



**Healthwatch Liverpool Enter and View Report
The Walton Centre NHS Foundation Trust
3rd December 2014**

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Section A

Introduction

General parameters of a Healthwatch Liverpool Enter and View.

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

Healthwatch Liverpool 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 layperson.

Date and time of the visit:

Tuesday 3rd December 2014, 2pm - 4pm

Background to the service visited:

The Walton Centre NHS Foundation Trust
Lower Lane
Fazakerley
Liverpool
L9 7LJ
UK

The Walton Centre NHS Foundation Trust specialises in diagnosing and treating injuries and illnesses affecting the brain, spine and peripheral nerves and muscles, and in helping people suffering from long term neurological conditions.

The majority of patients come from Merseyside, Cheshire, North Wales, Lancashire and the Isle of Man, but for some specialist treatments of complex

disorders they see patients from all parts of the UK, Eire and further afield, referred by GPs or other hospitals.

The reason for the Enter and View Visit

The Enter and View visit was part of the 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

On this occasion Healthwatch Liverpool were specifically interested in observing aspects of the Trust's work that may be of use to Healthwatch Liverpool as background information relevant to our work on Quality Accounts commentaries and Equality Delivery System monitoring.

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 only entered communal areas and facilities. The visit did not enter any non-communal areas that were currently in use. Healthwatch representatives spoke only to staff on this occasion.

The visit was conducted by 2 Authorised individuals from Healthwatch Liverpool, Dave Lloyd and Andrew Lynch. The authorised individuals displayed the requisite identification and provided proof of DBS clearance for the visit.

David Lloyd	-	Authorised and trained volunteer
Andrew Lynch	-	Authorised and trained Development Officer

Healthwatch Liverpool classed this as an unannounced Enter and View, meaning in this case that the service provider was given only 2 hours' notice prior to the Enter and View taking place. This had the advantage of maximizing the possibility of Healthwatch observing the service under normal

working conditions. The disadvantage of Entering and Viewing the service unannounced was that it did not facilitate talking to patients and families, given the narrow time slot available and the need to ensure that there is no disruption to the service caused by the Enter and View.

The lead senior staff member from The Walton Centre who hosted the visit was Angela Wood, Deputy Director of Nursing.

Section B

The Enter and View Observations

Observation 1.

During the Enter and View visit the Healthwatch Liverpool representatives observed the Sid Watkins Building which opens in January 2015.

The unit will provide 30 beds for patients in need of intensive rehabilitation while recovering from injury and illness, replacing the current 20 bed unit. A large gym, therapy rooms and a specially designed courtyard in the centre of the building will offer therapeutic activities. It will also house the Pain Management Programme (PMP) department on the first floor, and many other facilities. Healthwatch also observed the relatives' accommodation on the second floor, with its eight ensuite double bedrooms, living rooms, kitchen and laundry, for the families of seriously ill patients in the main hospital.

The Healthwatch representatives were very impressed by this new facility, which in many ways more resembles a good hotel in appearance than a medical facility. In terms of relevance to Equality Delivery System, the facility was observed to be spacious and fully accessible to wheelchair users. In terms of its relevance to quality, the obvious care that has gone into making the new building a welcoming and pleasant and safe environment for patients and their families is to be noted as a concrete expression of the value the Trust is placing on its patients.

Observation 2.

Upon returning to the main hospital building the Enter and View representatives visited Chavasse Ward, which was observed to be spotlessly clean. The environment was light and airy and it was noticeable how uncluttered and tidy this busy ward was. In fact, general tidiness was a consistent factor in all areas of the Hospital observed during the visit. This tidiness is not only notable in terms of providing a better looking environment

it is also commendable in reducing the possibilities of trips, bumps and falls. This is a key safety factor worthy of noting in the Quality Account Commentary for this Trust.

Observation 3.

On the ward, staff were observed to be working and communicating with their patients in a friendly, relaxed and professional way. Patients were also observed to have access to free-of-charge television viewing on the ward. There was a busy but relaxed feel to the ward during the visit. This positive observation is of relevance as an indication of the general quality of this service.

Observation 4.

Regarding infection control, Healthwatch Liverpool representatives observed that Walton Centre staff were making full and proper use of the hand washing facilities on entering and leaving the ward and Healthwatch representatives were also challenged to ensure that they also took the required infection control precautions. Effective infection control measures are relevant to the quality performance of NHS services.

Observation 5.

Healthwatch representatives viewed the lunch menus for the day and were satisfied that the Trust was providing a wide variety of menu choices for their patients. Staff were asked if they cater for specialist dietary requirements e.g. kosher and halal meals. The answer was 'Yes these are catered for on request'. The provision of culturally appropriate meals is noteworthy in terms of its positive relevance to Equality and Diversity.

Observation 6.

Healthwatch also observed the Quiet Room at the Trust. This facility was observed to be equipped to cater for patients of various religions and people who are not religious too. This provision has positive relevance in terms of the Trusts approach to Equality and Diversity.

Section C

Conclusions and Recommendations

During this Enter and View visit Healthwatch Liverpool did not observe any aspect of the service which gave cause for concern or prompted a need to make recommendations for improvements to the service.

In the view of the Healthwatch Liverpool representatives who undertook this unannounced visit, The Walton Centre was observed to be offering a service to patients that appeared to be delivered with a good quality of care and respect for patients, in a clean, safe and suitable environment. Along with evidence from other sources, Healthwatch Liverpool representatives will take into account all of the evaluative statements made in this report when formally commenting on the Trusts quality and equality performance for 2014.

Healthwatch Liverpool Scrutiny

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