

Lewisham LINK Enter & View Visit Check List

Details of Visit

Premises: Powell Ladywell Unit South London and Maudsley NHS Foundation Trust	Enter & View Representatives: Jen Gillard; Desmond Hodgson; Tony Sullivan; Miriam Long
	Date of visit confirmation: 20.06.11
	Date of visit: 23.06.11 Duration: 1 Hour 20 Minutes
Pre visit information: Comments received from outreach; Patient Opinion; PALS & complaints reports. It would have been useful to have had a copy of the ward information sheet.	
Ward Information: Powell ward – based on 3 rd floor. Male only adult inpatient ward. Ward Manager Carlos Forni. Part of psychosis CAG.	

The Dignity Challenge

1. How does the service ensure that service users/ patients are treated with dignity?				
<input type="checkbox"/> □□	<input checked="" type="checkbox"/> □□□	<input type="checkbox"/> □□□	<input type="checkbox"/> □□□	<input type="checkbox"/> □□□
Excellently	Very Well	Well	Adequately	Poorly
Observed patients being treated with dignity. Patients verbally confirmed that they were 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"/> □□	<input checked="" type="checkbox"/> □□□□	<input type="checkbox"/> □□□	<input type="checkbox"/> □□□	<input type="checkbox"/> □□□
Excellently	Very Well	Well	Adequately	Poorly
Observed patients being shown respect. Patient confirmed verbally that staff respected him as an individual. He is also actively involved in his care planning.				

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

Excellently **Very Well** Well Adequately Poorly

Patients stated that they are treated as individuals even though patients on the ward have the same diagnosis. They are treated as individuals with different needs.

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

Excellently Very Well **Well** Adequately Poorly

This is a difficulty as patients are on a locked ward and the majority are on a section of the mental health act which inhibits their independence. Smoking is a major issue; only 4 patients at a time can be escorted into the garden and is a source of friction. There are set times for tea and coffee due to assaults to patients and staff. Only plastic cutlery is used for the same reason.

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

Excellently Very Well **Well** Adequately Poorly

A couple of patients stated that they felt that staff listen to them and supported them to express their needs. Patient stated that he was actively involved in his care and treatment. Currently they have a Vietnamese patient on the ward who speaks very little English but staff informed that they do try to engage with him and an interpreter is provided for ward rounds.

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

Excellently **Very Well** Well Adequately Poorly

Generally staff respected patients and their right to privacy within the confines of unit policy and procedures.

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

Excellently Very Well **Well** Adequately Poorly

There was not an opportunity to ask patients about their understanding of the complaints procedures. However, there were notices on the notice board regarding advocacy services: voice Ability, ISIS and details of the Patient Information Officer. We were informed that social workers regularly visit the ward in addition there is a weekly community meeting where patients can raise their views. The patient we spoke to said that staff are "Cool" and have a good temperament. Treatment is good. However, he was not happy with his care coordinator (Community) who was not helpful and was waiting to change.

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

Excellently
 Very Well
 Well
 Adequately
 Poorly

The Powell ward mission statement states "Our relationships are based on respect and honesty aiming to be non judgemental and creative in the care we deliver." Patients are consulted about engaging family members, Carers in their care especially at discharge. Visiting is flexible and there are interview rooms for patients to see their visitors as it is may not be a safe environment for family members.

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

Excellently
 Very Well
 Well
 Adequately
 Poorly

By providing an allocated primary nurse and an associate nurse if it is not possible another nurse will be allocated for a shift. The nurse will provide one to one sessions with a patient which is aimed at providing ongoing support on a daily basis. There is a jargon buster displayed in one of the notice boards to aid understanding but some writing is in yellow and is not clearly visible. A patient we spoke to suggested that community meetings should include information on volunteering opportunities for people when they are discharged. He also said that there needs to be a proper discharge plan.

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

Excellently
 Very Well
 Well
 Adequately
 Poorly

We were informed that many patients do not want to participate in ward activities but complain they are bored. There are groups patients can attend such as talking groups lead by a psychologist, health promotion groups, drug and alcohol group. There is an activities co-ordinator and an occupational therapist. There is a salon for men's hair care, gaming and a host of DVDS, yoga, gardening, art and access to gym and IT on Thursday and Friday afternoons. Nurses find it difficult to be involved with activities due to ward rounds and due to ward commitments and training. One patient said he would like to have a pool table in the ward to alleviate boredom.

Environment

The ward is acute locked ward of 18 male

<p>Type of room or ward?</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> A large ward 18 single bedded ward</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> A bay with less than 6 other patients</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> A shared room</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> A single room</p>	<p>patients. Many patients are on a section 2 or section 3 of the mental health act (1983). The layout of the ward is T shape, a long corridor from the main door to the nurse's station with 2 corridors at the end, one left and one right. Comfort is a big issue due to the lack of air conditioning. The ward is uncomfortably hot and is a cause for major concern. Fans are used to cool the corridor but this poses a health and safety issue as they could be used as missiles and are a trip hazard. The ward is in need of refurbishment and decoration.</p>
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<p>How clean was the room or ward?</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Clean <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fairly Clean <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Not very clean <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Not clean at all</p>
<p>The ward was fairly clean however we observed a domestic finishing off in one of the corridors but there was still some litter on the floor. The main corridors are narrow, dark and depressive. The dining/ day room would benefit from being open plan as in Triage ward. The ward needs redecorating; the ward is scheduled for upgrading. Staff and patients need to be consulted on any refurbishments.</p>

<p>How clean was the bathroom and toilet?</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Clean <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fairly Clean <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Not very clean <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Not clean at all</p>
<p>The bathrooms are Spartan without natural daylight. There is adequate space in which to shower. The bath is in the middle of the room. The bath was not clean; there was a film around the rim. Patients would need extra towels to use as bathmats. One patient said that the toilets and bath stink and could be cleaner.</p>

<p>What was the food like during the visit?</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Excellent <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Very Well <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Well <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Adequate <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Poor</p>
<p>We observed lunch being served. Meals look adequate. Food is contracted for the entire unit. Pre packaged frozen meals are defrosted in heated trolley. There is a range on food available suitable including Halal. A patient remarked that the food was good. Patients are able get hot drinks at set times. Patients also have access to the café on the ground floor but may need to be escorted.</p>

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

There is an occupational therapist attached to the ward who visits once a week and they have input from the community opportunity team.

Staff undertake internal night rotation. 4 student nurses, on 9 week placements are supernumerary. They shadow permanent staff. We spoke to a student nurse who informed that staff are keen to teach, she also said that there is a good sense of community on the ward. She reported that "people are happy and content" and "the ward environment is conducive to patient care" She confirmed that the smoking policy was an issue which caused frustration. Staff try to be flexible but patients have to be escorted to the garden for a smoke. The student stated that she had not witnessed any episodes of aggression "patients are good at looking out for each other".

Further Comments

Staff were attentive and appeared to be caring and committed to improving levels of patient care and facilitating discharge. Charge nurse Simon advised that the average length of stay is 2 months. The ward is a locality ward with 2 consultants assigned to individual patients from the North of the Borough however due to the clinical academic groups; the ward admits patients from all SLam boroughs which can cause issues regarding continuity of care and discharge.

There is a positive feeling gained by talking to staff and patients. Staff have a 2 hour overlap period 7 days a week. Nursing staff should have protected time to instigate therapy treatments for patients. Staff report that they are involved in nurse education etc.

Issues

Lack of ventilation. The ward was humid. They had electric fans on the floor to provide some respite from the heat but this is a safety issue as the fans could be used as missiles by a disturbed patient. The leads also pose a trip hazard. South London & Maudsley NHS Trust recommended giving urgent consideration to installing air conditioning for patient and staff comfort. Although there are lots of groups on offer, we would recommend a more person centred approach to activities and rehabilitation. A member of staff informed that violence has increased since the ward became single sexed. Men and women seem to behave better when they are in each others company. This was confirmed by staff on Clare Ward who theorised that the lower incidence of aggression on Clare Ward was partly due to the mixing of sexes. The smoking ban has had a negative impact on aggressive behaviour but community meetings and protected nursing times help.

Declaration

This checklist completed by:	
(SIGN)	Jen Gillard Desmond Hodgson Tony Sullivan Miriam Long <div style="text-align: center;">(PRINT)</div>

On:
04.07.11 (DATE)