

**Visit Date:** 27th November 2018

**Service name:** Hardy Ward, Northwick Park Hospital

**Summary**

Healthwatch Brent made a visit to Hardy Ward at Northwick Park Hospital to engage with patients and carers to hear their views on the service they are receiving. Hardy Ward cares for elderly patients and works with a variety of conditions including Dementia. Hardy Ward has a total of 34 beds, three bays are female, two bays are male and there are six side rooms for patients who need isolation. Due to patients frailty we unable to get feedback from patients directly, however, we were able to speak to five carers and received feedback about the ward from them.

**Discussions:** The majority of carers felt they have been involved in discussions with staff about the patients care. One carer, however, said they have to approach staff for information.

**Staff relationship:** Patients rely heavily on staff and have been able to create a good relationship with them. All carers felt both themselves and patients are treated with dignity and respect. Staff help patients go to the bathroom and to sit in the chairs next to the bed so patients are not bed bound all day.

**Treatment plan:** Most carers have an understanding of the treatment plan, said that they are kept updated and staff do their best to answer any questions they have. One carer felt they had to keep chasing for information and was not being kept updated.

**Referral:** All patients were referred to Hardy Ward from a service at Northwick Park Hospital. Two patients were referred by A&E and three from a different Ward. All carers we spoke to said they were not made aware when the patient was moved to Hardy Ward from a different ward, only finding out when they went to visit them at the previous ward.

**Call for assistance:** Carers were not sure if patients are aware how to call for assistants/assistance and two carers believed the patient wouldn't understand if they were told how to call. Carers said staff are always walking around the bays and ask patients if everything is ok. One carer said they have never seen staff ignore any patients.

We asked the patients and carers to rate the service from 1 (poor) to 5 (excellent). The results are in a graph below:



### What carers said:

"Staff have kept me updated"

"Nurses are very calm and well trained"

"Never seen any staff ignore a patient"

"Doctors are very receptive and they listen"

"All staff have been kind "

"Staff give assistance to go to the bathroom and to sit in the chair so they are not in their beds all day"

"I will rate the service excellent due to the nurses that are here, they show respect to everyone and created a nice environment"

"Has been hard work trying to get the information that is needed from staff. I can't rely on the patient to let me know what's going on"

### Overall experience:

Hardy Ward is a dementia friendly ward and appeared nicely decorated, bright and very clean. Carers spoke highly of the staff describing them as kind, calm and receptive. There is a day room available with five chairs and two tables, however, this looked under used. There were what looked to be two monitor screens being stored in the day room and the TV was switched off. We observed staff walking around and offering patients tea, coffee and a muffin or snacks.

### Recommendations:

- Ensure relatives are made aware if patients are moved to/from a different ward
- Ensure the day room is available/accessible and welcoming to use by removing items being stored
- Pass on positive feedback to staff
- post a summary of this report with trust response on the relative department public notice board in the form of 'you said, we did' documents

### Service Response

Thank you for your report, which is informative on positive aspects of Hardy Ward, but also identifies areas that require improvement.

The following actions have been undertaken as per report findings and recommendations:-

Staff have been informed in the daily briefing and Ward meetings of:-

- The importance of ensuring that relatives of patient have been informed of patients being transferred to another ward. Staff should get into the habit of asking the transferring nurse if the relatives/carers have been informed of the move, and if not should inform them as soon as the patient is settled into the ward. This is part of Trust policy and staff will be reminded of this.
- Ensuring that the day room is accessible and appears welcoming and that there is the offer of television and any unused items are stored away. Nurse in Charge to allocate a HCA on each shift to oversee daily.
- The positive feedback given from this report.
- The findings of this report were put on the 'you said, we did' public bard on entry to Hardy Ward on January 10<sup>th</sup> 2019.