to ensure parents and patients are aware of the facilities available. Ward manager to include within the Ward weekly safety brief.

Commencement of Children, young people and families' information group which will review all information leaflets within the child health division. The group consists of children, young people, families and staff representing all children's areas to review and formulate evidence based information leaflets. This information will be contained within the leaflets.

**4.3 All staff need to ensure that patients are made aware of the food choices that can be made available due to their cultural needs or preference.**

We are in the process of introducing new menu's for children which offer a much more varied type of food. There will be a launch event of the new menus. Staff will continue to monitor if we require any further changes to the food.

**4.4 Consideration needs to be given to providing parents with comfortable seating and sleeping arrangements.**

Initially only 5 beds were ordered this order has been cancelled and an order for 13 beds/chairs has been placed with the Charity department. Ward Manager will liaise with Head of Fundraising to establish an urgent delivery date.

**5. CONCLUSION**

We would like to take the opportunity to thank Barking and Dagenham Healthwatch for undertaking this Enter and View visit and for the feedback provided in the report. We are aware of some of the issues identified and are managing these as part of our on-going aim to improve patient experience in relation to the patients on Tropical Lagoon. We also recognise the great work and already much improved areas that have taken place since this visit

{Healthwatch Barking and Dagenham Enter and View – Clover Ward}

**ACTION LOG FOR MATTERS ARISING FROM HEALTHWATCH ENTER AND VIEW INSPECTIONS**

Date	Item No.	Action	Lead	Target closure date	Current position	Status
10.05.2016	4.1	Provide activities for older children on Ward	Anne Honey	30.06.2016	Ward Manager collating list of appropriate items to purchase. List to be sent to Lynda Head, to be ordered from Clover Ward Charity account.	
10.05.2016	4.2	Staff on the ward to ensure parents know what facilities are available if their child needs a bed bath	Anne Honey	31.05.2016	All staff informed at daily handover. Added to the Clover Safety Brief 17.05.2016 Patient information group commencing 23.05.2016 Update information given to parents	
10.05.2016	4.3	Staff to ensure that patients are aware of food choices for their cultural needs and preferences.	Anne Honey	Awaiting date from Karen Burroughs	New menus identified awaiting launch event by Sodexo Staff to continue to monitor availability and suitability of food	
10.05.2016	4.4	Parent beds for overnight stay and comfortable seating by the bedside	Anne Honey	Awaiting date from Lynda Head	Requested 13 beds to be purchased from Clover Ward Charity account on 16.05.20016 via Lynda Head	