



Enter and View visit report

Heart of Sandwell Day Hospice Re-visit

Publication Date: September 2018

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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.

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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 were Anita Andrews, Melissa Elders and Ian McGarry.

Purpose of the visit

- To evaluate recommendations made following our previous visit during July 2017

Methodology

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

The visit was carried out on 12th June 2018 and our primary remit was to observe the staff and patients and talk with them to establish if those recommendations made by us during our previous visit had been actioned.

The Day hospice is for anyone with a life limiting illness that requires specialist palliative care support and provides support with physical, emotional, spiritual and social concerns, which come with a life limiting illness, over a structured 12-week programme.

Patients have the opportunity to take part in complimentary therapies, compassionate mindfulness relaxation, Occupational Therapy Group sessions including arts and crafts, gardening and fellowship with the day hospice staff and patients. The therapeutic activities on offer will change during the programme.

Overview

The Heart of Sandwell Day Hospital is situated at Rowley Regis Hospital and was previously at Bradbury House on the Wolverhampton Road in Oldbury but moved to its current location on 1st April 2017.

The day hospice comprises of 3 rooms, the day room is the largest and holds the bulk of the activities. There is a small quiet room and a therapy room. Patients can come from across Sandwell, and some outside of the borough should they have a Sandwell GP.

The hospice is staffed by members of the Connected Palliative Care Hub based at Sandwell Hospital. The hospice is led by a hospital coordinator supported by a team of staff members and volunteers.

GPs, hospital specialists, community nurses district or hospital palliative care team can refer to the patient's community palliative care team by calling the Connected Palliative Care Hub on 0121 507 3611, who will then complete a referral form. The team referred to will depend on which area the GP is based in. A member of the appropriate community team will then contact the patient to make an initial appointment where they will discuss the best way to support them.

Recommendations made in July 2017

Following our last visit, in July 2017, we made the following recommendations:

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

Outcomes June 2018

1. On arrival at Rowley Regis hospital we saw signage in the reception area clearly displaying the location of the Day Hospice.



2. Staff again told us that they believe information about the Day Hospice services could be promoted more widely particularly through the GP network.
3. Transport continues to cause staff concern. Whilst some patients travel to the hospice by car (usually by a carer or relative) Many patients rely on the minibus which was originally provided partly by charitable means.

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When the minibus is out of action it means that a large number of patients are unable to visit the Day Hospice even by taxi as the volunteer minibus driver knows the patients' needs, especially in an emergency, and has properly been risk assessed.



The current minibus is a Renault and was first registered in 1999 - therefore it is 19 years old.

The only information we are able to research suggests that the average life of patient transport vehicle is 7-10 years^{1 2}

The minibus driver confirmed that the vehicle is regularly out of action for repairs at the trusts depot in West Bromwich.

¹SCOTTISH AMBULANCE SERVICE Full Business Case for the Replacement of Emergency, Patient Transport and Support Vehicles 2009/10-2011/12

² Welsh Ambulance Services NHS Trust Financial Support to replace obsolete Ambulance Vehicles 2008/09 BUSINESS JUSTIFICATION CASE



Recommendations

We would recommend that the trust supports the Day Hospice by replacing the existing vehicle which we consider is not providing the level of care that patients should expect.

We would also recommend that Sandwell and West Birmingham Clinical Commissioning Group promotes the services on offer at the Heart of Sandwell Day Hospice to its GP practices.

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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