



Who Cares

The health and social care
involvement network for
North Lincolnshire

Report of the enter and view visit conducted at
Scunthorpe General Hospital on 22nd July 2009



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Who Cares

Who Cares is hosted by Voluntary Action North Lincolnshire. To become a member or to take part in our activities please contact us using the details below.

C/o Voluntary Action North Lincolnshire
4-6 Robert Street, Scunthorpe, North Lincolnshire DN15 6NG
Telephone: 01724 845155
E mail: greg.gough@vanl.org.uk
Or find us on the internet at:
www.who-cares-online.org.uk



Voluntary Action
North Lincolnshire

Summary

Following concerns expressed by members about the standard of cleanliness in Scunthorpe General Hospital Who Cares conducted an enter and view visit to gather first hand observational evidence of the cleanliness and hygiene conditions within the wards associated with these concerns to confirm or disprove them.

The visit was conducted on the afternoon of Wednesday 22nd July 2009. This report details the conduct and findings of the visits and makes certain recommendations arising from the conclusions of the enter and view team.

Enter and View

Enter and view is an essential tool that enables LINKs to review the quality of care services and the suitability of the premises used for the delivery of care.

To conduct enter and view visits LINKs members must be authorised and trained. There is no national framework for the authorisation process and the training, the only legal requirement is for enter and view representatives to have satisfactorily undergone a Criminal Records Bureau (CRB) check.

Who Cares has implemented a rigorous selection process which requires all members who wish to carry out enter and view duties to complete an application form and to attend an interview with three members of its executive group. This interview panel will decide if the candidate has sufficient understanding of the role of Who Cares, and of the functions of enter and view, to be appointed. The approved candidates must then complete a two day training course which covers the legislation and the code of conduct behind enter and view, personal conduct and communication skills, evidence gathering and reporting, diversity awareness and safeguarding responsibilities. At the conclusion of this training and after obtaining a satisfactory CRB certificate the candidate becomes an authorised enter and view representative.

Enter and view representatives can enter any premises in connection with health and adult social care service delivery where that care is wholly or partially funded through public money. There are exceptions which exclude a right of entry to peoples homes and to make visits where the visit may compromise privacy, dignity and the standard of care. The code of conduct governing enter and view powers can be accessed by the following hyperlink:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_087285

Intention

The secondary, tertiary/acute health provision and patient transport subgroup of Who Cares, in investigation of a number of concerns made to it by members of the public relating to the standards of cleanliness at Scunthorpe General Hospital, requested the enter and view representatives to make an enter and view visit to this hospital. The expressed concerns related to wards 24, 25 and 28 and to the medical assessment unit and all involved parts of these areas being visibly unclean.

The majority of the concerns were made by people who had been patients at the hospital and were historic, ie referred to stays at the hospital of more than one year ago (taken for the 24th June 2009 meeting when the visit was requested). The visit was intended therefore to examine the present standards of cleanliness at the Scunthorpe General Hospital.

Who Cares seeks the highest standards of care for the people of North Lincolnshire and takes the view that where it finds high standards of care, even when the public perception of those standards is otherwise, it will publicly praise these. Where it finds standards of care that it members consider to be in need of improvement it will address these in the form of a formal report to the Chief Executive responsible for the service.

Method

Three enter and view representatives were to take part in this visit, these were Roni Wilson (lead), Guy Reynolds and Susan Marrison, they were provided with a checklist observation record, adapted from the hospital's schedule of cleaning responsibilities, to enable them to make written records of their observations during the visit.

The Chief Executive, Andrew North, and the Patient Experience Manager, Ian McDonald, were notified of the intention to visit in writing in a letter addressed from Hilary Kitchen, the vice chair with responsibility for secondary care. This letter stated that the visit would be made between the 17th and the 24th of July and listed the areas to be visited, it asked for the necessary arrangements to be made so that staff would be able to facilitate the visit. An acknowledgement sent on behalf of Andrew North was gratefully received, in this, Karen Rossdale, the Deputy Director of Patient Services, was named as staff member who would be ready to assist the team with access on the day of the visit.

The enter and view team alone set the date for the visit, they determined to make this on the 22nd July at 3pm. They chose to notify Karen Rossdale 15 minutes before the visit commenced.

Findings

The three enter and view representative were met by Karen Rossdale and two other members of staff at the outpatients entrance and were guided to the relevant hospital locations.

The wards were visited in the following order:

Medical Assessment unit	3pm
Ward 24	3.30pm
Ward 28	3.45pm
Ward 25	4.00pm

The enter and view representatives were able to talk to patients and to observe the cleanliness of the wards, they made notes on the observation records as they progressed. They recorded the following:

General

- The enter and view team found no areas that they considered to be in an unclean or unhygienic state.
- Roni Wilson recorded of the Medical assessment unit that it was “exceptionally clean” and that throughout the wards they visited that it was “encouraging to find gel on every bedside locker” with reference to antibacterial hand cleaner.
- Patients were willing to speak openly and welcomed the chance to speak about their experience with the hospital
- One female patient said “I’ve been in here six years ago and it was dreadful, now I think it is marvellous”
- Many of the patients spoken to were full of praise for the hospitals cleaning staff
- The staff on the wards were described by the enter and view team as being very friendly
- The representatives noted that the hand cleaning facilities at the entrances to the wards were not obvious and in one case had to have them pointed out, they recommend that a review of the signage for these facilities be carried out.

Medical assessment Unit

- The enter and view representatives were not able to speak to patients on the ward because of increased medical activity.
- One toilet was found to be soiled. The representatives brought this to the attention of staff and accepted the explanation they were given for this.
- In all other respects this ward was considered to be of a high standard of cleanliness by the enter and view representatives.

Ward 24

- Over bed and bay tables: most tables were satisfactory but one patients relative complained that a table was 'sticky' underneath.
- In all other respects this ward was considered to be of a high standard of cleanliness by the enter and view representatives.

Ward 25

- In all respects this ward was considered to be of a high standard of cleanliness by the enter and view representatives.

Ward 28

- With reference to over bed and bay tables: One patient commented that different staff spent varying times cleaning, some a quick wipe and others being more thorough.
- In all respects this ward was considered to be of a high standard of cleanliness by the enter and view representatives.

Organisation

- The enter and view representatives considered that having three members of staff to escort them was excessive and made them feel uncomfortable. They had been expecting only one guide and as they had no plans to split up they did not want the presence of more than one. In the planning of any future visits the enter and view team will stipulate the number of escorts, if any, that it requires and ask the relevant service provider to comply with this.
- On this particular visit the accompanying staff asked for immediate feedback which caused the enter and view representatives to feel uncomfortable when they had to refuse to give this. The enter and view team is a group of volunteer service users and requires time in privacy to consult with each other before announcing their findings.

Conclusions

The enter and view representatives, through observations and discussions with patients, found no evidence of unhygienic or unclean conditions in Scunthorpe General Hospital. In making this statement they acknowledge the following:

- That their investigations are limited to wards 24, 25, 28 and the medical assessment unit.
- That the hospital staff were aware of that the visit would be conducted within a one week window

The enter and view team rate the four locations that they visited as being exceptionally clean.

Recommendations

- Who Cares recommends that the two comments made by a patient on Ward 28 and a visitor on ward 24 are noted by the relevant cleaning supervisors and that action is taken in each case to resolve these concerns.
- Who Cares recommends that a review of the signage for the hand cleaning stations at the entrances to each ward be undertaken.
- Who Cares asks that its thanks be passed to the staff and patients on wards 24, 25, 28 and the medical assessment unit for their welcoming manner and cooperation.

Who Cares membership

Who Cares membership is open to any resident of North Lincolnshire or to any person who is registered for receipt of primary care services in the county. In addition to the enter and view role and to the secondary, tertiary/acute health provision and patient transport subgroup Who Cares has subgroups investigating issues in primary care, mental health and adult social care. For all enquiries about membership and activities please contact Greg Gough, the Who Cares coordinator on 01724 845155 or via email greg.gough@vanl.org.uk

Who Cares would like to express its gratitude to the management, staff and patients of the Northern Lincolnshire and Goole Hospitals NHS Foundation Trust who were affected by this investigation for their support and cooperation

