



Enter and View Report

St Hugh's Hospital, Grimsby

3 & 19 May and 18 July 2017

healthwatch

North East Lincolnshire

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Report Details

Address	St Hugh's Hospital Peaks Lane Grimsby South Humberside DN32 9RP
Service Provider	HMT Hospital
Date of Visit	3 & 19 May, 18 July 2017
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Carol Watkinson, John Reville, Elaine Flower & Paul Glazebrook

Acknowledgements

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

Disclaimer

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

This report is written by Enter and View Authorised Representatives 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 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 patients of the service and their family/friends and understand how dignity is being respected in that environment.
- To observe and hear about the care provided at this hospital.
- To observe patients and relatives engaging with the staff and their surroundings
- To capture the experience of patients and any relatives and any ideas they may have for change

Methodology

These visits were announced Enter & View visits.

An announced visit in this setting occurs because we give notice of our plans to visit to management to make sure that our visit can be facilitated by a member of staff on the day so that we can speak to patients and any relatives present.

Our visits incorporated completion of a questionnaire which is appended to this report.

We spoke to a total of twelve in-patients over the three visits.

Summary of Findings

- All communal areas and corridors were clean and welcoming with no obstructions evident.
- Individual rooms were well laid out meeting patient and visitor needs.
- Food provided was appreciated by all that we spoke to.
- All call bells were placed within the reach of the patient and patients spoke positively about prompt response times.
- Patients spoke positively about the quality of care provided but privacy should be respected when dealing with medical care needs.

Details of Visits

Environment

St Hugh's Hospital is a purpose built private hospital offering a range of in-patient and out-patient treatments to NHS and other funded patients. The facility is warm and welcoming with a clear layout. We observed no trip hazards or serious obstructions during our visits. Staff all wear name badges and patient dignity and privacy is maintained through the use of individual rooms. Hygiene and cleanliness appeared to be of a high standard. We had no safeguarding concerns during these visits.

Our first concern was that a cupboard door at the nurse's station marked 'keep locked at all times' was open. We were informed that the door is kept locked when there is nobody at the station but this appeared at variance with the instruction.

Patient Questionnaire

The full findings of the questionnaire are as follows. Of the 12 patients interviewed:

- Six were at St Hugh's for the first time with six having been in on two or more occasions.
- Eleven rated their care and treatment as excellent and one rated it as very good. Typical reasons for these ratings included caring staff, standards of food, clean environment, safety and quality of medical treatment.
- Reasons for choosing St Hugh's were medical recommendation (4), short waiting times (2), recommendation (4) and been before (5).
- All twelve felt that they had been involved as much as they wanted in decisions both before admission and whilst admitted.
- All patients felt they had been given enough privacy when discussing their care and treatment and felt that nothing could be done to improve this. One patient did, however, comment that they had observed another patient who had collapsed in their room and had felt that staff should have closed the door during this incident.
- Seven patients felt they had been able to talk to staff about any worries or fears but two felt they had not while three felt that they had had no worries or fears.
- All patients described the cleanliness of the hospital as excellent.
- The catering service was rated as excellent by eleven and very good by the other. No patients had needed assistance with feeding.
- All patients had confidence in the nursing care that they received and commented positively on seamless teamwork and the kindness/help given.
- Eleven patients had needed to ring the call bell and staff had always responded promptly.
- Pain relief offered and communication about this was rated as either excellent or very good.
- Half of the patients had discussed discharge arrangements with staff and half had not. Seven knew what to expect when they went home but three did not and two were not sure. Ten had no concerns about discharge but one did and one was not sure. Patients did however feel they could raise any concerns about discharge with staff.

- Five had discussed medication/side effects fully with staff, one to some extent and four not or not yet.
- Ten patients had been given contact details should they have any concerns with reference being made to the information packs given prior to admission.
- Patients were unanimous that they had been treated with dignity and respect during their stay.
- General comments highlighted the quality of care received and the good impression they had received of the facility. The only negative comment was from a patient who felt that there was not enough locker space when confined to bed.

Recommendations

Overall we were very satisfied with the standards of care seen and reported by in-patients at St Hugh's Hospital and would want to commend staff for this.

We would only recommend that:

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

Service Provider Response

Jan Berry, Clinical Services Manager, has responded:

'I am happy with this report and myself and my team will ensure that your recommendations are actioned.

Thank you for your continued support.'

Distribution

This report has been distributed to the following:

- Healthwatch England
- Care Quality Commission
- Caroline Barley (Contracts manager for HWNEL)
- Julia Wong (Quality Programme Officer CCG)
- Lydia Golby (Lead nurse-quality at the CCG)
- Brett Brown (Contracts manager CCG)
- Angela Tew (CQC Inspection Manager Hull, NEL, & NL)
- www.healthwatchnortheastlincolnshire.co.uk/enter-view

ENTER AND VIEW PATIENT QUESTIONNAIRE

Please read this note to patient:

I am an enter and view representative for Healthwatch North East Lincolnshire. Healthwatch is an independent watchdog that keeps an eye on health and social care services – we are not part of the NHS or local authority. We do use the views of local people to find out what works well, what does not and how services might be improved. Anything you say to me today will be taken anonymously and treated in confidence and we will only take your contact details if you wish us to get back to you on a particular issue that you have shared with us. You do not have to answer our questions and you can stop this interview at any point if you choose to.

Please circle response given:

1a	Is this your first stay at St Hughs Hospital?	Yes	No
1b	If no, how many previous times have you been treated here?	1 2 3 4+	N/A

2a	How would you rate your treatment and care here?
	Excellent Very good Adequate Poor Very poor
2b	Would you please give reasons for your rating?

3	What made you choose to come to St Hughs for your treatment?
	Consultant Short waiting times Recommendation Been before
	Other (please state):

4	Do you feel that you have been involved as much as you wanted in the decisions about your care and treatment:		
4a	Before admission:		
	Yes definitely	Yes, to some extent	No
4b	Whilst admitted:		
	Yes definitely	Yes, to some extent	No

5a	Have you been given enough privacy when discussing your care and treatment?		
	Yes, always	Yes, sometimes	No
5b	Could anything be done to improve that privacy?		Yes No Not sure
5c	If yes, what suggestions would you make?		

6	If you have had any worries or fears during your stay, have you been able to speak to a member of the hospital team about them?			
	Yes, definitely	Yes, to some extent	No	I have had no worries or fears

7	How would rate the cleanliness of this hospital?				
	Excellent	Very good	Good	Adequate	Poor

8a	How would you rate the catering service?					
	Excellent	Very good	Good	Adequate	Poor	N/A
8b	Have you needed assistance with feeding during your stay?					
	Yes	No				
8c	If yes, has this been provided at all times needed?					
	Yes	No				

9a	Do you have confidence in the nursing care that you receive? Yes, very much so Yes, mostly No, not really No, not at all
9b	Can you give reasons for your response?

10a	Have you had need to ring your call bell during your stay? Yes No
10b	And did the nurses (or other staff) respond promptly? Yes, always Yes, sometimes No I didn't ring the bell/ N/A

11a	How effective has your pain relief been since your operation? Excellent Very good Adequate Poor Never in pain N/A
11b	How would you rate staff communication about your pain management? Excellent Very good Adequate Poor N/A
12a	Have you discussed your discharge arrangements with staff? Yes No Not sure
12b	Do you know what to expect once you get home? Yes No Not sure
12c	Do you have any concerns about discharge? Yes No Not sure
12d	If yes, do you think you can raise these with staff? Yes No Not sure N/A

13	Has a member of staff discussed your medication/any side effects for when you go home? Yes, completely Yes, to some extent No I did not need an explanation
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