

Lewisham LINK Enter & View Visit Check List

Details of Visit

Premises: Hayworth Ward Ladywell Unit University Hospital Lewisham	Enter & View Representatives: Cathy Collymore, Desmond Hodgson, Miriam Long, Kevin Trowell
	Date of visit confirmation: 20th June 2011
	Date of visit: 1st July 2011

Pre visit information:
Comments from outreach events, PALS & complaints reports. Hayworth Ward is a 18 bed Mental Health in Older Adults Inpatient Service with air conditioning. 16 beds are currently occupied due to refurbishment work being undertaken throughout the ward. This ward has a student training role and currently has 3 students working along side 5 full time staff during the day and 3 full time staff at night.

The Dignity Challenge

1. How does the service ensure that service users/ patients are treated with dignity?

□□ Excellently
 □□□ Very Well
 □□ Well
 □□ Adequately
 □□ Poorly

This is a very busy ward with mixed gender patients with the patients name clearly displayed each bedroom door. Staff and patients are treated with dignity and a picture wall displays the names and pictures of all staff on the ward.

2. Are people supported with the same respect you would want for yourself or a member of your family?

□□ Excellently
 □□□ Very Well
 □□ Well
 □□ Adequately
 □□ Poorly

The staff are very supportive of service users and offer both clinical treatment and social engagement as part of the recovery process. The use of the notice board to orientate service users, using the date, day and weather all shows an active and up to date information system. "Enjoy the Day" comment on the notice board is a welcoming touch to the ward. There is a separate activities board with the minutes of the previous community meeting displayed.

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

Excellently Very Well Well Adequately Poorly

Each service user is encouraged to engage in a wide range of groups and activities both on and off the ward. These are managed by a very proactive Occupational Therapist who also co-ordinates the notice board which is updated daily. Again the use of name boards is a useful addition to personalise the ward and help orientate the individuals.

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

Excellently Very Well Well Adequately Poorly

The service offers a wide range of information and activities to encourage service users to choose what they want to engage in and when. There is at least one walking group per week with both staff and support workers support services users to access the garden and Ladywell Park.

There is a menu posted every day to offer choice and control and access to a service user kitchen to encourage independence. Service users with mobility issues were also observed being supported to mobilise and engage in shared meal times.

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

Excellently Very Well Well Adequately Poorly

A community meeting is held each week with minutes displayed on the ward notice board. This acts as an action plan and a memory tool for service users with cognitive impairment. This shows an openness that should be replicated in all wards.

The refurbishment has been managed well and although there is a limit to the space actively available the team are managing the situation and maintaining activity levels. Chaplaincy services and a range of support including advocacy and complaints are clearly displayed in a number of areas around the ward.

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

Excellently Very Well Well Adequately Poorly

No direct evidence observed during the visit. One possible area that could be used is the allocation of 2 male service users to en-suite rooms (only 3 available) due to the high proportion of females on the ward sharing other facilities.

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

Excellently Very Well Well Adequately Poorly

Chaplaincy services and a range of support including advocacy and complaints are clearly displayed in a number of areas around the ward.

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

Excellently Very Well Well Adequately Poorly

Carers information is available on the notice board and in welcome information on the ward.
Help the aged information leaflets are displayed with copies available on request.

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

Excellently Very Well Well Adequately Poorly

There are a lot of groups on the ward and most of these are used to support improved confidence and positive self-esteem. An activity co-ordinator is employed to support rehabilitation and engagement. Service users with mobility issues were also observed being supported to mobilise and engage in shared meal times.

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

□□□□ Excellently □□□□ Very Well □□□ Well □□□ Adequately □□□ Poorly

Once again the level of group and one to one engagement on this ward is evidence of the ethos of the ward. Promoting active engagement in activity will revive or initiate positive participation in skills and knowledge that can be used post discharge. This will reduce isolation and potentially loneliness.

Environment

Type of room or ward?

- A large ward
- A bay with less than 6 other patients
- A shared room
- A single room

Comments: Building work underway to comply with Government directives on single sex inpatients services.

How clean was the room or ward?

□□□□□□ Clean □□□□ Fairly Clean □□□□ Not very clean □□□□ Not clean at all

Each room also had a hospital bed with adjustability due to the nature of the service users treated on this ward.

How clean was the bathroom and toilet?

□□□□□□ Clean □□□□ Fairly Clean □□□□ Not very clean □□□□ Not clean at all

Bright bathrooms and other facilities. Doors to the bathrooms are heavy but this is being adapted during current work plans.

What was the food like during the visit?

Excellent

Very Well

Well

Adequate

Poor

Comments: Once patient reported the food as slop but no one else commented on the quality. It was suggested that a special diet for diabetics was available but it was raised that the variety of food was very limited. The observation was that the food was predictable week by week.

Any Other Comments

Please write any other comments here:

- Wheelchairs. Staff identified that they needed more wheelchairs to support people to participate in outings and walks from the ward. This has been raised with the physiotherapist and an action plan is being put in place.
- Domus beds and bed blocking. Some services users that are ready for discharge have been on the ward for up to a year due to the lack of appropriate community services such as domus beds.
- One of the visiting team also identified a service user who would have been appropriate for referral to the Deaf/Blind Team, Lewisham Social Services and also to Talking Newspapers. Also to provide emotional support in helping the service user come to terms with their sensory loss.
- A review of the referral policy may help identify support from outside the Ladywell Unit that would assist service users engage in activities on and off the ward.
- Staff stated that vacant beds are available to other wards including adult services but these are charged for. This will need to be monitored to ensure the needs of all service users are met and that beds are available when older adults need them.

It would be useful for the enter and view team to see information provided on discharge regarding community teams, support and carer's services.

Declaration

This checklist completed by:	
	Cathy Collymore Desmond Hodgson Miriam Long Kevin Trowell
(SIGN)	(PRINT)

On:
11.07.2011
(DATE)

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