



## **Enter and View Report**

### **Spire Cheshire Hospital**

Visit: 29<sup>th</sup> October 2019

Report published: 18<sup>th</sup> December 2019



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# Background

## What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure they are heard and listened to by the organisations that provide, fund and monitor these services.

## What is Enter and View?

Part of the local Healthwatch programme is to carry out *Enter and View* (E&V) visits. Local Healthwatch representatives, who are trained volunteers, 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 (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. *Enter and View* visits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch *Enter and View* visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Warrington has safeguarding policies in place, which identify the correct procedure to be taken.

## Disclaimer

Please note that this report relates to the findings observed on the specific dates set out below. This 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.

## Acknowledgements

Healthwatch Warrington would like to thank the staff, in particular Janet Bradshaw for taking the time to show the visiting team around and for answering their questions.

## Background and Purpose of the visit

Following our previous visit in 2016 we wanted to follow up our previous recommendations and see any changes that the hospital have undertaken.

Healthwatch Warrington engages with local decision-makers, partner organisations and Healthwatch England to share the findings of such visits and help make improvements through evidence-based recommendations. Therefore, this visit was in line with our strategic approach.



## Details of the Visit

### Location

The visit took place at the Spire Cheshire Hospital, Fir Tree Close, Stretton, Warrington, Cheshire, WA4 4LU.

### Date/Time

The visit took place on Tuesday 29th October 2019, from 10:30am - 12:30pm.

### Authorised Representatives (Visiting Team)

Crissi Morad - Healthwatch Warrington, and Authorised Representative

Clare Screeton - Healthwatch Warrington, Authorised Representative

### Hospital Staff

Janet Bradshaw- Clinical Governance Lead

Sian Davies- Clinical Governance Administrator

### Description of the Hospital

Spire Cheshire Hospital is a private hospital, which also delivers services on behalf of NHS patients. The hospital is part of the Spire Healthcare network and has a total of 50 registered beds (including a 9 bay day care unit and 2 extended recovery unit beds). The hospital offers physiotherapy in 3 treatment rooms, or within its gym area. Diagnostic facilities consist of a 64-slice CT scanner, 128 Slice MRI Scanner, digital mammography, ultrasound and general x-ray.

Spire Cheshire Hospital provides services to specialist consultants (all consultants are self-employed and work within the governance structures of Spire Healthcare as part of a medical society). The hospital provides a number of additional services, including; orthopaedic surgery, ENT, gastroenterology, general surgery, ophthalmology, plastic surgery, vascular surgery and urology (inpatient and outpatient services are provided to paediatric and adult patients).



# Results of the Visit

## Observations from the Visit

### Approach and First Impressions

The hospital is located on the outskirts of Warrington, close to the M56 motorway and is set back from the main road - at the end of a close. There are two large signs that mark the location of the site for those visitors approaching by road.

In terms of public transport access, the nearest bus stop is on the main road, with a walk of five to ten minutes to the hospital entrance.

During the visit, the hospital's car parks were quite busy. However, they were well-maintained and relatively large, so it was reasonably easy to find a parking space. In addition, there was no charge for parking.

### Reception and Waiting Area

The front entrance is on a single-level, kept in good condition (with potted plants to help brighten it up) and has automatic electronic doors, allowing easier access for wheelchair users or other visitors with mobility issues.

The main reception desk was staffed by multiple receptionists and located close to the front doors. A notice directs visitors not to stand too close to reception whilst queuing, granting privacy for patients speaking to receptionists.

On our previous visit it was noted that they were going to make improvements to the reception area to make it work better for all patients. Some changes have been made but this is ongoing. A visit from Warrington Disability Partnership was due the following day to conduct an audit to see how they can improve the reception for those living with a disability i.e. desk height, hearing loops etc. Confidentiality has been improved since our previous visit and they are all in line with recent changes to GDPR.



Reception staff asked visitors to sign-in and provided the visiting team with name badges. This indicates an 'active management and recording of visitor flow' system is in place. For assistance the desk also displayed a blue 'hearing loop' sticker.

There were two separate waiting areas; one for NHS patients, close to the front doors and another past the reception, which was just for private patients. These waiting areas were well-decorated, spacious, clean and comfortable, with enough provision of seating.

This waiting area separation was put in place due to concerns expressed by private patients and was a local response to those concerns, rather than a corporate one. In addition, there were two refreshment points, both offering refreshments and drinks making facilities. However, the NHS area charged for drinks, whereas the private area did not. This waiting area is the only difference between the care of patients whether they be NHS or Private.

On our previous visit in 2016 the visiting team noted that the vending machine contained fizzy drinks and chocolate bars. This was noted as a recommendation and on our return we noted that healthy options have been added to the vending machine so that patients now have a choice of snacks.

The waiting room still has the "You Say We Did" notice board with plenty of opportunity for patients to give feedback, there are lots of feedback slips available and places to stick their feedback on the wall.

Since our previous visit a children's area has been added to the main waiting room which has a gate on it to keep children safe. There are lots of toys, books and a drawing table. There were children using the play area and our representative asked their opinion on the area, they commented "*it was great and helped pass the time and stopped the child getting anxious.*" In this area were some child friendly "You say we did" style boards which allowed children to rate their experiences using images and a 'hot or not' display, as well as picture satisfaction surveys and the

chance to draw a picture about their visit. Also available were child friendly ‘feeling surveys’ which children are encouraged to fill out and give to their doctor & nurse about how they are feeling and who they can talk to if have any concerns. The whole area was very good and tailored to making the children feel safe and reassure them.

At the play area there was a cleaning rota as well as hand gel which was important for infection control. The cleaning sheet registered when the toys and area were last cleaned. However, this hadn’t been updated since the 15<sup>th</sup> October - 14 days before our visit.

### **Additional Facilities and Navigation**

Internally, the hospital was very well signposted. Each room was labelled appropriately, making use of identifiable symbols and the purpose-built nature of the site meant that navigation was relatively easy. Furthermore, notices on the walls informed visitors that a chaperone service was available upon request. All consulting rooms had viewing holes so that you could see if the room was free without disturbing others.

The corridors and patient rooms were very bright, spacious and inviting. The hospital makes excellent use of natural lighting, its quad and views of green space / trees from windows (including patient bedrooms) makes a positive contribution to the overall ambience of the site.

The visiting team were invited to view a standard patient room; all of which are en-suite. This room was fitted with a bed, a TV set and had a large clean bathroom.

The hospital has undergone a few cosmetic updates since our first visit. It was noticed that some of the en-suite rooms had baths with accessibility after surgery being an issue. We were informed that these would be updated to wet rooms and the vast majority have been updated with plans for the final few to be completed in the future. Not all rooms in the hospital have en-suites (outpatients) but all have access to wet rooms.



## Food and Refreshments

The original visiting team in 2016 did not see examples of the menus or speak to patients about their experiences of food but for this visit we did speak to staff about the changes to the menu. A new corporate menu had recently been released. All meals are cooked from scratch and patients pre-order their meals, however there is a chance for patients to change their minds and can choose a light meal instead. Each day the chef speaks to patients about their appetite and preference. We spoke to patients about the food on offer who said “Food is wonderful, it makes you want to eat!” a true testament to the hospitals “You say we did”. One patient stated, “after a previous stay I mentioned that the food was too much after an operation and that smaller bites would be better, on this occasion I am happy to see that smaller portions are available.”

## Activities and Leisure

Patients visit the hospital for planned appointments, which usually involves a short stay or outpatient appointment. Therefore, activities do not normally form part of the care programme.

## Smoking Policy

The hospital operates a no-smoking policy and has not received many requests from patients to provide a smoking facility. However, there is a smoking area for staff outside the building, (they must first change out of their uniforms before using this). This smoking area is beyond the hospital boundary.

## Privacy, Dignity and Involvement in Care

For inpatients, a patient satisfaction survey is undertaken on a monthly basis. every patient is given an opportunity to respond. Local surveys are undertaken by individual departments and services; for example, endoscopy and physiotherapy services have their own survey (the latter includes narrative feedback, as well as numerical scoring). The Spire are currently trialing a new scheme for patient feedback at the orthopaedic clinic, when patients leave they can use the mounted tablet to fill out

a customer satisfaction survey and let the hospital know what is ‘hot or not’

The hospital set up a patient engagement forum in 2016, whereby past patients are encouraged to return to the hospital and provide feedback about their care journey. Healthwatch have been invited to attend and help with patient experience.

### Treating People as Individuals

Care packages for patients are all evidence-based. NHS and private patients both receive identical care, products, menus and rooms. Patients are also provided with a ‘Patient Admission Guide’, which contains a range of important information relating to pre-admission, the patients visit and post- discharge processes. We considered this to be an example of good practice, this booklet is laid out in an accessible format and the adoption of this type of document could benefit other services.

The hospital also provides information leaflets in foreign languages (in the top 5 languages used in the local area). Private patients are afforded more control over their admission date and time, but this is the main difference between private and NHS patients.

We spoke to several in-patients about their treatment at the hospital, all were positive, one stated *“Great medical care, staff are skilled & knowledgeable and always very kind.”* Another said, *“All gone well so far, staff are absolutely wonderful and treat us with the upmost care & dignity, we are kept well informed on our treatment and stay.”*

### Positive and Respectful Attitudes - Promoted and Encouraged

During the visit, staff members were observed to be polite and courteous. In terms of values, the Spire Healthcare network has a set of corporate values and Spire Cheshire hospital has set its own local vision & strategy.

## Staffing and Leadership

The number of patients determines the number of staff on duty at any one time. Typical staff ratios are as follows: daytime - 5 patients to 1 qualified staff member and at night time - 6 patients to 1 qualified staff member. 2-3 healthcare assistants during the day and 1 in the evening. On site there is a Resident Medical officer 24 hours a day on a 7 day rotation.

Staff have a “freedom to speak ambassador” who is not part of the management team and is trained to speak to staff who have concerns about the workplace and be impartial. Consultants have their own ambassador.

## Staff Training

The hospital has a robust induction programme in place for all new staff and always recruits experienced workers due to the variety of treatments offered by the hospital. All staff members are required to undertake mandatory training, including e-learning. Senior physiotherapists deliver in-house manual lifting training. Resuscitation skills at advanced level for both children and adults are also required as part of the training programme (all training is delivered in-house).

Since our last visit the Spire took delivery of a RQI machine (Resuscitation Quality Improvement), this machine simulates cardiac arrests on adult & children resuscitation dolls. Staff are required to carry out training on this machine every few months. This has helped staff to master their technique and visually see how they can improve. The RQI machine measures compression rate, depth, hand position, recoil, and chest compression fraction and provides real-time audio or visual feedback (or both) on these critical CPR skills. This has become a real asset to staff training.

## Management of Medicines

The pharmacy services based at the hospital have a consultation session with patients within 24 hours of admission. Patients are permitted to bring their own medication, which is checked by the pharmacy team upon discharge to see if it is still appropriate.

## Safety and Security (Safeguarding)

The hospital has recently introduced a new security system to help make the premises more secure. Due to the close proximity of the site to the motorway junction, there have been some security incidents relating to cars using the car park inappropriately and the hospital is working to prevent this.

The hospital manages risks using the Datix risk management system and falls and trips were noted as a recurring incident over a period of time, these were related to patient awareness of their mobility following surgery. The hospital has addressed this by providing better information for patients and clearer instructions from staff to patients who are at risk of falling following surgery.

Following any incidents, risks are identified and discussed amongst staff in a reflective practice exercise. Over the past year, risk incidents have been shared with individual teams to ensure all staff are made aware of risks. The World Health Organisations checklist is used in all theatres for all surgical intervention procedures as well as a system for de-briefing.

## Cleanliness and Infection Control

All areas visited by the team were clean, tidy and free from any obstructions or clutter. All equipment trolleys had a specific place and there were plenty of hand sanitizers available to help reduce any spread of infection.

## Administration

Single patient records are used for all patients at the hospital for which the hospital is to be commended. There are approximately 8,000 inpatients and 50,000 outpatients per year. A new reception desk and waiting room has been put in place for orthopaedic patients and the rooms are co-located for ease of access to x-ray facilities.



## Summary

Overall, during our recent visit we found the hospital to be well run. All areas are clean, bright and inviting. Although this is predominantly a private hospital, apart from the waiting room and the fact that NHS patients must purchase drinks whilst waiting, there are no differences. All staff treat patients with the upmost respect regardless of whether they are NHS or Private.

Staff are well trained, and training is refreshed frequently on site with the best training resources.

Feedback is constantly at the forefront of the hospital strategy and they use it to help improve their services, indeed we heard first-hand how appreciative their patients are.

Although a large hospital, all staff seemed happy and willing to help which is apparent when speaking to patients who had nothing but praise for the staff.

The meals were healthy and well received by patients and staff alike with a great choice for day and in-patients. Refreshments such as tea, coffee and water were always available on wards for patients and visitors.

The hospital is very well organised, all notice boards are easy to read with valuable information about the hospitals performance, data about missed appointments and charts of uniforms to help patients understand who staff are.

## Resident, Staff & Family Comments

“Great Medical  
Care, Skilled &  
Knowledgeable”

“Can’t fault  
room &  
facilities”

“Staff are  
absolutely  
wonderful I’m  
treated with  
care and  
dignity”

“Food Is  
wonderful  
, makes  
you want  
to eat.”

## Recommendations

1. **Keep cleaning reports updated-** Whilst we cannot confirm that cleaning of the area hadn't been completed, the rota beside the area hadn't been updated in 12 days. Making sure that these reports are updated will reduce the questions over cleanliness and help to ensure that the hospitals excellent record of infection control is kept.
2. **Continue with best practice-** Spire hospital has excellent practice with regards to patient feedback and improving on what patients say, staff training is exemplary, and the admission guide provided to patients.



## Distribution List

*This report has been distributed to the following:*

- *Warrington Borough Council*
- *Warrington CCG*
- *Care Quality Commission*
- *Healthwatch England*
- *Spire Hospital Warrington*

## Appendices

### Appendix A

#### *Response from Provider*

Spire Cheshire Hospital wish to thank those that have made putting together this report possible, including the staff and patients who spoke to Healthwatch to describe their experiences of the hospital.

We take pride in our hospital and value feedback from patients and inspectors, helping us to constantly strive for excellence.

The recommendation made by Healthwatch to keep cleaning reports updated has been actioned and we can confirm that there is a schedule in place which is maintained by the housekeepers to evidence that the area has been cleaned.

We look forward to continuing to work with Healthwatch for future Enter and View visits and patient forums.

