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**Enter and View Report  
Ward 7 ('Treetops')  
University Hospital of North Durham  
North Road, Durham, DH1 5TW**

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**21<sup>st</sup> August 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.

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## 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.

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## 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.

We advertised the visit in advance (appendix B) and Katie Pike (Ward Manager) 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 2 of the Authorised Representatives we carried out 10 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.

2 surveys were completed prior to the visit.

A representative observed activity and spoke to people during our 3 hour visit, to collect their own independent impressions of the ward and its services, which they recorded during and after the visit.

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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

“Lots of people are interested in me which gives a family feel”

“Staff talking to children-they allowed my daughter to ask questions, everything was fully explained to her and myself”

“The nurses are very friendly which gives me more confidence in being cared for and staff make you feel ‘at home’ ”

### The environment and physical layout

“The facilities here are really good and it’s easy to access, plenty of parking!”

“It’s always clean and tidy”

### Service and positive interaction

“The staff-you can sense their dedication”

“Being listened to and involved - chance to talk about what to expect and having questions answered”

### Satisfaction

“Nothing to improve as they’ve made it as ‘like my home’ as possible”

“Nothing - it’s all been positive”

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## What we observed

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The patients we observed on Ward 7 (Treetops)

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

We observed good facilities and availability of refreshments on the day (one patient pointed out there was no remote for the TV).

The layout of the ward was well planned, allowed for good access as there was plenty of space to accommodate toys, games, buggies, day beds and cots.

Hygiene and sterile conditions were well managed, as well as safety and access onto the ward.

Good selection of child friendly posters and notices with brightly themed pictures and images.

Good natural lighting.

#### Positive social interaction and communication

Doctors came to collect parents, to speak to them directly either whilst they were waiting, or otherwise took them to a private space.

Staff seemed friendly, pleasant and clearly welcomed visitors.

The ward seemed adequately staffed therefore ran efficiently, and seemed to satisfy patient's needs.

Children's feedback card was available and looked very user friendly.

#### Dealing with issues that arose

We witnessed a lady turning up to an appointment that was scheduled for another day-the ward managed to rearrange things so she could still be seen at this time.

A father of a child suggested to us that the ward had dealt with an issue effectively and 'they hadn't made a fuss'!

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## Recommendations

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We have listed the recommendations below for Ward 7 (Treetops) and CDDFT based on what we were told and what we saw and heard, during the visit.

### Recommendation 1

One of the most conveyed messages from the patients/families on the day, was how happy they were with the staff and even gave examples of where, after talking to the staff, patients felt much better. The patients very much valued and appreciated the friendliness of the staff. Clearly patients felt that there is a dedication by the staff, to the work on the ward. Staff behaviours and culture is clearly to be celebrated and retained here.

### Recommendation 2

Many people suggested that there was “really good communication” on this ward.

Parents talked about the importance of being informed and staff having time to talk to the children in order to answer questions. Having dedicated members of staff who are able to engage with the children and families about their care, is seen as very important - “talking to others really helps!”

Patients suggested that they were responded to promptly and even where an issue arose, this was managed quickly and effectively. Maintaining this positive communication is valued here and seen to be what makes the ward such a good experience.

### Recommendation 3

We were told that there is a good, quality service provided here on the ward, so much so that nothing should be changed/improved. People said that the ward and its service should keep the children involved. Some suggestion was made that in fact, what made this service effective was that it was made to feel like being ‘at home’ and therefore gave patients confidence that they were being cared for in a family like way/environment. This was further reflected by the importance placed on respecting individual privacy, which users agreed was being upheld.

## Recommendation 4

There were lots of positive aspects observed with regard to the layout of the ward such as the good access, cleanliness and it being very tidy. Very good facilities highlighted, from well stocked toilets to toys/games to patients engaged. Notices, colour and textiles when looking at the layout with regard to being 'child friendly' were all effective. Users felt that there was plenty of staff and security procedures were good. This should be retained.

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## Service provider response

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"This was the ward's first experience of an Enter and View visit. We found right from the initial meeting the staff were extremely professional and open with us about how the visit would go ahead. The posters on display ensured that all visitors to the ward and members of staff knew the visit was going to take place.

On the day the visit went extremely smoothly. Again their professional approach ensured all the patients and their families were treated with respect. The initial findings were fed back to us on the day but to receive this report has reiterated the points that were made.

It has provided us with extremely positive feedback which can be fed back to all of the staff and will certainly boost our morale going in to the busy winter period.

The comments have demonstrated the importance of our family friendly approach on the ward and the difference this makes to our families. The work that the hospital play specialists do has been highlighted and the recognition of our friendly atmosphere that all staff work towards is wonderful to hear.

With regards to the points raised, we are already working towards more staffing on the unit and an extra nurse will be on duty during the winter season. Water coolers are available on the ward and all staff will be reminded to point these out to visitors to the ward during the ward orientation.

There are adult toilets available on the ward, and again staff will be reminded to show visitors on the ward where they are.

I would advise any ward who is given the opportunity to have an Enter and View visit to accept the offer. The independence of Healthwatch gives an effective insight in to the service provided and adds credence to the service we provide".

**Katie Pike (Ward Manager)**

“This report reads very positively with great feedback identified for staff interaction with children, cleanliness of the ward and facilities available for parents and carers. Patient centered information was noted i.e.: age appropriate posters / leaflets and toys etc. The culture / behaviours of staff within the ward are to be noted and shared as good example of care across the Trust.

This report has reiterated the positive comments we receive about the professionals involved in providing a good quality service in Treetops. The report is extremely positive and we need to ensure this is shared across the Trust as an example of good leadership and management

Leadership and management - child centered approach - effective communication - positive attitude impacts on staff morale and teamwork all attribute to what is working well

I see Enter and View visits as an effective way of getting independent views on the effectiveness of the service! 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.

I would recommend an Enter and View visit - 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 County Durham

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 your 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

**Tuesday 21<sup>st</sup> August**

**11am to 2pm**

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

**Visit to UHND**

**Treetops Unit**

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 & leave it in the box so you can still share your views.

**Have  
your  
say**

**Thank You**

**Talk  
to us...**

## Appendix C

### UHND Ward 7

#### Full Notes

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

- “Lots of people are interested in me which gives a family approach. It’s always clean and tidy” /
- “Good toys and keeping children involved, really good here. Came in with my baby but have another two children, they were fine as there was plenty of toys to keep them entertained” /
- “Mistake with appointment but still able to be seen” /
- “Really good communication” /
- “The staff have been very informative, talked to my child and answered questions from child too” /
- “Plenty of staff-security good on the doors too. Great on the ward when here where daughter broke her arm” /
- “Staff member talking to kids-allowing her to ask questions, interacting. He was wonderful-even explained what the ‘Cannula’ is” /
- “The staff are all very friendly, the good experience she had was that she felt very lonely but one of the staff was very good, talking to her and made her feel a lot better” /
- “Staff friendly much prefer to come to UHND” /
- “Great ward -reputation of ward is great” /
- “Nurses are really nice” /
- “Son was admitted few months back with same problem as last time-I cannot thank Treetops enough helpful and very friendly staff” /
- “They respect my privacy-polite to me here-knock on the door to ask if it’s ok to enter” /

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

- “Staff are friendly here. Everything comes out on top here” /
- “Brilliant toilet-baby changing/nappies all available. Spacious toilet and high chairs etc.” /
- “Staff are all good, brilliant changing facilities” /
- “Staff talk to children as well as to parents” /
- “Easy to access-plenty of parking, every time I have come parking has been fine” /
- “The nurses are very friendly which gives me more confidence in being cared for” /
- “The staff try very hard to make you feel ‘at home’. Your every mood is attended to, everything that happens to you in your treatment is fully explained to you” /

- “Facilities here are good, good kitchen to use by all, staff listen to you too” /
- “Toys for the kids” /

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

- “All the staff-friendly and they respond to you promptly-they are never ‘snappy’ they listen to me” /
- “Staff-getting other children involved and talking to other children really helps” /
- “Staff” ////
- “Keep everything as it is” /
- “Staff are very informative talked about what to expect and answered any questions, I knew what was going to happen” //
- “Car parking is reasonable £4 a day however disabled drivers also have to pay unlike at Sunderland or Newcastle” /
- “Dan is wonderful” /
- “Staff-you can sense their dedication also the cleanliness of the ward is very good” /
- “Housekeeping is clean and tidy 100%” /
- “keep the nice nurses” /

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

- “All hospitals are different - nothing as they’ve made it as like ‘my home’ as possible” /
- “Maybe having water available - although I know you can ask and there is a kitchen to use (sign up saying this)” /
- “Being able to see the same member of the doctors team, each time” /
- “Nothing to improve” ////
- “Nothing - it’s all been positive” //
- “Toilets - they just have small toilets - are there any adult toilets on the ward?” /
- “Waiting times - could stagger the ins and outs!” /
- “More staff would improve things and resources would make life better-could get more things done” /
- “I can’t sleep for children/babies crying sometimes’ /
- “Better - no ignorant doctors!” /
- “My opinion is this ward is amazing. Can’t thank staff enough” /

## Observations

### Environment/Physical Space/Layout/Comfort/dementia Friendly

Good facilities for patients and families i.e. kitchen and toilets, baby changing/nappies/wipes/high chair/shower/clothes hangers/foldable day bed/desk and lamp

Free tea/coffee available all day to visitors

Wards fairly spacious and beds well apart

Plenty of chairs to use

Sanitation management very good

Safety on entering the ward is well managed (i.e. admittance into the ward)

Plenty of room which is needed for prams in waiting areas and the one bed rooms are very pleasant

Great assortment of toys and games

Good access, wide doors and low handles

Waiting room corners-where furniture had been moved had a little bit of dirt-needs to be added to cleaning schedule.

Lots of child friendly posters and images with limited text.

Good natural light

No remote control for TV

### Social interaction, Communication and service

Doctors came to speak to parents who were waiting to be seen in the waiting area/room

Staff seem to be friendly and willing to help

Seems adequately staffed

Pleasant to visitors attending, we witnessed visitors being welcomed

The ward seems to run efficiently, satisfying needs of patients and visitors

Doctors came to collect mother/baby and took to private space to talk

There was a 'Children's Feedback' card available to use

### Dealing with issues that arose/other observations

Lady turned up on the wrong day-was still seen on the ward-the father of the child said he preferred here rather than Teesside or James Cook as they “seemed to deal with issues adequately and didn’t make a fuss”.

We were informed that there are 4 Health Play specialists, one nursery nurse and a part time school teacher employed to work on the ward.