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**Enter and View Report  
Ward 52  
Darlington Memorial Hospital  
Hollyhurst Road, Darlington, DL3 6HX**

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**24<sup>th</sup> September 2018**



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## Acknowledgements, disclaimer and context

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Healthwatch County Durham and Healthwatch Darlington would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Please note that this report relates to findings observed on the specific date set out above. 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.

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 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 View 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.

## Purpose of the visit

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Healthwatch County Durham (HWCD) were asked, as a stakeholder in the County Durham and Darlington Foundation Trust (CDDFT) Quality Improvement Board (QIB) to suggest how they could support quality improvement within CDDFT, linked to the Measures of Success as agreed by the QIB in October 2017.

The HWCD Board reviewed the Measure of Success at a Board meeting in January 2018 and suggested Patient Experience was the most appropriate area to support given the remit and services of HWCD. They proposed Enter and View visits in wards or departments that had done very well or less well in their most recent Friends and Family Test (FFT), to learn from those that had done well and share that learning with others who wish to improve as well as with the QIB for roll out throughout the CDDFT.

This will ensure that the experiences, views and opinions of patients, friends and family are heard in the quality improvement work of CDDFT. By feeding into the QIB patients will be able to influence meaningful change and improvements to services that affect them. Key stakeholders in quality improvement will be informed of the views and experiences of patients and can use what they are told to inform their decision making

The proposal was agreed by the QIB in March 2018 and HWCD met with CDDFT Patient Experience team in April 2018 to plan the visits. They identified three wards at University Hospital of North Durham (UHND) and three at Darlington Memorial Hospital (DMH) with different FFT results. These included; low return rate, high return rate with low satisfaction and high return rate with high satisfaction to give a broad spectrum for comparison. We agreed that Healthwatch would not know which wards fell into each category and that the same 'appreciative questions' would be used to identify trends and areas of good practice, as well as areas for improvement.

HWCD Board met with Healthwatch Darlington (HWD) board in July 2018 and they agreed to take part in the work and to carry out the three visits in DMH.

## Planning and preparation

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A joint training session for HWCD and HWD Authorised Representatives took place before the visits to ensure consistency. The questions used were carefully put together (appendix A) beforehand to reflect the 'positive approach' to be taken. This was agreed with staff and Authorised Representatives.

We met with each ward manager individually to plan the visits, agree the process and make sure it would work for patients and staff.

We realised that there might be people who would like to make a comment about the ward who were not going to be around on the day of the visit so the surveys were left one week before the visit in the waiting area, on a Healthwatch display table, with a box for completed surveys to be left in. HWD also left some comment cards which would enable people just to make a comment about the service.

We advertised the visit in advance (appendix B) and Joanne Sunley (Ward Manager) & Lisa Bellwood (Ward Clerk) briefed the staff before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

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## Information and data

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Using two of the Authorised Representatives we carried out 12 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

6 surveys were completed prior to the visit and 6 comment cards.

Representatives observed activity and spoke to people during our two-and-a-half hour visit, to collect their own independent impressions of the ward and its services, which they recorded during and after the visit. The visit was planned for four and a half hours, but it took less time than anticipated. The comment box was left for those who still wished to complete surveys as per our advertisement; no more were received when the box was collected the day after.

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## What people told us

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People shared their experience and opinions of the ward, all are noted in Appendix C. Some are unique to individuals but there were several trends that we heard numerous times, which include:

### Professionalism and empathy of the staff

‘Friendliness. Folks talk to you. Staff nice. Trying to put you right. Make me feel better when people are nice’

‘Good staff. They have treated me well, makes you feel safe’

‘Dad is well cared for, staff inform all care plan care, always available when needed to speak. Pleasant.’

‘Friendly staff’

### The environment and physical layout

‘A very good ward, well cared for patients. Always nice and tidy. Always makes me feel part of the team’

‘Information and wall decoration in corridor’

‘Flexibility of visiting hours’

### Service and positive interaction

‘Always treat the clients as a wholesome’

‘Friendly staff with caring attitudes’

‘The food is good’

‘Lovely doctors and nurses’

### Satisfaction

‘We get good meals. I like it and it is served with a smile’

‘Don’t think it can improve, can’t grumble about anything’

‘Very happy, friendly, professional team. I could not get my pain to be under comfortable and everyone involved was very patient and helpful’

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## What we observed

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The patients we observed on Ward 52

Observations considered the physical space and how it was managed, as well as communication with staff, patients and visitors

### Key areas of observation were:

#### Effectiveness of the physical space and layout

On entering the ward, we were greeted very positively by the Ward Clerk Lisa, she gave us information about the layout of the ward, where we could leave our coats and bags and get refreshments. She advised that staff were aware of our visit. Posters were visible in the corridor and surveys and comment box in the lounge in which there was several completed surveys.

Overall the rooms were clean, tidy and bright our observations noted that the men’s rooms seemed to be untidy compared to the lady’s rooms, they just seemed more cluttered but this could have been due to the rooms having people that needed more equipment around them. Rooms had 6 beds in each with men and ladies in separate rooms.

Everyone looked comfortable and well looked after in each room, there seemed to be an adequate staff presence, all were very friendly and welcoming chatting to patients and informing them of what they were doing.

Boards with preferred names on were displayed above each bed with staff using the names when talking to patients. There were some notice boards on entrance doors to the rooms which still had the previous week’s dates on.

#### Positive social interaction and communication

Staff were very friendly the interaction was very positive with staff answering questions and chatted as they filled in charts and emptied bins.

There was a volunteer on the ward who was replenishing gloves and tidying as well as talking to patients. Staff talking to each other requesting help and assistance and getting positive happy response from other staff members.

There seemed to be a friendly warm atmosphere with music playing in the corridor. One person tried to leave the ward but was reassured by a staff member to stay and watch some TV.

### **Dealing with issues that arose**

Person having problems taking their medication staff happy to crush medication to enable person to take. The person was grateful and managed.

Person went in to the bathroom and nurse stayed outside and spoke to the person ensuring they were OK. After a couple of minutes, the nurse knocked and enquired again if all was OK the person asked for assistance and the nurse requested permission to enter to assist.

Person ready to receive a bed bath, temperature of water checked and then noticed no towels left on the trolley; nurse apologised and went to get towels. On the return, temperature of water checked again.

Buzzers seemed to be answered straight away only heard a couple of times, but they seemed to be switched off soon after sounding.



## Recommendations

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We have listed the recommendations below for ward 52 and CDDFT based on what we were told and what we saw and heard, during the visit.

### Recommendation 1

People were very complimentary about staff, speaking about them with confidence and even naming one person saying how good they were.

The ward to continue with the good working environment and atmosphere they create as most of the comments received were about the staff being good, nice and friendly.

### Recommendation 2

There were several comments about the food with the majority stating that the food was good.

For the few comments received saying they weren't keen on the food. People didn't seem aware that they could get an alternative, staff to help promote or assist with this.

### Recommendation 3

Although the majority of people said the staff were good, nice and friendly there were comments about them being rushed off their feet and never stop, with people saying that there should be more staff on the ward.

Staffing levels.

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## Service provider response

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"It is very reassuring to hear positive responses regarding positive staff interaction with patients as this is of paramount importance and is something the staff on ward 52 are passionate about maintaining.

The ward always has a warm and friendly atmosphere and patients and relatives appreciate the music being played in the corridor. Staff always treat patients with dignity and respect and ask their preferred name choice and call them appropriately.

The ward has a dedicated team of staff who are passionate about the patients in their care. Positive approach and attitude.

As a ward we are really conscious of nutrition and liaise closely with the catering staff. We are aware that this is a work in progress and will continue to improve the choices offered to patients and ensure that all option choices are shared with patients.

We have found the enter and view visit a very positive experience as it has given us reassurance that the patients on the ward to get a really good experience on the ward and it has made us think of how we can improve our practice.

I would without a doubt recommend an enter and view visit, it is a positive experience which supports services and shares good practice.”

**Joanne Sunley (Ward Manager)**

“It is encouraging to see that patients comment on positive staff interaction showing staff to be nice, good and friendly, giving patient’s confidence and supporting their well-being and recovery.

This is shown to be a priority for patients and something that will be reiterated across the Trust when the reports are published and disseminated.

Although staffing levels are within national requirements, we understand and appreciate that staff work very hard to ensure patients are receiving a good quality level of care. The health economy is particularly challenging, and we are grateful for the dedication of our staff teams.

Staff attitude, positive outlook and dedication to patient care.

Patient awareness of food choices is an area we will focus on to ensure all available options are shared and discussed with patients.

I have experience of Enter and View visits across CDDFT over the previous 5 years or so, their independence gives us credibility and confidence. They have always been constructive and supportive of the needs of patients allowing us to make improvements where needed as well as share good practice. The process lends itself to supporting all services across CDDFT.”

**Jill Salkeld (Patient Experience Manager)**

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## (Appendices)

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### Appendix A

Enter and View Questions for Hospital Wards in Darlington

Thank you for your time today. Healthwatch are here to speak to patients and family members about the hospital ward and to hear the stories behind your views. We will share any examples of good practice with the hospital and make recommendations about any improvements patients would like to see.

In your view, what works well on this ward for patients? Is there a good experience you'd be happy to share with us? (Prompt questions if needed: What made it a good experience? Who was involved? How did you feel?)

What is the best thing about this particular hospital ward? (Prompts: What makes it stand out for you? Why have you chosen this?)

If you could make sure this ward kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

What one thing or aspect could this ward improve, to make things better for patients? (Prompt if needed: why have you chosen? How could it be improved?)

Appendix B



**healthwatch**  
County Durham

**healthwatch**  
Darlington

Monday 24<sup>th</sup> September

10am to 2:30pm

Visit to WARD 52

*Healthwatch gathers your views about health and social care services and shares them with those who have the power to make changes.*

We would like to hear what you think about the ward. If you're available on the day, please come and speak to us.



If you can't attend during our visit you can complete a survey and leave it in the box so you can still share your views.



**Thank**  
**You**

## Appendix C

### DMH Ward 52

#### Full Notes

##### **In your view, what works well on this ward for patients?**

- Staff are appreciating and always have good feedback. Always friendly and welcoming when I arrive. Always make me aware of safety i.e. Infection
- Staff look after you very well
- Friendly
- Friendliness and consideration of staff. Good explanations of procedures. Great care given to patients
- Dad is well cared for. Staff informed all plan of care. Always available when need to speak. Pleasant
- Lovely doctors and nurses
- Staff, good experience
- Progressing
- Canny, nice, like the nurses
- Good staff. They have treated me well, makes you feel safe
- The staff are very good they put you at ease
- Not too well today
- We all get on with each other. Good atmosphere
- Patient care, I know it seems like an obvious answer but a lot of the patients praise staff
- Friendliness. Folks talk to you. Staff nice. Trying to put you right. Make me feel better when people are nice
- Very happy. Nurses considerate. They do their best to make you happy
- Everything is fine. Looking after you they are perfect. The compassion and helpfulness
- A happy, friendly, professional team. I could not get my pain to be comfortable and everyone involved was very patient and helpful

##### **What is the best thing about this particular hospital ward?**

- A very good ward, well cared for patients. Always nice and tidy. Always makes me feel part of the team
- Friendly staff
- Didn't choose, but anytime visiting is good
- Flexibility of visiting hours
- Staff pleasant, helpful and approachable
- Daniel!!! (member of staff)
- Staff and patients all friendly
- Very good food
- Very good food and you get a choice
- The food can be good or not so good at times

- The staff do their best
- You are being looked after by nice staff. They have a bit of wit
- Information and wall decoration in corridor
- Outlook, its warm
- Staff very professional. Food is quite nice
- Nothing, really all ok
- Quiet, clean, friendly

**If you could make sure this ward kept one thing, what would it be?**

- Always treat the clients as a wholesome
- Music
- Friendly staff with caring attitudes
- More information given to relatives. Sometimes it feels like everyone is so busy (which they are)
- Continue the care as planned
- Nurses, beds. Clean
- As good as it can be. More staff
- Don't think about it
- No changes as far as I am concerned
- I am quite satisfied with the service
- The food is good
- I feel safe. We help each other when we can
- Family/visitor/patient lounge
- Never been in hospital for a long time so hard to say
- Just as it is
- Food is ok but not brill. If I don't want I don't eat. Apart from that everything perfect
- All the staff

**What one thing or aspect could this ward improve, to make things better for patients?**

- Not anything I can think of, the needs are met
- More staff
- More time for explanations and patient care (not possible I know). Time to sit and chat to patients (again, not possible I know)
- Find staff work and never stop. The demands are more on elderly care. Would be helpful for more staff especially trained and all multi-disciplinary team
- Daniel is precious and goes out of his way to help. Nothing could be changed. Better quality equipment. Everyone nice
- Difficult to say - seems relaxed and happy. Everyone is in for a reason, all different
- Ask for something and staff disappear
- Have to wait for nurses if busy
- Going home today but would recommend this hospital to anyone
- They do the best they can

- We get good meals. I like it and it is served with a smile
- Nothing
- Don't think it can improve, can't grumble about anything
- Quicker service on occasions as sometime can't shout. Very tolerant and change when accidents happen
- Only one toilet and 5 other ladies. Should be at least two toilets
- Music (dance lessons)

## Observations

### Effectiveness of the physical space and layout

Posters were in the corridor and surveys and comment box in the lounge.

Clean and tidy

Men's room seems more difficult - more ill and less aware

Everyone looked comfortable and looked after

The ward is clean, and staff are busy with patients

Bright

Boards with preferred names on.

Dates need updating on notice board still had week before dates on

Same layout in each of the rooms 6 beds

Men's rooms look more chaotic when compared to ladies ward

All areas looked clean and the patients looked comfortable

Hole in one bed cover but clean

### Positive social interaction and service

Staff friendly to patients.

Volunteer helping around the ward, changing packs of gloves

Person checking files, very friendly talking to patients

Staff doing bins chatting to patients

Staff talking to each other requesting help and getting that help

There seem to be adequate staff presence

Friendly staff

**Dealing with issues that arose**

Problems about having to take pills staff helpful crushed

Staff asking if all ok with lady that went to loo. Not leaving her too long to make sure she was ok knocking and asking permission to enter bathroom

No towels on trolley so staff went to collect

Checking water for temperature before bed bath

Buzzers seemed to be answered quickly