

## Lewisham LINK Enter &amp; View Visit Check List

## Details of Visit

<b>Premises:</b> Clare Ward Ladywell Unit South London and Maudsley NHS Foundation Trust	<b>Enter &amp; View Representatives:</b> Jen Gillard; Desmond Hodgson; Tony Sullivan; Miriam Long
	<b>Date of visit confirmation:</b> 20.06.11
	<b>Date of visit:</b> 23.06.11
<b>Pre visit information:</b>  Comments received from outreach; Patient Opinion; PALS & complaints reports. Received from Stella Davis, Clinical Service Lead: Clare Ward – based on 2 <sup>nd</sup> floor. 17 beds. Gender segregated. Adult inpatient ward. Ward Manager Ian Spicer. Part of psychosis CAG.	
<b>Ward Information:</b> 15 patients currently admitted. The ward has achieved level 1 star ward accreditation for inpatient mental health services.	

## The Dignity Challenge

1. How does the service ensure that service users/ patients are treated with dignity?  <input type="checkbox"/> Excellently <input checked="" type="checkbox"/> <b>Very Well</b> <input type="checkbox"/> Well <input type="checkbox"/> Adequately <input type="checkbox"/> Poorly
We observed staff interacting with patients. Patients we spoke to stated that they are treated with dignity.
2. Are people supported with the same respect you would want for yourself or a member of your family?  <input type="checkbox"/> Excellently <input checked="" type="checkbox"/> <b>Very Well</b> <input type="checkbox"/> Well <input type="checkbox"/> Adequately <input type="checkbox"/> Poorly
Observed staff interacting with patients and treating them as individuals

3. How well do staff members treat each person as an individual by offering a personalised service?

Excellently     Very Well     **Well**     Adequately     Poorly

Observation suggests that patients are treated as individuals; this was confirmed by a patient and a student nurse we spoke with.

4. How does the service enable people to maintain the maximum possible level of independence, choice and control?

Excellently     Very Well     **Well**     Adequately     Poorly

Being a patient on a secure ward does limit the maximum possible level of independence, choice and control. Many patients are detained under section 2 or 3 of the 1983 mental health act.

5. How well do staff listen and support people to express their needs and wants?

Excellently     Very Well     **Well**     Adequately     Poorly

Feedback from patients was positive. A major issue for patients who smoke is access to the garden to smoke. Some patients have escorted visits to the garden. Staff try to ensure patients are treated fairly. The ward has separate male/ female quiet rooms but they are often empty as patients like to mix.

6. How well do staff respect people's right to privacy?

Excellently     Very Well     **Well**     Adequately     Poorly

Within the setting of a locked ward we observed nurses undertaking hourly observation checks. i.e. if patients remain in their bedrooms, nurses use the observation windows on bedroom doors. Also observed patients on continuous observation. Privacy may be an issue in bathrooms due to the observation window. Patients can cover the window with a towel for privacy.

7. How does the service ensure people feel able to complain without fear of retribution?

Excellently     **Very Well**     Well     Adequately     Poorly

Information on notice boards about advocacy services and an independent advocate visits the weekly ward community meetings.

8. How does the service engage with family members and carers as care partners?

Excellently     Very Well     **Well**     Adequately     Poorly

This largely depends on the patients choice to or not to engage with family members.

9. How well do staff assist people to maintain confidence and a positive self-esteem?

Excellently     Very Well     Well     Adequately     Poorly

Each patient is assigned a specific nurse each shift so the patient is encouraged to develop a therapeutic relationship with nurses. The doorways project, protected shifts, enables nurses to run groups. This project is not funded long term.

10. How does the service act to alleviate people's loneliness and isolation?

Excellently     Very Well     Well     Adequately     Poorly

Staff acknowledged that boredom is an issue. The ward has an activities co-ordinator attached however there is not enough time allocated. Occupational therapists are coming back into the multidisciplinary teams. Nurses would like to be more involved in running patient activities but have other commitments. There is an activities board with a range of activities that patients can participate in including complimentary therapies.

### Environment

Type of room or ward?

- A large ward, 17 single bedded ward
- A bay with less than 6 other patients
- A single room

Segregated ward. The layout is in a T same as all the wards at the Ladywell Unit. A long communal corridor from entrance to Nurses Station with 2 single sex corridors. The ward manager stated that most patients prefer the mixed environment as it normalises behaviour and there are fewer incidents.

Issues:

1. Lack of temperature control, too hot in summer, unbearably cold in winter
2. A female patient informed that they have to wait to use the bathroom as there are only 2 for women to use and sometimes it is dirty.
3. The ward needs redecorating.

How clean was the room or ward?

Clean     Fairly Clean     Not very clean     Not clean at all

The ward was clean and bright in communal areas. There were lots of colourful prints and stylish photographs of local areas on the wall, these are thought to remind patients of the local community. The ward manager had engaged patients in choosing pictures displayed.

How clean was the bathroom and toilet?

Clean     Fairly Clean     Not very clean     Not clean at all

The bathrooms are Spartan and reasonably large, could have a separate shower installed. Privacy may be an issue due to the observation window. Patients can cover the window with a towel for privacy.

What was the food like during the visit?

Excellent       Very Well       Well       Adequate       Poor

Meal time was not observed. However, patients said that the food was good and adequate. Patients can make hot drinks by using thermos flasks so the water is not boiling which would be hazardous.

### Any Other Comments

#### Staffing Levels

AM shift 7.30 – 3.30pm: 3 trained staff, 1 support worker  
PM shift 1.15 – 9.00pm: 3 trained staff, 1 support worker  
Night shift 8.45 – 7.45 am: 2 trained staff, 1 support worker  
Activity coordinators are linked to the ward.

The ward supports 4 supernumerary student nurses. There is a slow turnover of staff but sick leave was higher last year than in previous years. The ward is a locality ward with 2 consultants assigned to East and Central Lewisham however due to the clinical academic groups (CAG); the ward admits patients from all SLaM boroughs which can cause issues regarding continuity of care and discharge.

The smoking ban has resulted in nurses spending more time escorting patients to the garden. A suggestion would be for protected time for more activities to take place in the garden during the summer months.

Temperature control is a major issue and needs addressing.

There are concerns that CAG has increased the number of patients being asked if they minded going to a less secure institution for the night, due to the need to house new intakes, not necessarily from our geographical area.

Boredom is an issue especially at weekends when there are not activity coordinators on duty. The community opportunity team is now coming into the ward which helps to alleviate some of the boredom.

Medication advice and information is an issue and needs pharmacy input to inform patients about the effects and side effects of their medication. A peer support group to discuss issues relating to medication with pharmacy support would be beneficial.

There is a need for more bathroom and toilet facilities as patients have to queue for access.

### Declaration

<b>This checklist completed by:</b>	
<b>(SIGN)</b>	Jen Gillard Desmond Hodgson Tony Sullivan Miriam Long <b>(PRINT)</b>

<b>On:</b>
<b>(DATE)</b>

