



Healthwatch Liverpool Enter and View Report
The Liverpool Women's NHS Foundation Trust
January 2015

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Section A

Introduction to the Enter and View visit

Date and Time of Visit: Tuesday 16/12/2014, 2pm-4pm

The Liverpool Women's NHS Foundation Trust is a Hospital Trust dedicated to women's health, and provides health services including maternity and neonatal services, gynaecology treatments, and reproductive services. The main hospital site is near Liverpool city centre, but the Trust provides health services to women in Liverpool and beyond.

The reasons for the Enter and View Visit

The Enter and View visit was part of Healthwatch Liverpool activities of:

- identifying whether, and how, local health and social care services could be improved
- identifying whether, and how, local health and social care services ought to be improved
- identifying recommendations to improve the standards of health and social care services

The Methodology of the Enter and View Visit

The Enter and View visit was undertaken in accordance with the remit of Healthwatch Liverpool and will assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012.

The visit was conducted by 2 authorised individuals from Healthwatch Liverpool, Kathy Hull and Inez Bootsgezel. They displayed the requisite identification and provided proof of DBS clearance for the visit. In addition, Sian Williams attended to observe the Enter and View visit as part of her training as a Healthwatch volunteer.

Healthwatch Liverpool classed this as an announced Enter and View, meaning that the service provider was given notice prior to the Enter and View visit taking place. This is a reflection of the fact that Healthwatch was not following up any specifically indicated quality issues, either positive or negative, regarding this service, and there would have been no advantage by conducting an unannounced visit.

General parameters of a Healthwatch Liverpool Enter and View visit.

Healthwatch Enter and View visits are not meant to be systematic inspections of a health or social care service. Such inspections are carried out by the Care Quality Commission and by relevant service commissioners. The Care Quality Commission has the role of assessing and informing the public about the general standards of care provided by health and social care services.

Healthwatch conducts Enter and View visits in order to observe a service in action and where practicable, to hear the voices of patients. At best, such Enter and View visits can only offer a strictly time limited snapshot of a service. Healthwatch Enter and View representatives are not health professionals, and so undertake these Enter and View visits from the perspective of a lay person.

The Enter and View visit at the Liverpool Women's Hospital

The Healthwatch representatives were met by Dianne Brown, Director of Nursing and Midwifery; Cheryl Farmer, Equality and Human Rights Manager; and Gillian Walker, Deputy Matron.

Healthwatch representatives had asked to be given an update about the Trust's Quality Account and Equality Delivery System priorities, which was provided. The Director of Nursing explained that the Trust wants to focus more on a systematic approach to patient experience. A new head of patient experience is being recruited, and there are plans to set up a Patient's Council within the Trust. At this current time patient feedback is gathered via the Friends and Family Test, through exit cards, and some feedback is received on Facebook and Twitter. The Trust would like to capture additional feedback from carers and/ or visitors to the hospital.

The Healthwatch representatives, accompanied by the Deputy Matron, visited several areas in the hospital. The first stop was the Emergency department. The Healthwatch representatives observed that there is controlled access to this area, i.e. access is via a buzzer. Once inside there is a reception desk without screen, as well as an accessible desk for wheelchair users which does have a screen. This area can also be used by patients to talk to reception staff with increased privacy. The Deputy Matron explained the Emergency department had been moved to the ground floor in November, and several improvements had been made; whereas previously there had been cubicles with curtains, now there are separate rooms with doors, increasing privacy and dignity for patients. Healthwatch representatives noted the waiting room and treatment areas were clean and organised, and that the separate rooms with closing doors in the triage/ treatment area provided good patient dignity and privacy.

The Deputy Matron intended to show the Healthwatch representatives the multi-faith prayer room, but it was not possible to gain access. It may have been in use, but that could not be verified, and there was no sign stating where to obtain a key or how to access the room.

The next stop was a gynaecological inpatient ward. The Deputy Matron explained that the buzzer to the gynaecological ward will soon be amended with visual signals added to ensure that D/deaf people can gain access to the ward. In response to Healthwatch questions the Deputy Matron replied that regular comfort rounds take place on inpatient wards, and that there are 7 drinks rounds per day. Red glasses/ jugs with red lids are available for patients with dementia, so that fluid intake can be monitored. Dietary requirements of patients are taken into account. The hospital uses a forget-me-not flower as a discreet symbol for patients with dementia, so that staff are aware and can support patients accordingly.

Healthwatch representatives were shown the Mulberry Suite, an end-of-life suite that is attached to the gynaecology ward, available to those gynaecology patients who prefer to have their end-of-life care in the hospital. The suite was observed to be spotless and with furniture and fixtures of a high standard, with a single bedroom and high spec en-suite shower facilities. Sister Gill Byrne explained that the bed is facing in the direction of Mecca, so it is appropriate for use by women of Muslim faith as well as other faiths or no faith. Relatives can stay, with a separate bathroom/ shower facility and kitchenette available to them. The hospital will also try to honour special requests from end-of-life patients, for example if someone would like to see their pets.

Healthwatch representatives spoke with two patients on the gynaecology ward individually. Each patient was very positive about the care they had received, and said the service was excellent. Both also mentioned the ward was very clean, with one stating the nurses responded well when called. One patient mentioned that the only things she could think of for improvement, in her words 'in an ideal world', was to provide single rooms as she didn't sleep well on the ward. She also highlighted that there was just one television for the ward,

and said she had not watched television as she did not want to disturb other patients in the room. A television with headphones for each bed would be an improvement.

Section C

Summary/conclusions of this Enter and View visit.

Taking into account the remarks outlined in the introduction about the general parameters of Healthwatch Enter and View visits, nothing was observed during this Enter and View visit which gave Healthwatch cause for concern regarding the quality or safety of the service being offered to patients at the Liverpool Women's Hospital.

Healthwatch representatives spoke with two patients who were both very positive about the care and treatment they received. Healthwatch representatives spoke with staff members and observed some of the work carried out at the hospital, and found that the areas seen were clean and organised.

Recommendations

As a result from this visit, Healthwatch Liverpool makes the following recommendations:

- a) That a permanent sign is added to the door of the multi-faith prayer room with information about how to gain access for patients and visitors.
- b) That the hospital installs a television by each inpatient bed, to ensure patients can watch television without fear of disturbing other patients.

Healthwatch Liverpool

Healthwatch Liverpool is always keen to hear more from patients about services, whether those stories are about positive or negative experiences. Patient feedback helps Healthwatch to identify and acknowledge good practice, or issues that call for improvements.

To give Healthwatch further information, or to discuss this report further please find us using the contact details below.

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