



Enter and View visit report
Heart of Sandwell Day Hospice

July 2017

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Rowley Regis Hospital, Moor Lane, Rowley Regis B65 8DA

Acknowledgments

Healthwatch Sandwell would like to thank Sandwell and West Birmingham Hospitals NHS Trust the staff of the Heart of Sandwell Day Hospice, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. Our 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.

Visiting Team

The team of authorised representatives carrying out this visit was Percy Eamus, and staff support officers Anita Andrews, Melissa Elders and Ian McGarry.

Purpose of the visit

- A program to examine the delivery and quality of care provided at the Heart of Sandwell Day Hospice
- To engage with patients and understand how dignity is being respected in a day hospice environment
- Identify examples of good working practice.
- Observe patients engaging with the staff and their surroundings. Capture the experience of patients and any ideas they may have for change.

Methodology

The visit was announced to the Sandwell and West Birmingham Hospitals NHS Trust prior to our visit.

The visit was carried out over two days, on 12th July 2017 and 24th July 2017

Overview

The Heart of Sandwell Day Hospital is situated at Rowley Regis Hospital. The service was previously provided at Bradbury House, on the Wolverhampton Road in Oldbury but relocated to its present location on 1st April 2017. The relocation followed a listening exercise carried out by Sandwell and West Birmingham Clinical Commissioning Group (CCG) who commission the service, and Sandwell and West Birmingham Hospitals NHS Trust who provides the service.

Due to the nature of the patients conditions, we were mindful that some did not wish to be interviewed and so we respected this.

Our posters were in place which gave our details should relatives and/or carers wish to comment.

Our visit was also promoted on social media for any feedback to be shared.

Summary of findings

At the time of our visit, the evidence is:

- That the needs of patients are met.
- The day hospice provides an effective therapeutic service for patients which, in turn, provides respite for family members.
- The staff at the day hospice are dedicated, caring and well trained.
- Food and refreshments were readily available and to a good standard
- The day hospice provides a varied selection of activities.

Recommendations

- We would recommend that the location of the day hospice is shown in the hospital main reception.
- We would recommend that Sandwell and West Birmingham Hospitals NHS Trust (SWBHT) considers making this service more readily available for more patients.
- We would recommend that the SWBHT invest in additional transport.

Service Provider response

- The signage in the main reception on the entry to the corridor to the Day Hospice will be requested immediately.
- We have a plan to encourage more patients into the Day Hospice. This includes advertising the service to other specialities, GPs and community teams.
- The Trusts volunteer service is looking at volunteer drivers and we are keeping very involved in this work. We encourage as many patients as possible to use their own transport when available.

Results of Visit

Patients

We spoke to 11 patients during the two days of our visit. They told us that they were happy and satisfied. Some of the things they also told us were:

- Brilliant - same as Bradbury
- At Bradbury, people didn't seem to talk as much as they do here

The patients were mostly in the day room area, which was comfortable and adequate in size for the numbers present.

Staff

We were told that staff go the extra mile to meet patients' needs and to make their time there enjoyable and happy.

Staff are concerned that only one volunteer driver is available which can mean up to a two-hour delay for patients accessing the service.

Visitor and Relatives

We observed relatives bringing patients to the hospice but did not have the opportunity to talk with them. We were informed by staff members that relatives and carers regularly discuss the patients' needs with them.

Environment

When we arrived at the hospital it was difficult to locate the day hospice as it was not signed.

The Day Hospice is made up of four areas. A day room for activities and for patients and staff to interact and relax, a therapy suite, a consultation room and an office. At the time of our first visit the courtyard garden area was not available to patients to enjoy. However we were informed that work was due to commence to redevelop this area so that it can be enjoyed by patients and staff. At the time of our second visit this redevelopment work was well underway.

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The day room was clean, well lit, well-furnished and was nicely decorated there were also pictures on the walls and examples of patient's craft work. A staff member told us that 'It was a positive living space.'

Interaction between Patients and Staff

We observed staff and patients talking, playing games (black country quiz) and therapeutic activities (silk painting etc). Staff were constantly paying attention to the patients and meeting their immediate needs. We saw a lot of respect given by staff to which the patients responded positively. i.e. kindness, patience and attentiveness.

Promotion of Privacy, Dignity and Respect

We were told that whenever it was felt that patients needed a quiet moment or a personal or private discussion the consultation room was available to allow them some personal time with the staff. Therapies of a personal nature were conducted in the therapy room which upheld privacy and patient's dignity.

Involvement in Key Decisions

Prior to attending the day hospice, patients are assessed in their home to ascertain all needs - this is done by the day hospice co-ordinator. Relatives can be involved in this assessment and kept up to date with the progress of the patient. These assessments are reviewed regularly. The hospice staff aim to put the patient at the centre of all decision making.

Food

During the day tea and biscuits are available for the patients, visitors and staff. Lunch is provided from the restaurant in the main hospital building. The meals were collected and delivered by members of the staff. Patients were offered a choice of meals. Patients found the food very enjoyable, especially the lamb hot pot.

We were told by a member of staff that occasionally the patients were taken to the restaurant for their meal if they felt up to it.

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Activities

In the day room, there is a resource cupboard which contained board games, painting materials and a wide range of other items for activities. There are displayed many of the items made by patients during their activities for example, paintings, drawings, pottery items. Two patients told us that they liked to give the craft work they had produced to give to family members.

The current day's activities were displayed on a board for the patients to see.

During our visit, we joined the patients in silk painting which is facilitated by a volunteer who provides all of the materials for free. We were told this was a good activity for the patients to do and they could take their paintings home.

The staff are proactive in providing activities, and they take into account the preferences and choices of the patients.

When activities were taking place, there was a great deal of fun being enjoyed by patients, staff and visitors.

What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives 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 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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