



## **Enter and View Report** **Spire Cheshire Hospital**

Visit: 18<sup>th</sup> October 2016

Report published: 28<sup>th</sup> November 2016

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# Background

## What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure they are heard and listened to by the organisations that provide, fund and monitor these services.

## What is Enter and View?

Part of the local Healthwatch programme is to carry out *Enter and View* (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. *Enter and View* visits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch *Enter and View* visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Warrington has safeguarding policies in place, which identify the correct procedure to be taken.

## Disclaimer

Please note that this report relates to the findings observed on the specific dates set out below. This report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## Acknowledgements

Healthwatch Warrington would like to thank the staff, in particular Dan West (Head of Clinical Services), for taking the time to show the visiting team round and for answering their questions. We would also like to thank our Board Members who took part in the visit for their valuable contributions.

## Background and Purpose of the visit

Following a recent meeting, Healthwatch Warrington was invited to conduct an Enter & View visit to Spire Cheshire Hospital by Dan West, Head of Clinical Services.

The purpose of this visit was to offer a patient-oriented perspective of the Hospital; in support of a formal CQC inspection that was being carried out simultaneously. The visit also afforded opportunities to build stronger links between Healthwatch Warrington and the hospital. During the visit, Healthwatch Warrington agreed to arrange further visits to gain more feedback directly from its patients; to obtain further insights into their experiences at the hospital.

Healthwatch Warrington engages with local decision-makers, partner organisations and Healthwatch England to share the findings of such visits and help make improvements through evidence-based recommendations. Therefore, this visit was in line with our strategic approach.

## Details of the Visit

### Location

The visit took place at Spire Cheshire Hospital, Fir Tree Close, Stretton, Warrington, Cheshire, WA4 4LU.

### Date/Time

The visit took place on Tuesday 18<sup>th</sup> October 2016, from 1:30pm - 5:00pm.

### Authorised Representatives (Visiting Team)

Helen Speed - Healthwatch Warrington, Chair and Authorised Representative

Jonathon Woodruff - Healthwatch Warrington, Authorised Representative

Pat Taylor - Healthwatch Warrington, Director and Enter & View Lead

### Hospital Staff

Dan West, Head of Clinical Services

### Description of the Hospital

Spire Cheshire Hospital is a private hospital, which also delivers services on behalf of NHS patients. The hospital is part of the Spire Healthcare network and has a total of 48 registered beds (including a 9 bay day care unit and 2 extended recovery unit beds). The hospital offers physiotherapy in 3 treatment rooms, or within its gym area. Diagnostic facilities consist of a 64-slice CT scanner, MRI Scanner, digital mammography, ultrasound and general x-ray.

Spire Cheshire Hospital provides services to specialist consultants (all consultants are self-employed and work within the governance structures of Spire Healthcare as part of a medical society). The hospital provides a number of additional services, including; orthopaedic surgery, ENT, gastroenterology, general surgery, ophthalmology, plastic surgery, vascular surgery and urology (inpatient and outpatient services are provided to paediatric and adult patients).

# Results of the Visit

Wherever possible the reports below are in the words of the E&V team members who were present at the time of the visit. The reports have been collated by the Healthwatch Warrington E&V Consultant and some text has been formatted to allow for easy reading; however the essential facts of the visiting team's reports have not been altered.

## Observations from the Visit

### Approach and First Impressions

The hospital is located on the outskirts of Warrington, close to the M56 motorway and is set back from the main road - at the end of a close. There are two large signs that mark the location of the site for those visitors approaching by road.

In terms of public transport access, the nearest bus stop is on the main road, with a walk of five to ten minutes to the hospital entrance. Dan West, Head of Clinical Services, reported that there had been no questions or concerns expressed about the convenience of the bus service to the hospital.

During the visit, the hospital's car parks were quite busy. However, they were well-maintained and relatively large, so it was reasonably easy to find a parking space. In addition, there was no charge for parking. Parking has been noted to be an issue in the past (see: You Said We Did in Observations from the Visit) and the hospital has responded by providing more parking spaces.

### Reception and Waiting Area

The front entrance is on a single-level, kept in good condition (with potted plants to help brighten it up) and has automatic electronic doors; allowing easier access for wheelchair users or other visitors with mobility issues.

The main reception desk was staffed by multiple receptionists and located close to the front doors. A notice directs visitors not to stand too close to reception whilst queuing, in order to allow privacy for patients speaking to receptionists.

This goes some way towards ensuring privacy, although it was still possible to overhear some of these discussions. Dan West explained that the reception desk is intended to be renovated to improve patient confidentiality.

Reception staff asked visitors to sign in and provided the visiting team with name badges and the desk displayed a blue 'hearing loop' sticker. This indicates an active management and recording of visitor flow by staff.

There were two separate waiting areas; one for NHS patients, close to the front doors and another past the reception, which was just for private patients. These waiting areas were well-decorated, spacious, clean and comfortable, with a sufficient provision of seating.

Dan explained that this separation was put in place due to concerns expressed by private patients and was a local response to those concerns, rather than a corporate one. In addition, there were two refreshment points; both offering refreshments and drinks making facilities. However, the NHS area charged for drinks, whereas the private area did not.

The visiting team also noted that the vending machine contained fizzy drinks and chocolate bars. When asked about offering healthier choices, Dan felt that the patients were being given what they had requested and suggested that the short waiting times meant that patients did not often use the machine.

The visiting team also observed signs displayed in the waiting area, including one with a 'You Said, We Did' approach - explaining that the hospital had put more parking spaces in place, due to 'lack of parking' concerns. This is an excellent idea for demonstrating the hospital's commitment to acting on patient feedback and could be shared with other partners.

## **Additional Facilities and Navigation**

Internally, the hospital was very well signposted. Each room was labelled appropriately, making use of identifiable symbols and the purpose-built nature of the site meant that navigation was relatively easy. Furthermore, notices on the walls informed visitors that a chaperone service was available upon request.

The corridors and patient rooms were very bright, spacious and inviting. The hospital makes excellent use of natural lighting, its quad and views of green space / trees from windows (including patient bedrooms), which makes a positive contribution to the overall ambience of the site.

The visiting team were invited to view a standard patient room; all of which are en suite. This room was fitted with a bed, a TV set and had a large, clean bathroom. The hospital already has ten wet room bathrooms in situation. However, most of the bedrooms are still fitted with a bath tub instead of a wet room shower. This set up is not ideal for disabled patients, or those who have just had surgery. Dan explained that the hospital was looking to renovate these bathrooms in the near future and install wet room showers instead.

## **Food and Refreshments**

The hospital's meals are prepared on site. The Patient Services Manager or chef speaks to the patients daily to discuss their menu choices and satisfaction with the meals provided. The visiting team did not see examples of these menus or speak to patients about their experiences of food and this would form part of a follow up visit.

## **Activities and Leisure**

Patients visit the hospital for planned appointments, which usually involves a short stay or outpatient appointment. Therefore, activities do not normally form part of the care programme.



## Smoking Policy

The hospital operates a no smoking policy and has not received many requests from patients to provide a smoking facility. However, there is a smoking area for staff outside the building, (they must first change out of their uniforms before using this).

## Privacy, Dignity and Involvement in Care

For inpatients, a patient satisfaction survey is undertaken on a monthly basis. Dan stated that every patient is given an opportunity to respond. Local surveys are undertaken by individual departments and services; for example, endoscopy and physiotherapy services have their own survey (the latter includes narrative feedback, as well as numerical scoring). Dan also informed the visiting team that complimentary compliment cards for patients to leave good feedback about staff, but these were not seen during the visit and could be explored at a follow up visit.

The hospital has recently set up a patient engagement forum, whereby past patients are encouraged to return to the hospital and provide feedback about their care journey. The first meeting was held in August, with a second one planned for November.

## Treating People as Individuals

Care packages for patients are all evidence-based. NHS and private patients both receive identical treatment, such as treatments, products, menus and rooms. Patients are also provided with a 'Patient Admission Guide', which contains a range of important information relating to pre-admission, the patient's visit and post-discharge processes. An example of good practice, this booklet is laid out in an accessible format and the adoption of this type of document could benefit other services.

The hospital also provides information leaflets in foreign languages (in the top 5 languages used in the local area). Private patients are afforded more control over

their admission date and time, but this is the main difference between private and NHS patients.

### **Positive and Respectful Attitudes - Promoted and Encouraged**

During the visit, staff members were observed to be polite and courteous. In terms of values, the Spire Healthcare network has a set of corporate values and Spire Cheshire hospital has set its own local values. Dan explained that members of staff are familiar with both sets of values and draw upon them in a professional manner.

### **Staffing and Leadership**

The number of patients determines the number of staff on duty at any one time. Typical staff ratios are as follows: daytime - 5 patients to 1 qualified staff member and nights - 7 patients to 1 qualified staff member. 91% of staff are qualified and the remaining 9% are trained to NVQ level 3. There is no formal system of clinical supervision in place. However, the hospital plans to introduce such as a system soon. The hospital has already undertaken a recruitment drive to increase staff numbers.

### **Staff Training**

The hospital has a robust induction programme in place for all new staff and always recruits experienced workers due to the variety of treatments offered by the hospital. All staff members are required to undertake mandatory training, including e-learning. Senior physiotherapists deliver in-house manual lifting training. Resuscitation skills at advanced level for both children and adults are also required as part of the training programme (all training is delivered in-house).

### **Management of Medicines**

The pharmacy services based at the hospital have a consultation session with patients within 24 hours of admission. Patients are permitted to bring their own medication, which is checked by the pharmacy team upon discharge to see if it is still appropriate.

## Safety and Security (Safeguarding)

The hospital has recently introduced a new security system to help make the premises more secure. Due to the close proximity of the site to the motorway junction, there have been some security incidents relating to cars using the car park inappropriately and the hospital is working to prevent this.

The hospital manages risks using the Datix risk management system; falls and trips were noted as a recurring incident over a period of time - related to patient awareness of their mobility following surgery. The hospital has addressed this by providing better information for patients and clearer instructions from staff to patients who are at risk of falling following surgery.

Following any incidents, risks are identified and discussed amongst staff in a reflective practice exercise. Over the past year, risk incidents have been shared with individual teams to ensure all staff are made aware of risks. The World Health Organisation's checklist is used in all theatres for all surgical intervention procedures and as well as a system of de-briefing.

## Cleanliness and Infection Control

All corridors, rooms and bathroom facilities visited were very clean and tidy. All NHS patients are tested for MRSA. Infection control results are benchmarked against all other hospitals in the Spire Healthcare network. Some information contained on the website around outcome data was noted to have contained errors and this has been feedback by the visiting team.

## Administration

Single patient records are used for all patients at the hospital for which the hospital is to be commended. There are approximately 8,000 inpatients and 50,000 outpatients per year. A new reception desk and waiting room has been put in place for orthopaedic patients and the rooms are co-located for ease of access to x-ray facilities.

## Summary

Overall, the hospital appears to be well-run, with well-maintained facilities and seems to operate a patient-orientated approach. Staff members were approachable and took the time to show us around many of the hospital's facilities, although they were particularly busy due to the CQC inspection also being conducted on the day of the visit. The visiting team identified some clear examples of good practice and would like the hospital to share these ideas with other partner organisations. Whilst there are some differences between the experiences of private and NHS patients (notably around waiting times for admission), this does not appear to compromise the quality of care they each receive. However, the visiting team did not speak to patients directly at this visit and have arranged a follow up patient engagement visit at the hospital soon, with a focus on collecting feedback data from patients.

## Recommendations

- 1. Update Website Statistics & Information:** the visiting team identified some inconsistent and incorrect data on the hospital's website. This should be amended to reflect the correct information, for the benefit of patients.
- 2. Share Best Practice:** the hospital demonstrates some areas of best practice, such as providing patients with comprehensive admissions guides, using green space and 'You Said, We Did' signs effectively. These ideas should be celebrated and shared with partner organisations, potentially facilitated through Healthwatch Warrington.
- 3. Healthy Snacks:** the hospital should consider offering healthy snacks in the vending machines in reception to assist patients in choosing healthy options.
- 4. Update Bathrooms:** as highlighted during the visit, the hospital should prioritise its programme to update the non-wet room bathrooms to better meet the needs of patients with access issues and those who have recently had surgery (i.e. installation of wet room showers).

## Distribution List

*This report has been distributed to the following:*

- *Warrington Borough Council*
- *Warrington CCG*
- *Care Quality Commission*
- *Healthwatch England*

## Appendices

### Appendix A

#### *Response from Provider*

We welcome working in partnership with Health Watch Warrington to ensure that our services are independently rated and the highest of standards and quality healthcare provided by Spire Cheshire hospital are maintained.

Spire Cheshire hospital has strong links with the local Clinical Commissioning Groups (CCG) to provide excellent and responsive healthcare services within our local community. Infection control standards - our infection control lead plays an active role in the Infection prevention and control committee coordinated by Public Health England North west. This group ensures shared learning and best practice, outbreak management and analysis between regional NHS hospitals, independent hospitals and community based health services.

Patient feedback - Spire healthcare conducts a patient satisfaction surveys and every patient is invited to take part and offer feedback. Analysis and learning is shared on a monthly basis to improve the quality of care throughout the hospital - 98% of our patients would be extremely likely or likely to recommend Spire Cheshire hospital to their Family and Friends (Oct 2016) The hospital coordinates regular patient forums to ensure that patients views are at the heart of the service provided by our hospital.

Food services - Our catering department is '5 star' rated by the Food standards agency through Warrington borough council and strives to provide a varied and individualised menu for all patients. The team are currently reviewing the recommendations from Health watch and appreciative of this feedback.

Safeguarding children and adults - The hospital Matron is a member of both the Warrington child safeguarding and adult safeguarding groups ensuring the Spire Cheshire hospital plays an important role in the safety and security of vulnerable individuals in our community.

Dan West

Head of Clinical Services

