



# Enter & View Report

Sheridan Ward- Hollins Park Hospital

Visit: 21<sup>st</sup> December

Report Published: March 2022

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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 that they are heard and listened to by the organisations that provide, fund, and monitor services.

## What is Enter and View?

Part of the local Healthwatch programme is to conduct Enter and View (E&V) visits. Local Healthwatch representatives, who are trained staff and volunteers, conduct E&V 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, opticians, and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared.

Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

## Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users/residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by Adrianne Roberts, Volunteer Co-ordinator and Enter and View Lead, and some of the text has been formatted to allow for easy reading.

## Acknowledgements

Healthwatch Warrington would like to thank everyone on Sheridan ward for their welcome, and in particular, Sarah Newton, Ward Manager, who was available to share information with the reviewer, escort her around the ward and answer questions.

# Purpose of the visit

Since the Covid-19 pandemic has affected the way that Secondary Healthcare services and hospitals are able to operate, Healthwatch Warrington is looking at the impact that the restrictions are having on patients and their family/carers. Covid restrictions also prevented Healthwatch Warrington from undertaking visits until recently.

During the Covid pandemic, E&V visits were suspended for 16 months, and Healthwatch England published guidance and recommendations on recommencing them in August 2021. All visits are risk assessed and planned in agreement with the Ward Manager and senior management team.

The E&V visit was conducted by one Authorised Representative from Healthwatch Warrington, who obtained information by speaking to staff and patients, observation of interactions and the environment, and the use of a feedback form.

The feedback form was introduced to seek the views of patients because face-to-face contact has been limited to small numbers. On the day of the E&V visit to Sheridan ward only three in-depth interviews took place.

## Details of the Visit

### Details of the Service

Sheridan ward is a female inpatient ward situated on the first floor of Hollins Park Hospital and can be accessed by either stairs or lift.

The inpatient mental health services are for adults with severe mental health problems like schizophrenia, bipolar disorder, and severe depression.

Wherever possible, mental health services aim to support people in the community and only a small number will need to be treated by inpatient services.

If a persons' mental health needs do become more complex, it may be felt that a stay on Sheridan ward would be the best way to meet their current level of needs

Details of Visit	
Service Address	Sheridan Ward Hollins Park Hospital Hollins Lane Winwick WA2 8WA
Service Provider	Hollins Park Hospital
Date and Time	21 <sup>st</sup> December 2021, 11am
Authorised Representatives undertaking the visit	Adrianne Roberts

## Provider Service and Staff

The care and treatment on Sheridan ward is provided by Mersey Care NHS Foundation Trust. On 1 June 2021, all the healthcare services previously delivered by North West Boroughs Healthcare NHS Foundation Trust transferred to Mersey Care NHS Foundation Trust.

Patient care records have transferred to the new organisation and remain secure and confidential, in line with Mersey Care's privacy policy. The referral processes and contact details remain the same.

The Ward Manager stated that staff retention is difficult for some professional groups and grades of staff. At the time of the visit there were several vacancies for band 5 Staff Nurses, and this was impacting on the band 6 Deputy Ward Managers, who were included in the nursing numbers, and this prevented them from fully conducting their supernumerary roles and responsibilities.

# Spotlight on Services

## **The information below has been taken from the Mersey Care website**

Our inpatient wards provide a safe and comfortable environment to promote recovery and mental wellbeing and meet your needs as an individual. Every service user will have their own private en-suite bedroom, as well as access to communal living areas and activity rooms on the wards.

We work closely with our community mental health services such as our assessment teams, home treatment teams and recovery teams to ensure a smooth transition to community services when you are discharged from one of our wards and make sure you have the right support in place to enable you to stay well in the community.

We also work with other local services such as social services, housing services, substance misuse services and your GP.

As our mental health wards are specialist services, you can't self-refer to them.

If you are experiencing symptoms of mental illness, please make an appointment to see your GP who will be able to talk to you about your symptoms and how they are affecting you. They will then be able to advise on which local services they think will be able to help and make a referral for you.

If you are already open to one of our community mental health services, contact your care coordinator or alternatively, you can contact your local mental health assessment team directly.

If you are experiencing mental health crisis and need urgent help, please visit the 'help in a crisis' page on our website.

# Results of the Visit

## First Impressions

There is free parking available for all staff and visitors to the Hollins Park site, and on the day of the visit there was ample parking available. There are parking spaces for those with disabilities (blue badge holders), close to the hospital main entrance.

There is a bus route that passes the Hospital and there are bus stops for buses travelling in both directions that are directly outside the site entrance on Hollins Lane.

The car park, exterior of the building and the approach road are well maintained and clearly sign-posted. There are well presented gardens and green spaces surrounding the hospital site, and there is also a clearly defined walking route around the perimeter of the grounds.

There are several buildings, including single storey low-secure units in the grounds of Hollins Park. The main hospital is a large three storey building and the entrance is clearly sign posted and easily accessible. The doors open automatically and there is a reception area and switchboard directly on the left of the entrance doors.

## Reception/Waiting Area

The main hospital reception area has clear signage to all wards and departments within the building. The area was clean, tidy, and the décor was well maintained. The reviewer used the stairs to the first floor and Sheridan ward is located close to the stairs and directly opposite the lift.

The area immediately outside the ward entrance is clean, bright, and welcoming. There are well organised notice boards displaying up to date information.

The entrance to Sheridan ward is always locked for the safety and security of the patients. However, the entrance is always staffed during the day to enable access and egress for service users and staff.

Due to Covid-19 restrictions, family and friends are only allowed to visit at a pre-booked time, in the visiting room adjacent to the ward. They are unable to attend the ward at the present time.

On arrival the reviewer was given access to the ward by the receptionist, after pressing the doorbell. At the time of the visit there was no visitor register, and the reviewer was not asked to sign in. Also, there are no information leaflets on display for service users to take. These are temporary changes introduced as an Covid-19 infection control measure.

The reviewer gave the ward manager a supply of Healthwatch Warrington leaflets, who advised that she would display one of the leaflets on a Perspex covered notice board and give them out on request as per the current policy.

The Chief Executive Officer (CEO) and Chief Nurse from Mersey Care NHS Foundation Trust (the Trust) had arrived at the same time as the reviewer, and their visit was unexpected. They were visiting the ward to introduce themselves, meet the staff and look around the ward. The reviewer was invited to join them to look around.

## **Food and Refreshments**

The review was planned to incorporate a lunch-time meal service at 1200 hours and the reviewer was able to observe the food quality and service from beyond the dining room. The overall impression was that the food was well presented, and patients were offered a choice.

One patient stated that she was on a gluten-free diet and that

**“there is not always a great deal of menu choice, but food is really good.”** Another service user stated that **“the food is lovely, apart from the fish on Friday which is not good.”**

Meals were served through a serving hatch from the kitchen into the dining room. The tables were well spaced, and they were not overcrowded. There were no more than six patients using the dining room at any one time during the period that the reviewer was observing the meal service.

There was a calm atmosphere in the dining room. The ward adheres to a protected mealtime procedure, which does not allow service users to be interrupted by anyone during mealtimes.

One of the patients who appeared physically unwell was being encouraged to eat and was assisted in one of the lounges by a member of staff.

One of the patients described always being able to access refreshments and stated that she could have a drink at any time.

## **Activities and Leisure**

The ward employs an Activity Co-ordinator who was on duty at the time of the visit. She was doing a craft activity in the dining area prior to lunch and a couple of patients were taking part. Another patient was sitting in the dining room, although she was not taking part in the activities.

When asked about activities on the ward, the following feedback was provided:



“Sometimes there are not enough activities, and it would be good if there were more and sometimes, they are cancelled.”

“I do art and crafts with the Activities Co-ordinator and there are always things being made. We did decorations for Halloween and bonfire night.”

“Activities are good, and the Activities Co-ordinator is kind. Yesterday we did a group activity , and you don’t have to participate, you can just sit and observe.”

There is a separate area on the ward which is kept locked when not in use. This area is used for craft activities and relaxation and at the time of the visit one of the rooms was being re-designed as a sensory room, referred to as the “Zen” room. The Ward Manager stated that the equipment had been purchased and she was waiting for it to be installed.

## **Privacy, dignity and meeting individual needs**

All the bedrooms on Sheridan ward are individual rooms and have en-suite facilities. One bedroom has wheelchair accessible facilities and there are also additional toilets and bathrooms in communal areas that are fully accessible.

One patient told the reviewer that she found her bedroom to be homely and that she was allowed privacy.

Staff were observed to be respectful when interacting with the patients and were calm in manner when assisting anyone who was distressed. Some of the patients appeared to be acutely unwell and required almost constant attention from the clinical staff.

The three patients who agreed to be interviewed, spoke positively about the ward staff and the following comments were made

**“Staff are very helpful and understanding.”**

**“The staff are doing their best and I can always have a chat with them.”**

**“All staff are lovely.”**

One of the patients told the reviewer that she was a “delayed discharge” and was well enough to leave hospital; however, her home was undergoing repairs following a fire and was not habitable. She stated that the NHS was not responsible for the delay, although she thought that “they could do more to speed things up.”

As part of the admission process, the patients are asked about their Covid-19 vaccination status and vaccinations are offered to those patients who want to be vaccinated. The Medication Management Team is available to offer advice and answer any questions that patients may have about vaccinations.

## **Patient Voice and Feedback**

The patients who spoke to the reviewer described being listened to and said that they had the opportunity to talk to the Ward Manager and staff regularly. One patient stated that she had been admitted to the ward on previous occasions and the present admission was her best experience of being an inpatient.

The last Care Quality Commission (CQC) inspection report is displayed at the entrance to the ward. The last inspection report for North West Boroughs Healthcare NHS Foundation Trust, which includes Hollins Park Hospital was published on 20<sup>th</sup> February 2020. The rating for the Trust was 'Good' in all areas. Hollins Park Hospital was registered with the CQC by Mersey Care on 1 June 2021 and this provider has not yet been inspected.

*The CQC is – the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.*

## **Cleanliness, Environment, and Infection Control**

Due to the Covid-19 pandemic, the Infection Prevention and Control Team (IPCT) provided support and guidance to the ward. The ward communal areas and all the rooms entered appeared clean, well maintained and there was no clutter.

There were additional precautions being taken by staff and patients, including the use of face masks and hand sanitisers. Staff wore uniforms, "scrubs," that could be washed at high temperature.

The restrictions imposed to stop the spread of Covid-19 meant that the patients did not have the same contact with their friends and family that they would usually, and they were asked about the impact it had on them. They described being able to maintain contact by phone and electronic tablets. The Ward Manager informed the Healthwatch visitor that there was an iPad available for the patients to use if they did not have their own, and they would be supported to use it if required.

Patient multi-disciplinary review meetings with the Psychiatrist were held on the ward and family and friends were invited to attend virtually.

Although family and friends were not able to enter the ward, patients were still able to see them with some limitations. This was made possible by either using the visiting room off the ward or going on ground leave and/or home leave.

All the visiting or leave options are dependent on the Mental Health Act (MHA) status and individual risk assessment of the patient. During full Covid-19 lock down all visits were stopped due to national restrictions.

Due to the recent increase in the Omicron variant of Covid-19, overnight leave had temporarily been halted; however, planned day leave continues. The Ward Manager stated that any patient returning from leave was tested for Covid-19 and may be required to isolate in their bedroom if they tested positive.

## **Staffing and Leadership**

At the time of the visit the ward had a total of 44% vacancies across all staff groups. Vacancies for Occupational Therapy and Psychology posts were being partially covered by other wards as a temporary measure until the vacancies could be filled. As mentioned earlier in the report, Staff Nurse vacancies were being covered by senior nurses on the ward.

The reviewer was informed that Staff Nurse recruitment is an ongoing problem for the Trust and has been identified as a wider NHS problem.

Additional clinical leadership roles have been developed and include a Least Restrictive Practice Lead and Clinical Lead for acute services. Both support the ward staff to deliver safe and effective care.

The Ward Manager was asked about the use of agency staff, and she stated that agency staff were used infrequently, they are never asked to take charge of the ward and are used to cover night shifts.

## Other Comments

Healthwatch Warrington aimed to collect feedback on the experience of patients on Sheridan ward who were in hospital during the Covid-19 pandemic. The comments are only reflective of the time that the visit took place, and the reader should consider that some practices had changed due to the restrictions imposed.

Healthwatch Warrington recognises that there is no universal term used to describe inpatients on mental health wards. Some people prefer 'service users', others prefer 'clients'; however, after consulting the Mersey Care website, the term 'patient' is used throughout the report.

# Recommendations

1. It is recommended that family and friends can return to visiting their loved ones on the ward as soon as it is safe to do so.
2. It is recommended that the Zen room is completed, and full use is taken of the spacious activities and relaxation area of the ward.
3. It is recommended that staff recruitment is ongoing, and the high number of vacancies on the ward are filled. However, Healthwatch Warrington is aware of the present difficulties with recruitment and retention throughout the NHS.

# Distribution List

This report has been distributed to the following:

- Warrington Borough Council
- Warrington Clinical Commissioning Group
- Care Quality Commission
- Healthwatch England
- Sheridan Ward Manager

# Appendices

## Appendix A

### Response from provider

I feel that the report is a reflection of your observations on the ward as well as our conversation.

I am happy to hear that the patients overall were positive about the care that they received on the ward as well as feeling staff were available for them as overall that is what we aim to achieve as a service.



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