

RESUS Unit, Royal Stoke University Hospital (RSUH)

Date and time of visit

8th October 2019

Name of Service Provider

University Hospital of the North Midlands (UHNM)

Premises Visited

RESUS Unit, Royal Stoke University Hospital (RSUH)

Manager: Joseph Bromage, Operational Services Manager

Authorised Representatives.

Ruby Green and George Wallace

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

Purpose of visit

Healthwatch Stoke-on-Trent received verbal evidence from a recently admitted patient alleging that the Unit was 'dirty and unhygienic'.

Methodology

A letter was sent to the Operational Services Manager on 31st July 2019 informing him that we would visit 'at some point within the next three months'.

We arrived at the A&E Dept where the Resus Ward is located at 10.40 am Unfortunately, Joseph Bromage was not immediately available, but we were cheerfully welcomed by Debbie Low, Assistant Ward Manager, who escorted us to the Resus Ward. Debbie then arranged for our coats and bags to be stored safely away and advised us as to the situation in the ward. There are eight patient bays, one of which was dedicated to children, which was not being used at the time of our visit. Debbie asked if we needed to be escorted and we advised that it was not necessary but that we would be very careful as to where we went and would ask one of the staff for advice if the need arose.

Debbie introduced us to Ann Marie Morris, Clinical Director for that area. Ann Marie showed us around the area, including the rest areas for patient family members. These were purpose designed rooms where families of a patient could get some respite away from the ward itself. The areas were furnished, decorated and equipped in a way that created a relaxed atmosphere at what would be a stressful time for family members. The areas contained facilities for making coffee, tea etc.

We walked round the Resus area and noted that five of the adult bays were occupied and a new patient arrived as we started our visit. The bays were roomy, clean, well-lit and we noted that three of the bays had visitors sitting with the patient. There were a lot of staff and they were busy all the time we were there but we both commented on the fact that while everyone was extremely busy they carried out their duties, treatments etc in a calm and quiet manner.

We spoke to a relative (son) of one of the patients, after asking for his agreement. He spoke very highly of the staff and treatment his mother was receiving. He made one further comment which is worthy of inclusion here:

“I don’t know why people need to use private health care when there are marvellous hospitals like this one available”

As stated earlier, the staff were very busy throughout our time there so we did not attempt to take up much of their time but they were polite and informative in any communication which did take place, nor did we feel it appropriate to stay too long in the ward but then we managed to have a conversation with Joseph Bromage.

We explained that our visit was not to judge or investigate the specific evidence communicated to us from a recent patient but to get a general view of the standard of facilities, staff and general environment of the Resus area, both from a patient and visitor perspective. We advised Mr Bromage he would receive a copy of the Healthwatch Stoke-on-Trent report in approximately fourteen days and then he would have fourteen days to respond commenting on any area of the report.

Our overall view of the Resus area was that it is very well organised and has a devoted team of staff working in an area which must at times be very stressful but who really cared and gave the best care and support possible. One item which has recently been introduced into the team working is a ten minute ‘huddle’ which happens at two - three hour intervals during the day where senior clinical staff gather and review patient cases, thus keeping all clinical areas informed of a patient’s current condition or situation. Mr Bromage felt this was already showing benefits.

Conclusion

The Resus Unit carries out an essential service which very often can prove to be upsetting to the staff. However, during our visit we observed only extreme

professionalism displayed by all members of staff and the physical condition of the Unit was excellent - it was clean, tidy and hygienic.

We wish to thank Mr. Bromage and his team for their co-operation during the visit.