

Ward 6 Harplands Hospital, North Staffs Combined Healthcare Trust

**Date of Monitoring visit 11<sup>th</sup> December 2019**

**Place Visited** Ward 6

Harplands Hospital  
Hilton Road,  
Stoke-on-Trent,  
Staffordshire,  
ST4 6RR

**Ward Manager** Michelle Lewis

**Authorised Representatives:** Hilda Johnson and Phil Leese - Stoke on Trent Healthwatch Volunteers.

Representatives have undertaken Enter and View Training and are enhanced DBS checked.

**Purpose of the visit:** part of the program of ongoing program of visits to health and care facilities across the city and also to allow our visit team to see what changes and progress have been made since last visited.

**Service provider:** North Staffs Combined Healthcare Trust (NSCHT)

**Type of facility:** WARD 6 is a specialist Older people's ward for people with complex needs, dementia and especially diabetic patients.

### **General**

It has fifteen beds and on the day of our visit there were 13 patients on the ward. This is a mixed sex ward but all the rooms are single rooms with separate female and male bedroom corridors.

It has small quiet rooms off the corridors for patients to access. It also has an outside garden area with tables and seating.

Visitors gain admission to the ward via a buzzer and being let in by staff. This leads to the main area of the ward and in a similar way to other parts of the hospital, this is for the safety of patients.

At the entrance, there is information on the wall about the ward including visiting times and mealtimes. Once you enter the ward through the doors there is a small entrance corridor which is very welcoming and has lots of information displayed for visitors and Carers.

At the time of the visit staff were busy so we decided to look around the ward on our own (after first asking permission of staff who agreed for us to do this and then ask questions of the person in charge at the end of our visit).

The manager of the ward is Michelle Lewis, who unfortunately was otherwise engaged at the time of our visit. Instead, we were able to speak to Staff nurse Kathy Keane.

### **Ward walk about**

The layout of the ward flows around in a circle and so starts at the entrance and ends back at the entrance to the ward. There are separate male and female bedroom areas and each of the bedroom doors are decorated like house front doors each one in a different colour. There are also separate male and female bathroom areas.

The dining room is decorated to look like a cafe and is decorated in an attractive manner which gives it a welcoming feel. The ward itself is bright and welcoming (we noted that the fire exit doors are decorated as books on shelves which prevents patients from being confused by clear glass doors). All meals are provided appropriate to the needs of the patients and there is a good choice of menus.

There are lots of black and white pictures on the walls of Stoke-on-Trent as well as calendars displaying the date. We noticed information displayed in the corridor for visitors about a carers group and a friends and family meeting that takes place fortnightly on Tuesdays. All the information on display was up to date.

At the time of our visit a member of staff was carrying out an activity with some of the patients in the day room.

We saw a number of patients at the time of our visit but unfortunately because of the patients conditions we were unable to talk to them. They seem clean and well cared for.

At the end of our visit we sat down with Staff Nurse Keane (Kathy) to ask our questions. These, together with the responses, are given below:

### ***What do you know about Healthwatch?***

Staff didn't seem to be aware of our visit or what Healthwatch does, so we spent a little time telling Kathy what we do.

### ***What is staffing like?***

There are 2 qualified nursing staff on the morning and day shift as well as healthcare support workers and 1 qualified nurse plus healthcare support workers on the evening shift (as well as other staff like Physiotherapists). They do on occasion use bank staff but usually they are NSCHT staff brought in from other areas. Kathy told us that every member of staff that comes onto the ward is treated as a member of the team which includes the domestic staff which makes them feel part of the team on the ward and they know that they are included in the duty of care for the patients. This was evident to us when we were looking around the ward when one of the domestic team was making sure one of the patients was safe while she was cleaning an area and took her to a member of the nursing staff.

### ***What Activities take place?***

We asked about activities on the ward and Kathy told us that they have two excellent activity workers and several activities take place at the weekends. All staff get involved in some of the activities as well. She told us of the regular disco music sessions they have which have proved particularly popular with patients.

An activity folder is maintained for the patients so they can remember what they have done, and visitors can see what they have been doing as well.

The staff do cook with the patients and patients eat the food that has been made afterwards. Kathy told us that, until recently, they had a patient who had been a chef and he had helped with the cooking activities.

They also have one volunteer who comes onto the ward but will be leaving soon as they have secured a job within the Trust.

### **Summary and conclusion**

A lot of time and thought has gone into this ward by everyone to make it a friendly welcoming and safe ward for all the patients and we congratulate everyone involved for all their hard work.

At the end of the visit before we were left the ward we were able to talk briefly to the manager Michelle.

We would like to thank staff for welcoming us onto the ward and to Kathy for answering our questions.