

RESPONSE TO HEALTHWATCH HAVERING ENTER AND VIEW VISIT TROPICAL LAGOON AND TROPICAL BAY WARDS, 19TH JANUARY 2016

1 INTRODUCTION

Healthwatch Havering is the local consumer champion for both health and social care. Their aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally. Under Section 221 of the Local Government and Public Involvement in Health Act 2007, Healthwatch Havering has statutory powers to carry out Enter and View visits to publicly funded health and social care services in the borough, such as hospitals, GP practices, care homes and dental surgeries, to observe how a service is being run and make any necessary recommendations for improvement.

2 HEALTHWATCH HAVERING REPORT 19TH JANUARY 2016

Healthwatch Havering (HWH) undertook an Enter and View of Queen's Hospital Tropical Lagoon and Tropical Bay Paediatric wards on the 19th January 2016. HWH decided initially to visit Tropical Lagoon and Tropical Bay wards as part of their planned objective to visit all health and social care facilities in the borough. Queen's Hospital offers a wide range of paediatric services for common illnesses to complex problems involving highly specialist services.

3 QUEEN'S HOSPITAL TROPICAL LAGOON AND TROPICAL BAY WARD BACKGROUND

Tropical Lagoon is a 30 bed children's inpatient ward located on the first floor of Queen's Hospital. Tropical Bay is a 14 bed day assessment and treatment unit, and includes the Paediatric Assessment Unit (PAU) where children are prepared and clinically monitored for surgery. Tropical Lagoon ward assists children aged 0-16, and for children with disabilities up to 18 years of age. The wards are arranged in rooms of four by four with a bathroom in each. There are fourteen cubicles, with an average length of stay in 36-48 hours. Most patients are admitted through A&E but some are admitted from outpatients.

The hospital works closely with Great Ormond Street (GOSH), which deals with oncology patients and paediatricians visit BHRUT from other Trusts.

4 BHRUT RESPONSE TO HWH RECOMMENDATIONS

4.1 The location and storage of equipment be reviewed to ensure that all staff are aware of where to find it and required the reusable items after use.

Storage space including equipment has been reviewed and we are happy to report that storage has now improved. We have a new electronic storage system for all consumables which has the benefit of monitoring stock levels electronically and in turn improved storage issues. Staff are currently being trained on the new electronic system.

4.2 Staff levels be reviewed to ensure that there are adequate numbers of both clinical and administrative staff at all times Consideration ought also to be given to replacing the current staff uniforms with more child-friendly clothing.

Staffing levels are reviewed daily and monitored electronically to ensure safety. When staffing levels fall below the minimum requirement escalation occurs and clinical staff not working on the wards will go and support the nursing staff. Safer staffing levels are reported monthly to the Trust Board. Recruitment in paediatrics is a London wide concern and the service has a recruitment and retention plan in place. We can confirm that recruitment continues we have recruited 8 new band 5 nurses who will be starting over the next few months. Overseas recruitment to the Philippines has proved successful with the Trust recruiting over 150 nurses who will start in September 2016 onwards. The ward clerk vacancies have been filled which means we will have 7 day cover.

We are looking into a child friendly uniform with the help of Patient Experience Team. To date we have not found anything suitable but will continue to find the best solution. This has not been commented on by parents/children but rather by staff themselves would prefer more child friendly uniform. The Play Specialist's wear a child friendly tabard

4.3 The provision of essential equipment to be reviewed to ensure that adequate numbers are available at all times.

A review of equipment is due to take place shortly across the Trust and it is likely that an equipment library maybe in place going forward. There is a contract already in place to renew equipment when it comes to the end of its lifespan.

4.4 The heating system is reviewed to ensure that it is adequate and that provision be made for supplementary heaters to be available in the event of system failure.

The heating system is inspected regularly and on occasions where it is not working appropriately this is escalated to the Estates Department who will provide additional heaters whilst the repairs take place; going forward we will closely monitor the situation and encourage staff, parents and children to report when the area is cold and we can respond to this immediately.

4.5 The decorative condition of the ward and its approach area be reviewed and upgraded to provide a more child-friendly atmosphere.

Tropical Lagoon works very hard to provide a child friendly environment, and routinely changes the decorations throughout the year to match seasonal and festive periods. However, we appreciate that the entrance and waiting area would benefit from new decorations to our environment. We are working with our Patient Experience Team and Charities department to purchase new decorations.

5 CONCLUSION

We would like to take the opportunity to thank HWH for undertaking this Enter and View visit and for the feedback provided in the report. We are aware of some of the issues identified and are managing these as part of



our on-going aim to improve patient experience in relation to the patients on Tropical Lagoon and tropical bay.
We also recognise the great work and already much improved areas that have taken place since this visit.

25th April 2016

