

Scotia Ward, Haywood Hospital

Date and time of visit

6th September 2019

Name of Service Provider

Midlands Partnership Foundation Trust

Premises Visited

Scotia Ward
Haywood Hospital
High Lane
Burslem
Stoke-on-Trent, ST6 7AG

Manager: Ms. Carol Lawton, Ward Manager

Authorised Representatives.

George Wallace and Dave Rushton
Representatives have undertaken Enter and View Training and are enhanced DBS checked

Purpose of visit

Healthwatch Stoke-on-Trent had received verbal evidence from a recently admitted patient alleging that parts of the ward were 'dirty', and that the food was of 'poor quality'.

Methodology

A letter was sent to the Ward Manager on 16th August 2019 informing her that we would visit 'at some point within the next three months'.

We arrived at the Scotia Ward at 10:30am and asked to speak with Ms. Lawton to introduce ourselves and explain why we were there. She arrived very promptly and welcomed us. She led us to her office to provide us with background information before we undertook the visit.

The Scotia Ward has twenty-three beds and, at the time of the visit, twenty-two were occupied. Its' main purpose is to provide care for elderly patients who no longer require the level of acute care provided at the Royal Stoke University Hospital (RSUH), but who still need a period of recovery. Ms Lawton explained to us that the ward provides bariatric and dementia care, among more general care for elderly patients.

The environment

The ward has been designed in the shape of a large quadrangle, with offices, lounges and patient accommodation situated around the wide and airy corridors. The ward is very clean and well decorated. We spotted nothing in the corridors which might have impeded movement.

We observed hand sanitisers and handrails situated throughout the unit and, following our initial meeting with Ms Lawton, we were able to walk around the unit, speaking (with their permission) to patients and staff.

Staffing

The staffing for 'earlies' (normal day shift) is as follows:

- Three trained nurses
- Six healthcare support workers
- An ancillary ward clerk

Additionally, on four days each week they provide:

- Diversional staff to offer physical therapy,
- A breakfast club (to re-introduce patients to self-care when they return home) and
- An evaluation service to further ready patients for their return home.

There is a full-time housekeeper who is in charge of general cleaning and tidying. We did not have chance to talk to her but did observe her carrying out her duties. She works until 3:00pm

Intermediate staff

Throughout the day, 'intermediate' staff report for work at different times. This is to ensure a smooth handover to the twilight shift and helps cope with lunchtimes (for example, extra staff report in between 12:30am?? and 1:30 pm to help with feeding. A full range of modified diets are served.

The twilight shift is made up of 2-3 Registered Nurses and three Care staff. The night shift begins at midnight and goes on until 7:30am and consists of two Registered General Nurses (RGNs) and two care staff.

Food

Sodexo staff normally allow one hour for breakfast, but this time is extended to cater for 'the breakfast club' (see under *Staff*).

A varied menu, offering modified diets and choice, where appropriate, is supplied by Sodexo. Additionally, at the discretion of the manager, a range of food options can be ordered from the special '*Bon Santé*' menu.

We were offered food while there, but we thought it advisable to report feedback from patients instead.

Walk around

A few patients had family members with them during our visit, while others were either alone or asleep/not wanting to be disturbed. We also went to a craft session, which was well attended by patients and run by an enthusiastic volunteer. What follows is a selection of comments from those gathered:

"The food is lovely - just enough"

"The food is okay - it's a hospital, not a hotel"

"There is not enough choice in the food, but what there is nice"

"The staff are lovely - nothing is too much trouble for them"

"It's so nice here I'll be sad to go home"

During the walk around, we also had a quick conversation with a ward clerk, who told us she was very happy to be working on this ward and she felt valued and part of a "*great team*".

Recommendations and conclusions

As we were getting ready to leave, we were waiting to say farewell to Carol Lawton at the reception desk and spotted a misleading sign, referring to 'qualified staff'. We pointed out the incongruity of the overall sign and, by the time we said thank you to Carol, the sign had been changed and re-displayed. All in all, an extremely responsive take up on our recommendation!

The invitation to sample the food was welcomed and might well be something our volunteers take up.

Overall, we were impressed with the cleanliness of the ward, the provision of services and the overall feeling given by a team used to working together. We wish to thank the staff for being so welcoming and, particularly, Ms Lawton for being open and honest with our visiting team.