

HEALTHWATCH DERBY ENTER AND VIEW PLACE REPORT – ROYAL DERBY HOSPITAL –

Saturday 22nd February 2014

Observations

Main entrance	Trust Response	Sustainability Check
<p>Observations</p> <ul style="list-style-type: none">• The main entrance was spacious, airy and tidy.• Wheelchairs were clean and stored tidily and instructions on how to use the wheelchairs and information on what to do in the event of a problem was clearly displayed• Small tables interspersed with seating.• A free telephone with direct links to: parking, taxi, PALS, hospital buggy, main reception, Childline and Facilities Management was available with information on opening times for each service.• Umbrella bags are available and are made more obvious if it is raining for patients and visitors to use.• Clear signage to all departments is displayed.• Some chair buffers (near the front window) need attention as the floor is	<ul style="list-style-type: none">• Behind the chairs cleaned on the next schedule clean 23.2.14	<ul style="list-style-type: none">• Floor checked behind chairs 9.9.14 found to be clean.

<p>slightly scratched due to them being damaged and it was not very clean behind the chairs.</p> <ul style="list-style-type: none"> • One bin was not closing properly. • The seats on a couple of wheelchairs were slightly damaged. • All the seats are of the same height. • The glazing on revolving doors needs cleaning • There was water and paper towels on floor in one of the disabled toilets. • There were paper towels and toilet roll on floor of the ladies toilets. • There were paper towels and toilet roll on floor of the men's toilets and a door was damaged. • The floor in Boots was dirty and a wall was damaged. 	<ul style="list-style-type: none"> • Chair buffers reported to estates department for replacement buffers 24.2.12 • Bin replaced 24.2.14 • Wheelchairs reported to estates for repair 24.2.14 • Glazing cleaned 23.2.14 • All toilets cleaned on the next schedule clean 22.2.14 • Wall damaged reported for repair 24.2.14. Cleanliness of Boots flooring has been communicated to Boots . 	<ul style="list-style-type: none"> • Chair buffers checked 9.9.14 all in order. • The broken bin has been replaced with a functional working bin. 9.9.14 • Glazing clean 9.9.14 • All 3 sets of toilets checked 9.9.14 all found to be clean and odour free. • Wall damaged has been repaired and wall protection put in place. 9.9.14
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Main corridor

	Trust Response	Sustainability Check
<p>Observations</p> <ul style="list-style-type: none"> • The corridor was clean and well lit with handrails. • Six hand sanitizer dispensers were available however all were empty. • Refreshment machines were available for patients, visitors and staff. • Useful maps of the hospital were 	<ul style="list-style-type: none"> • Reported to the helpdesk 22.2.14, reviewing current arrangements for replenishing 	<ul style="list-style-type: none"> • Hand sanitizers replenished daily by ISS, dispensers checked 9.9.14 no dispenser found empty.

displayed.

- Different areas of the hospital are colour coordinated to help people find their location.
- The lift was clean, had clear signs inside and hand sanitizer.
- Paint was missing behind some of the chairs.

- Paint touch up requests submitted to estates 24.2.14

Maternity and Gynaecology

Trust Response

Sustainability Check

Observations

- There were pleasant courtyards with benches, tables, mosaics on wall and quiet place for parents to sit available.
- There was an unpleasant odour in the disabled toilet.
- The ladies toilets needed cleaning.
- **The men's toilets needed cleaning and it was very ward.**

- Toilets cleaned on the next schedule clean 22.2.14
- Toilets cleaned on the next schedule clean 22.2.14

- Toilets checked on 9.9.14 all found to be clean and odour free.

Ward 309

Trust Response

Sustainability Check

Observations

- There was a clean and tidy welcoming reception area.
- The atmosphere was quiet and calm.
- Information about pressure ulcers, infection control and cleaning of the ward was clearly displayed.
- Mealtime responsibilities for housekeeper, hostess, nurses and HCAs clearly displayed.
- There was the option of using a dayroom.
- Relevant information for patients on that ward was available in the dayroom along with a selection of books and magazines.
- The ward bathroom was clean and bright with a privacy curtain. The representatives were informed that the bath was flushed out each day whether used or not.
- The nurses' station was tidy and uncluttered.
- All bays were light, bright and airy and the layout meant that each patient has some privacy.
- The toilet and shower room in Room 6 was clean and tidy.
- Supplies were neat and tidy and clearly

labelled in the store room.

- A hostess was ensuring that patients had the meal that they had requested as she delivered them and was also clearing their tables and adjusting them to the right height at the same time.
- A gentleman was ready to be discharged and told us that the nurses were very nice on the ward and he was happy.
- Another patient said he enjoyed his stay and the meals given were fine.
- A bathroom door was scraping on the floor making it difficult to open or close it.
- One chair needed to be cleaned in the Dayroom.
- The ventilation on the toilet and shower room in Room 5 was not working properly resulting in an unpleasant odour and stuffy atmosphere.
- The clock had stopped in Room 5.
- There was no evidence of hand wipes or tables being cleared before lunch and some patients were observed moving their own possessions as their lunch was delivered.
- The disabled toilet needed cleaning under the seat and the tops of the taps on the wash basin were missing.
- The quiet room was being used as a staff room.

- Bathroom door reported to estates for repair 24.2.14
- Chair cleaned on next schedule clean 23.2.14
- Ceiling vent reported to estates for repair 24.2.14

- Clock reported for battery change to estates 24.2.14
- Mon -Fri this is being undertaken by newly appointed MHK for breakfast and lunch. Staffing levels are still an issue, particularly at the weekend as Wd 309 staffing numbers are reduced. Despite this staff awareness is to be raised with them to remind them to attend to this for the teatime meal and for all

- The bathroom door has been lifted, so it now opens easily 9.9.14
- Dayroom checked and all chairs found clean 9.9.14
- Ceiling vent repaired and in working order checked 14.8.14
- Room 5 clock checked 9.9.14 now working.
- There is now a MHK appointed for this ward, she does the core role of a MHK regarding hand wipes and de cluttering the tables before meal times, Lunch checked 9.9.14 MHK de cluttered tables and gave out hand wipes.

	<p>meals at the weekend.</p> <ul style="list-style-type: none"> • Disabled toilet cleaned on the next schedule clean 22.2.14 • The quiet room has always been used as a staff room, there is no other area for staff to take a break due to the usage of other rooms. All other surgical wards have staff rooms. 	<ul style="list-style-type: none"> • Toilet checked 9.9.14 found to be clean and odour free. • This is still the same, staff use this room as a staff room. 9.9.14
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Concerns Addressed During Visit

	Trust Response	Sustainability Check
<ul style="list-style-type: none"> • There was water and paper towels on floor in one of the disabled toilets, this was made out of order to find out if there was a leak – Resolved on visit. 		

Food Tasting – The Enter and View Team tasted the full lunch menu

<ul style="list-style-type: none"> • Tuna sandwich on wholemeal bread • Ham salad • Jacket potato with cheese • Fish in cheese sauce • Potato top fish pie • Chicken penne pasta • Stewed mutton • Spinach masala, chana dhal and rice 	<ul style="list-style-type: none"> • Fresh fruit • Ice cream • Apple crumble • Rice pudding 			
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Food Tasting

Trust Response

Sustainability Check

Observations		
<ul style="list-style-type: none"> • The Enter and View representatives felt that most dishes were tasty and portion sizes were good. • Dishes, where relevant, were very hot. • A comment was made that the consistency of the spinach dish was too runny which changed the flavour of the meal. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

