

healthwatch

North East Lincolnshire



Enter and View Report

St. Hughes Hospital

25th/26th February & 5th/14th March 2019

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Report Details

Address	St Hughes Hospital Peaks Lane GRIMSBY DN32 9RP
Service Provider	HMT Hospital
Date of Visit	25 th /26 th February, 5 th / 14 th March
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, Andrew Savage, Mary Morley, Janet Pearson, Carol Watkinson, Helena Hancocks , Judy Hamilton

Acknowledgements

Healthwatch North East Lincolnshire would like to thank the management, patients and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on the dates listed above. Our report relates to these specific visits to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by the Volunteer Officer for Healthwatch North East Lincolnshire using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch North East Lincolnshire.

What is Enter and View?

Part of the local Healthwatch Programme is to carry out Enter and View visits.

Enter and View visits are conducted by a small team of staff and trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners

Enter and View visits are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

Enter and View visits can happen if people tell us there is a problem with a service but equally they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the services first-hand.

Purpose of the Visit

- To engage with service users of the named service, both inpatients and outpatients, and understand how dignity is being respected in the care environment.
- To observe and hear about the care provided at the hospital, looking at a number of key themes through the use of questionnaires.
- To observe staff engaging with patients and their surroundings.
- Capture the experience of patients and staff and any ideas they may have for change.

Methodology

These visits were announced Enter & View visits.

This visit was an announced visit, with the setting being informed in advance of the time and date of our visit. This approach was undertaken to ensure that our visit could be appropriately facilitated by a member of staff on the days of the visits. Our visits incorporated completion of separate questionnaires for inpatients and outpatients and these are appended to this report.

Our Previous Visit

St Hughes Hospital was last visited by Healthwatch North East Lincolnshire in July 2017. Following our previous visit we made the following recommendations:

- The wording of the instruction on the cupboard be amended to reflect the practice of keeping it locked when no one is at the nurses station.
- Staff to be mindful of the need to keep patient doors closed when dealing with their medical or nursing care requirement.

Following this visit we are able to report the following:

- The issue regarding the wording on the cupboard has now been resolved.
- The Healthwatch team did not observe any member of staff discussing medical or nursing care needs within earshot of other patients.

Details of Visit

St Hughes Hospital is a purpose built private hospital offering a range of in-patient and out-patient treatments to NHS and other funded patients. The Hospital is currently undergoing a programme of building work to upgrade the facilities; this will include a minor surgery unit. Notices are displayed around the facility apologising for any disruption this may cause.

Environment

The Enter & View Team were greeted in a large welcoming reception area. There was a sign in book, hand sanitizer and a small waiting area. A prominent notice board highlighted the nurse in charge for all departments for that day.

The Hospital environment was warm and welcoming with a clear layout and no odour. There was a high standard of hygiene and cleanliness throughout and we observed no hazards or obstructions during the visit.

All outpatient areas were open plan, bright and comfortable, most having tea and coffee making facilities available for patients.

The hospital is on a ground floor level, which is easily accessible, and with a clear distinction between the surgical, nursing and physiotherapy departments. All corridors are wide and bright, and each area clearly signposted. There are 29 Bedrooms, all with en-suite and there is no distinction between the rooms for privately funded and NHS patients. However, privately funded patients have additional extras such as complimentary dressing gowns, slippers and toiletries. The rooms are large and well-furnished and all have an outside aspect to the beautifully kept hospital grounds. One patient remarked on the lack of clocks in the rooms and the Enter & View staff felt that this should be a consideration.

Food and Drink

Catering for the Hospital is provided by St Andrews Hospice, which is situated very close by. Food comes over to the hospital in trolleys and then served on site. There appeared to be a wide choice of healthy and balanced dishes on offer and the majority of comments received were very positive about the quality of food and choice on offer.

Promotion of Privacy, Dignity and Respect

During their visit the Enter & View Team saw that staff treated residents with respect and ensured their dignity was maintained.

Patient Questionnaire - Inpatients

A total of 10 In-patients completed a questionnaire. The outcomes of these responses are as follows:

- Five were at St Hugh's for the first time with five having been in on 2 or more occasions.
- Five were offered St Hugh's as a choice of provider for their treatment by their GP or Ophthalmologist. Five indicated they were not given a choice.
- All ten patients rated their treatment and care as excellent. Typical reasons for these ratings included *"Helpful and polite staff"*, being *"treated like a Human being"*, *"Having all my questions answered"*, *"nothing too much trouble"* and *"couldn't do enough to help you"*.
- Reasons for choosing St Hugh's were advised as shorter waiting times (1), recommendation (2), they have been before (3), closest to my home (2), my GP recommended (1), and no choice given(1).
- Nine patients felt they had definitely been involved as much as they wanted in decisions about their care and treatment, both before admission and whilst admitted. One patient felt they had been involved to some extent.
- Nine patients felt they had been given enough privacy when discussing their care and treatment. One patient commented that *"doors tend to be left open"*.
- Seven patients felt they had definitely been able to talk to a member of the hospital team about any worries or fears they may have had during their stay. One patient felt that they had not been able to do this but did not give any explanation and two patients stated that they had no worries or fears.
- All Patients rated the cleanliness of the hospital as Excellent with nine stating that this could not be improved upon. One Patient commented that they had been in for a two night stay and the room had not been cleaned during this time.

- All ten patients stated that hand sanitizer was used at all times and that they encouraged friends and family to use the hand sanitizer.
- The catering service was rated as excellent by six patients, very good by two patients, good by one patient and adequate by one patient.
- Two patients commented that they needed assistance with feeding during their stay and that this assistance was provided at all times.
- All ten patients had confidence in the nursing care that they received. Typical reasons for these responses included, *“I have received pain relief whenever I have asked for it and this has been given very quickly”*, staff are *“attentive and well informed”*, *“staff know what they are doing”* and staff are *“efficient and helpful”*.
- Nine patients had needed to ring the call bell and staff responded promptly in eight of these cases.
- Three patients rated that the effectiveness of their pain relief since their operation has been excellent, with five rating this as very good and two as adequate.
- Staff communication about pain management was rated as excellent in three cases and very good in seven cases.
- Five of the patients had discussed discharge arrangements with staff and eight of these stated that they knew what to expect when they got home, with two patients stating that they were not sure what to expect. Eight patients expressed no concerns about discharge, one was not sure and one did express some concerns but stated that they were confident that they could raise these concerns with staff.
- Of the ten patients, six had had a physiotherapist assessment, two were unsure, one patient said that they had not had an assessment and one patient said that they did not need one.
- Seven patients stated that a member of staff had discussed their medication and any side effects for when they went home, two patients said this had not been discussed and one stated that they did not need an explanation.
- Nine patients stated that they had been given contact details should they have any concerns about their condition once at home. One stated that they had not as yet.

- All ten patients stated that they had been treated with dignity and respect during their stay.
- Additional comments highlighted the quality of care and the helpfulness of staff; *“fantastic, would come back again”*, *“good from start to finish”*, *“very happy with it all”*, *“I don’t think they could do any more for you”*, *“fabulous service”*. The only negative comments were from one patient who felt that there should be a clock in the rooms and one diabetic patient who was given an ‘overripe’ banana for her meal when this is something that she felt shouldn’t be given to a diabetic patient.

Patient Questionnaire - Outpatients.

Findings from the 17 out-patient questionnaire include: -

- Thirteen outpatients were offered St Hugh’s as a choice of provider for their treatment by their GP or Ophthalmologist and four indicated they were not given a choice.
- Of the seventeen outpatients, fourteen were NHS patients, two were self-funded and one was funded by insurance.
- Twelve outpatients were given a choice of appointment times/dates for their initial appointment and five said that there were not given this choice.
- Sixteen of the seventeen outpatients rated their treatment and care as very good, one rated this as very poor. Whilst no reason for this rating was given, the patient did state that they felt that previous care was good but not on this occasion.
- When asked the reasons why they had chosen to come to St Hugh’s for their treatment, responses given were: that they had been referred by their GP (6), that they had been before (4), that the NHS waiting lists were too long (2), on recommendation (1), the hospital’s good reputation (1), no parking charges (1); that I could choose (1); and only private hospital in area (1).
- Sixteen outpatients stated that they felt that they had been involved as much as they wanted in the decisions about their care and treatment. One patient felt that they had not been involved.

- Fifteen outpatients rated the cleanliness of the hospital as very good, with two rating this as good.
- Sixteen outpatients stated their consultant had explained their treatment fully to them, and one out-patient stated that they had not had this explained fully.
- Sixteen outpatients stated their appointment time was suitable for them, and one out-patient stated that this was not. Nine of these stated that they were given a choice of appointment time with eight stated that they were not.
- Of the seventeen outpatients, two of them were attending the outpatient clinic for a pre medical exam and had not yet been an inpatient. They were therefore unable to comment on discharge information and medication advice. Of the fifteen that had been inpatients, fourteen stated that they had been given discharge information, one stated that they had not. Four of these patients stated that they needed support after discharge and only one stated that they needed any adaptations, but this was not organised by St Hugh's.
- Sixteen outpatients stated that they did not feel they needed any more information, one patient felt that they did.
- Seven outpatients stated that they had been given medication before they were discharged and that side effects were discussed with them before they went home and that this had also been discussed at out-patient's appointments.
- Additional comments included "*first class service*", "*brilliant staff*", "*superb care*", "*excellent treatment*", "*very satisfied*".

Staff

The nursing staff were very welcoming and had previously spoken to the in-patients to obtain their consent for us to visit with them. During their visit the Enter & View Team observed lots of nursing staff on duty and all appeared aware of patients' needs and displayed patience and empathy in the care they provided.

The Enter & View Team were unable to speak one to one with members of staff during their visit as they were all busy tending to patient's needs. Questionnaires were left with clinical and non clinical staff to complete and we received 30 responses from Staff. Due to the fact that some of the questions were not relevant to all staff, responses were not received for all of the questions. The findings were as follows:

Safety

- 79% of staff felt that there were adequate numbers of staff on duty in their workplace with 90% of staff stating that they felt staff absences were well managed.
- All staff that responded stated that they understood the systems in place to safeguard patients.
- All staff stated that they felt confident in raising concerns within their setting with 90% of staff stating that they felt that their concerns were acted upon.
- Of the 28 responses received regarding the need for any additional training requirements, only one member of staff felt that they would like further training in Paediatric first aid and understanding medical terminology.

Effectiveness

- 73% of staff that responded felt that they had an adequate induction when they first started their employment with 92% stating that they felt their training needs were regularly reviewed and updated.
- 96% of staff involved in direct patient care felt that they were adequately able to support patients with their needs.

Caring

- 100% of staff that responded felt that people were treated with kindness and compassion with 92% stating that they got to spend enough time with patients.
- When asked to comment on the most enjoyable part of their job, staff that responded cited '*being part of a team*', '*contact with patients*', '*providing good patient care*', '*getting compliments*' and '*helping patients*'.

Responsive

- 100% of staff that responded felt that St Hugh's provides Person Centred Care, that they were able to respond effectively to the needs of patients and that they fully understood different patient's needs.
- 73% of staff that responded felt that they understood patient's preferences/choices for end of life care.
- 100% of staff that responded stated that they felt confident in the use of technology.

Well Led

- 100 % of staff that responded felt that they were well supported in their role and that they enjoyed working in a hospital environment.
- When Staff were asked if they felt that the management team were approachable and helpful. 93% of staff replied positively with 7% of staff stating that some of the management were approachable and helpful.

When asked if there was one thing that they could change, staff responses included:

- Higher pay
- Better communication between departments
- Better computer systems and more IT support
- More Office space and lower noise levels
- For managers to be more available

Additional Comments included:

- A pleasant place to work
- A lovely hospital

What's working well?

- Communal areas and corridors where well signposted, clean and welcoming.
- Individual rooms were designed to meet patient needs.
- Patients spoke positively about the quality of care provided by both surgical and nursing staff.
- Patients felt they had definitely been involved as much as they wanted in decisions about their care and treatment, both before admission and whilst admitted.
- staff provide Person Centred Care and feel that they are able to respond effectively to the needs of patients.

Recommendations

- To consider placing clocks in patient rooms.
- To be mindful of the need to keep patients door closed.
- To ensure meal preferences are considered for all patients, including those with specific medical conditions and dietary needs.
- To ensure all patients, on discharge, are given the information that they need about medication, contact numbers and any other relevant information.

Additionally, from the responses received from both in-patients and out-patients to the service, there appears that there may be some inconsistencies in how much choice patients are being given as to where to receive their care. Healthwatch North East Lincolnshire will raise this with commissioners of the services and will monitor further via our wider activities.

Service Provider Response

“This is a very positive report and I appreciate the time that you and the volunteers spent speaking to patients and staff. I have noted the recommendations and will discuss actioning these at the earliest opportunity”.

Distribution

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