

**Enter & View
Foxglove, Jasmine and
Japonica Wards
at King George Hospital,
provided by NELFT**

10 May 2016



What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care. Our 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.

We are an independent organisation, established by the Health and Social Care Act 2012, and are able to employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff and a number of volunteers, both from professional health and social care backgrounds and people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

What is an Enter and View?

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.

These visits can be prompted not only by Healthwatch Havering becoming aware of specific issues about the service or after investigation, but also because a service has a good reputation and we would like to know what it is that makes it special.

Enter & View visits are undertaken by representatives of Healthwatch Havering who have been duly authorised by the Board to carry out visits. Prior to authorisation, representatives receive training in Enter and View, Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberties. They also undergo Disclosure Barring Service checks.

Background and purpose of the visit:

Healthwatch Havering (HH) is aiming to visit all health and social care facilities in the borough. This is a way of ensuring that all services delivered are acceptable and the safety of the resident is not compromised in any way.

The visit that is the subject of this report was arranged with NELFT by Havering Council's Committee Administration team and this report is based, with permission, on notes of the visit prepared by that team. The participants in the visit were two Healthwatch members, the (then) Chairman of Havering's Health Overview & Scrutiny Sub-Committee and an officer from the Committee Administration team.

Although the visit was not undertaken as part of Healthwatch Havering's 'Enter and View' programme of visits using statutory powers, its content

was similar and this report sets out the findings of Healthwatch participants.

Foxglove, Jasmine and Japonica Wards are located within the building complex of King George Hospital, Goodmayes (KGH), which is provided by the Barking, Havering and Redbridge University Hospitals Trust (BHRUT). KGH is located in the London Borough of Redbridge but accommodates patients from across the three constituent boroughs of the BHR area (i.e. Barking & Dagenham, Havering and Redbridge). As a health facility, however, the three Wards are provided and managed by the NELFT Trust (formerly the North East London Foundation Trust), which is the provider of community health services across the BHR area and elsewhere in Outer North East London and Essex.

Members of Healthwatch had visited Japonica and Foxglove Wards in February 2016, before Japonica Ward had opened. Healthwatch participated in the visit now reported as a way of following up the earlier visit as well as to see what the new Wards provided.

The service

The three Wards provide a community inpatient rehabilitation facility, providing care to patients with rehabilitation needs. The aim of the service, which is funded by the BHR CCGs, is to promote and maximise independence in order to facilitate early discharge from hospital. It is also available to provide rehabilitative services to community patients, through the Intensive Rehabilitation Service (IRS) for patients who would otherwise be admitted to an acute setting or the community rehabilitation in-patient ward.

The visit

The Councillors and Healthwatch members visited all three Wards.

Foxglove ward

It was clarified that 17 beds for stroke patients remained at Grays Court in Dagenham at the time of the visit. A consultation by the CCGs on moving these beds to KGH had been undertaken. The consultation closed on 1 April and the outcome was awaited.

Foxglove ward had 4-bed bays as well as side rooms and efforts were made to have separate male and female bays. All patients on the ward were receiving intermediate care, funded by the local CCGs and provided by NELFT.

The average length of stay on the unit was around 19 days compared to a target of 21 days. There was currently a 94% occupancy rate. Some patients were able to go straight home from acute beds with support and hence would not need intermediate care.

The ward had open visiting times although meal times were protected other than for relatives who assisted patients with feeding etc. Each patient had their own care plan and families were involved as much as possible.

Home visits were usually carried out prior to discharge in order to assess patients' home environment. The patient's GP received a copy of the patient's discharge letter. It was also confirmed that most boroughs took back equipment or mobility aids etc if they were no longer needed.

Japonica ward

The ward had a large dining/day room for patients which included a reminiscence pod. A number of activities were planned for dementia awareness week. The ward had dementia friendly signs and a bright colour scheme. Information on the butterfly scheme for patients with dementia was available on both wards.

Between 52 and 57 beds are available for rehabilitation, with an additional four beds located on Jasmine ward during times of surge within the system. Incidents of falls and pressure ulcers were logged and information about them was displayed on the wards.

There was a named nurse for each bed on the ward and details of ward processes were also on display. Large shower rooms were available on the ward.

Jasmine ward

The intermediate care beds on this ward were treated as one ward with Japonica. There was a sensory room available which acted as a quiet area for patients. A therapy area/gym was available on the ward as was a kitchen area which could be used for therapy and assessment of patients' motor skills etc.

Office space for the enhanced mental health liaison team was under construction in this area and these facilities would also be used for training.

Patients could also access the hospital garden and so had access to an outside space. Forms for the friends & family test were available on the ward and photographs identifying all ward staff were also on display.

The visitors would like to thank all the staff for their hospitality and their dedication to an impressive unit. The team wish them well for their upcoming CQC inspection and hope that the visit and comments will assist in a good report.

Disclaimer

This report relates to the visit on 10 May 2016 and is representative only of those residents, carers and staff who participated. It does not seek to be representative of all service users and/or staff.

Participation in Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?

Call us on **01708 303 300**; or email
enquiries@healthwatchhavering.co.uk



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