

Visit Date: Winter 2017.

Service name: Fifoot Ward, Willesden Community Rehabilitation Hospital

Summary

Healthwatch Brent made a visit to Willesden Community Rehabilitation Hospital at Willesden Centre for Health and Care to engage with patients and to hear their views on the service that they are receiving. On the day of our visit we engaged with eight patients and four carers at Fifoot Ward, two patients did not speak English and their relatives translated. Fifoot Ward has a team of doctors, nurses and therapists who offer care and rehabilitation to patients that are registered with a GP in Brent. Fifoot has 20 beds and 18 were occupied. There is a large dining room for where some patients were having their lunch and a communal area where patients were socialising watching TV.

Discussions: The majority of patients and carers felt they had been involved with discussions about their care. One patient was not too sure of their treatment plan, they are provided with tablets but not had too many discussions.

Staff relationship: Patients and carers had a good relationship with the staff at Fifoot Ward. Staff were described as friendly, polite and nice. Some patients relied on the staff to help them wash, change their clothes and use the toilet at the beginning of their treatment but are now becoming more independent due to the treatment whereas some patients were at the beginning and still relied on the staff more.

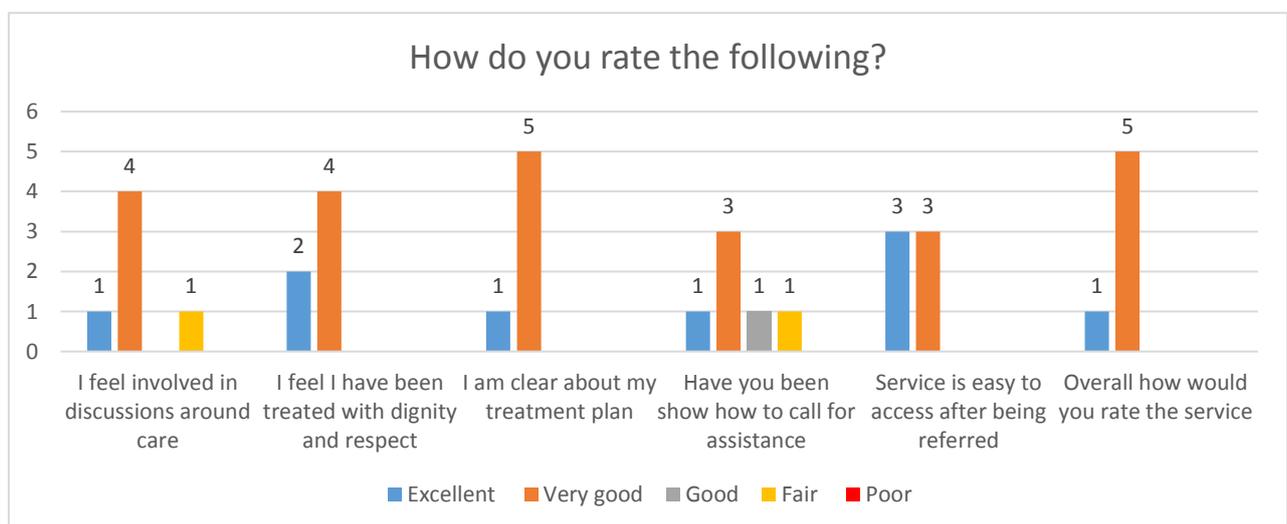
Treatment plan: Patients and carers were aware of a treatment plan. They have had discussions with doctors, nurses and physiotherapists. One patient was ready to be discharged and has had equipment put into their home to help them once they go back. Another patient had only been at Fifoot Ward for two days so they have not had a treatment plan yet but they have seen a physio and said the appointment was really good.

Referral: All patients we spoke to were referred from a hospital to Fifoot Ward, the majority were referred by Northwick Park Hospital. Once patients were referred they were provided with transport from the hospital to Fifoot Ward. One patient was taken to Fifoot Ward in a dressing gown on the coldest day of the year.

Call for assistance: All patients have used the call button and some use it several times a day as they need a lot of assistance. Day staff are good at responding but night staff can take a while. Two patients had bad experiences due to waiting too long at night, one patient soiled the bed as they could not wait any longer. Another patient had intense pain and called for assistance at 11pm but no one came, and they did not receive pain relief until early the next morning.

Translator: One carer said the patient had used a translator once before, another carer said they have never been offered a translator and did not think that a family member had been offered either. A member of staff told me that translators are available if requested but need to be booked in advance.

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



What patients said:

- “The whole experience has been excellent, my first time in rehab and it has been a great experience”
- “Physios are wonderful, in another class. Nurses tell me they have 20 more patients to see so can't give me the time”
- “Quick and good service, I arrived here on the weekend and saw a physio on Monday”
- “The doctor explained everything to me, told me exactly what is happening”
- “Staff are good, if I need help they are there”
- “The nurses helped me to wash, go toilet and change my clothes”
- “At the beginning of my treatment I was not allowed to go to the toilet on my own, staff were quick to respond when I used the call button and helped me”
- “If they are fully staffed they respond immediately when I used the call button, when there is not enough staff there is up to a 10 minute wait”
- “Northwick Park Hospital transferred me on the coldest day of the year in a dressing gown, I was extremely cold”
- “My treatment has been explained well and they have kept me updated”

Recommendations:

- To ensure patients and carers are aware that there is a translator service available if needed
- To ensure that night staff to respond quicker to patients who call for assistants
- For Northwick Park hospital to ensure patients are dressed appropriately for weather condition when transferring them to Fifoot Ward

Overall experience:

Patients have had a good experience at Fifoot Ward, although some raised issues about responses from staff and the availability of translators. Some patients rely on a lot of support from the staff at the beginning of their treatment and are grateful for the help they receive.

Service response

Thank you for this helpful report.

We were disappointed to hear that patients were not clear about translation services. There is a poster advertising this on the ward board. The team often use the service to promote patient involvement in their goal setting. Your report has been circulated to remind them to be proactive in offering interpreters and translations to patients and families.

We were pleased to hear that response to call bells was good during the day but concerned that two of the eight patients had long waits at night. This report and the impact on the patients who had to wait has been discussed with the staff. The Head of Nursing for Willesden is conducting random call bell response time audits to make sure that these were isolated incidents.

We were saddened to hear that a patient had been transferred to Willesden without the proper warm clothes. This has been raised with staff at Northwick to remind them to make sure that patients are given appropriate clothes when they leave the hospital.