

# ‘Enter and View’ Report

---

## West Middlesex University Hospital – Lampton Ward

Twickenham Road, Isleworth, TW7 6AF



Healthwatch Hounslow  
8<sup>th</sup> November 2017

Service visited:	West Middlesex University Hospital (WMUH) – Lampton Ward (LW)
Address:	Twickenham Road, Isleworth, TW7 6AF
Date and time of visit:	8 <sup>th</sup> November 2017, 11am – 3pm
Status of visit:	Announced
Healthwatch Hounslow 'Enter and View' Authorised Representatives:	Sangnuma Rai, Cynthia Roshi, Francis Ogbe and Mystica Burrige
Lead Authorised Representatives:	Mystica Burrige
Healthwatch Hounslow contact details:	Healthwatch Hounslow, Access Hounslow, Civic Centre, Lampton Road, Hounslow TW3 4DN  Tel: 020 3603 2438  Email: <a href="mailto:info@healthwatchhounslow.co.uk">info@healthwatchhounslow.co.uk</a>

Healthwatch Hounslow (HWH) has the power to 'Enter and View' services in the borough of Hounslow. 'Enter and View' visits are conducted by teams of trained 'Enter and View' Authorised Representatives.

### **Purpose of the visit**

The Health and Social Care Act allows HWH 'Enter and View' Authorised Representatives to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. The visit can happen if people tell us there are concerns, but equally, the visits can take place when services have a good reputation. We can therefore learn from shared examples of what they are doing well from the perspective of the people who experience the service first hand.

'Enter and View' visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with the HWH Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) and Hounslow Council's Safeguarding Team.

On this occasion, four 'Enter and View' Authorised Representatives (two HWH volunteers and two HWH staff members) attended the visit. The Authorised Representatives spoke with patients, staff and visitors. Recommendations have been made on how to improve the service and good practice has been highlighted. HWH had liaised with the CQC, Clinical Commissioning Group (CCG) and the Local Authorities (LA) to create an 'Enter and View' Programme. A number of health and social care providers were selected to be visited. There wasn't a particular reason for visiting LW, the visit was part of HWH's remit.

## **Acknowledgements**

---

'Enter and View' Authorised Representatives: Sangnuma Rai, Cynthia Roshi, Francis Ogbe and Mystica Burrige.

Thanks to Vanessa Sloane, staff, patients and visitors.

## **Background**

---

The Lampton Ward (LW) at West Middlesex University Hospital (WMUH) is a medical ward specialising in care of the elderly.

## **Observations about LW**

---

### **Ward Area**

Patient beds were clearly labelled with bed number, their full names and their allergies on a white board just above each patient bed. Generally ward was clean, well-lit with hand sanitisers available at the entrance of the ward, near each side room's entrance and also at each bays. Gloves were also available at the front side of the bays.

### **Information displayed**

There's a large notice board just outside the ward with staff members' positions and details of the staff working in the ward with their name and photograph. Details of number of staff on duty for morning, afternoon and evening shift were written on a notice board and displayed inside the ward. They've included audits on the notice board as well; results of Family and Friends test of the month of October were displayed as well. Daily monitoring of patient's safety is on display. Visiting times to the wards are on display at the entrance of the ward. Visiting time is from 2pm – 8pm. A poster of John's Campaign was also on display at the entrance to the ward stating that family members or carers with John's Campaign card can visit any time outside the visiting hours.

### **Fire safety**

Fire safety manuals were on display at the entrance. Fire exits were clearly labelled and there were extra fire escape doors right after the entrance. Fire extinguishers were placed right at the entrance.

### **Odour and Environment**

Environment was pleasant. There were no unpleasant odours present.

### **Accessibility to toilet**

There were toilets available for patients at the front of each bay.

### **Dignity and Appearance of Residents**

Dignity and appearance of patients were well-maintained. Proper screenings were provided for each patient's bed.

### **Signage – clear and concise**

Most signage were clear and concise. Toilets at each bay were labelled in big and bold fonts. Reception was labelled in big and bold fonts.

## **Interview with Matron**

The matron said that the ward has expanded the palliative care team. She mentioned that there are discharge coordinators for the wards and they cover multiple wards. There is a band 3 staff member who assists with the discharge. A delayed discharge list is circulated and escalated to her to keep an eye on. She said that she and other senior staff go to all the wards and check DNR's, quality of paperwork and end of life. Monthly nursing audits take place for infection control, quality rounds.

She said senior managers were appointed to each ward. There are also Multi-disciplinary team meetings which take place regularly. Last year's stats admissions. The matron said during the winter period there is more pressure. But they have great links with other organisations and work in conjunction to tackle any issues.

In terms of shortage of staff, the matron said that there was a national crisis but they are finding innovative ways recruiting staff.

## **Patient Interview 1**

Patient said that they are not so comfortable because they can't walk and find it difficult to go to the toilet as they need staff assistance almost all the time. The patient said that some staff are not too keen in helping them out especially the female nurses but the male nurses are okay. Patient said that some staff are very good. Patient said that they were admitted through the A&E department and was later sent to the observation ward and then admitted into this ward. They called 999 and were picked up by Paramedic staff. Patient said the staff in the A&E department are busy and have a lot to do and is fine with the waiting time.

The Patient said that the staff do discuss with them about their treatment but they felt that they should put them in the loop regarding their results of the health checks ups as well. Patient said that mainly consultants are the ones who give explanations about their condition and always explain well. Patient also said that they always do close all the curtains for their privacy. The patient said generally there is night time noise because of other patients but sometimes by staff too.

Patient said that the food is very good. All the fruits served are always fresh. Water is generally always available in a jug by their bedside. Patient said that the doctors and consultants are all very nice. On weekends though none of the doctors or consultant visit. Last weekend the patient really needed laxatives but the nursing staff mentioned that they can't give it to them without a doctor's approval. Patient said that they do understand that doctors need a break too but at least one doctor should be around on the weekends.

## **Patient Interview 2**

The patient said they were relaxed, comfortable and said they were well looked after. The patient explained that they had been on the ward for a while but did not know when they would be discharged. The patient also mentioned that the food on the ward was good but there ought to be more variety to choose from.

## **Visitor Interview**

The visitor said they were visiting a family member and were happy with the treatment given by staff. They also said that the discharge process was discussed with them.

## **Conclusion**

Overall, the ward was clean and well-maintained. Patients were happy with the treatment and service they were receiving. Discharge issue which was mentioned by a patient was raised with the matron who said that this is carefully monitored by the discharge coordinator assigned to the ward and they will make sure to make patients aware of the process.

### ***Disclaimer***

***This report is a representative sample of the views of the staff members that Healthwatch Hounslow spoke to within the time frame. This does not represent the views of all the relatives and staff members at LW. The observations made in this report only relate to the visit carried out on the 8<sup>th</sup> November 2017.***