# healthwatch
## Kingston Upon Thames

# Young People's Enter & View Visit to Kingston Hospital NHS Foundation Trust Paediatric Wards

Observations

Healthwatch Kingston upon Thames

13/8/2015

## Contents

## 1. Introduction

### 1.1 About Healthwatch Kingston upon Thames
Healthwatch Kingston upon Thames (from hereon referred to as Healthwatch Kingston) is the local, user-led organisation for involving local people in the design and development of local health and social care services and help improve patient experience. It was established in April 2013 under the Health and Social Care Act 2012, following on from the work of the Local Involvement Network (LINk) for Kingston upon Thames.

It provides reports and updates about local services to Healthwatch England, a body that campaigns on national issues and raises concerns to the NHS and the Department of Health.

Healthwatch Kingston gathers information and feedback from patients and service users about the experiences they have of health and social services, and use this to make improvements and influence the development of those services. It works with health and social care services to make sure that the voice of local people is heard, and it goes out into the community to listen to what people have to say.

In addition, Healthwatch Kingston signposts people to local health and social care services and provides information on how to make a complaint or give feedback about those services.

Healthwatch Kingston is a registered charity (no. 1159377), funded by the Department of Health through the local authority, the Royal Borough of Kingston upon Thames. It is independent, and led by a Board of Trustees, who are local people with a keen interest in improving the health and social care system for local people.

It is supported in its work by Parkwood Healthcare Ltd, which employ the staff and provide HR, finance and office support.

### 1.2 Enter & View
One of the methods Healthwatch can use is Enter & View, which is a statutory function. This means that Healthwatch can visit any health or social care service in the borough of Kingston upon Thames or any that serves people in the local borough and observe how this service is delivered.

During an Enter & View visit, Healthwatch will talk to patients or service users and members of staff and make observations of the environment to ensure it is safe and clean. After a visit, Healthwatch will prepare a report which will list its findings and any recommendations made.

Where there are serious concerns, such as a health and safety issue or a safeguarding issue, this will be reported immediately to the service provider, the commissioner of the service or a relevant body such as the Care Quality Commission.
Enter & View participants receive full training, based on recommendations from Healthwatch England, and are DBS (Disclosure and Barring Service) checked.

### 1.3 The Enter & View Team
For this visit, we sent a team of 7 young people (all volunteers aged 13), along with two staff members to visit Kingston Hospital's Paediatric Wards and the Paediatric A&E department. All team members attended a brief training session before attending, which covered issues around confidentiality, awareness of operational issues, procedures and

house rules at the Trust, observational skills, teamwork and acting professionally and responsibly.  The team members were:

- Jess King, volunteer
- Ivy Ould, volunteer
- Alicia Herrera, volunteer
- Olivia Churchouse, volunteer
- Abbie Morris, volunteer
- Maddy Pitt, volunteer
- Alex Pitt, volunteer
- Accompanied by staff members Jenny Pitt and Sophie Bird



**Above: Young People's Healthwatch Volunteers, with manager Stephen Hardisty and Community Engagement Officer Sophie Bird**

The visit took place on the 13th August, 12pm-1pm, and this report reflects the views and observations gathered for this specific date and time only.

## 2. Methodology
The young people were asked to make observations about Dolphin and Sunshine wards, and the Children's A&E Department (see appendix 1 for the observation sheet).

## 2.1 Programme and Areas Visited
The group of young people and staff were met by Senior Sisters Hind Thomas and Nina Boorman and given a tour of the following:

- paediatric wards
- paediatrics outpatients department
- Children's A&E department

We were introduced to staff on the tour and shown bays, consultation rooms, treatment rooms, isolation rooms, toilets and bathrooms, playrooms and waiting areas.

## 3. Findings

### 3.1 Entrance to Dolphin and Sunshine Wards

The young people were struck by the colourful walls and the bright lights of the entrance area and found it to be very attractive and welcoming. They noted that it was spacious, with good toilet facilities. It felt family friendly, with a parent's room, a baby's sensory room, and a good range of toys to keep young children occupied. The fun feedback area was a good way for patients and families to say what they thought. The security system was effective to ensure patient safety.

The entrance area was very busy, as expected in an acute paediatric setting, and the group found the area to be quite hot. Our volunteers also noted that there was a very strong smell of coffee. The hand sanitiser pump was empty on entrance to the wards.



### 3.2 Dolphin Ward

On arrival in the ward, the group noted that the reception area was clean and cool, with a quiet and relaxed atmosphere. The signage was good and it was clear to patients and visitors where to go. The ward felt safe and secure, and the colourful decor with pirate scenes were ideal for children – although some volunteers felt this looked dated.

Some volunteers observed that the food smells were unpleasant, and that the toys looked old. The ward lighting in the reception area seemed quite dark.

### 3.3 Sunshine Ward

The ward felt clean and calm, with a quiet atmosphere. It felt safe and secure, and was well lit. The decorations were suitable for every age and a particularly striking decor was the Owl theme in the Oncology Room. The group noted that the disabled access to the bathroom was quite dark, compared to the normal toilet. The temperature in the ward was very warm.



### 3.4 Outpatients Department
The group felt this was clean and organised and were shown a consultation room. Although the seascape decor was a great theme in the waiting area, the consultation room seemed dated. The department felt dark and slightly cramped, but there were a good range of toys.

### 3.5 Children's A&E Department
It was explained to the group that the department is undergoing refurbishment by local charity Momentum. The department was cold and dark, and there was little on offer to keep older children and young teenagers occupied while they are waiting to be seen. The entrance to the department felt cramped and busy because patients were approaching the reception area, as well as using a toilet and a weighing machine. The group felt that at busier times, this department would be very loud and busy due to its compact rectangular layout.



### 4. Recommendations
Overall, the group of young people were impressed by the wards and departments in terms of the decor, the cleanliness, the staff and the facilities.

They were keen to give feedback on the new food menu which is due to be launched and agreed that the new graphics were eye catching. The introduction of a more snack-based lunch option was popular and all agreed that a snack that could be put away for later with "nibbles" such as grapes, carrot sticks and raisins would be good. They suggested the addition of chocolate spread for breakfast (bearing in mind the popularity of Nutella with children).

The group would be keen to return after the refurbishment of children's A&E and the introduction of the new menu to make further observations.

There were a number of issues raised that we feel could be improved and we would like to make the following recommendations:

- Provide a more comfortable temperature on the wards and entry areas
- Improve lighting where possible in darker areas
- Provide newer toys to replace those that are old and dated
- Ensure hand sanitiser pumps are always full

### 7. Acknowledgements
Healthwatch Kingston would like to thank all the staff involved who helped to organise our visit. In particular, we wish to thank Senior Sisters Hind Thomas, Nina Boorman and Sarah Shade.

## 8. Further details

This report was produced by Healthwatch Kingston upon Thames and will be made available to the public on our website, and hard copies will be made available on request. Should you require this report in a different format, please contact the Healthwatch Kingston office at:

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**Appendix 1**

**Young People's Healthwatch Visit to Kingston Hospital**

**Ward name:.......................................................**

| | Date: 13th August 2015 |
|---|---|
| What is your first impression of the ward? (Friendly, fun, cold, too hot, smelly, calm, quite, nice staff, clean toilets/bathroom). Give as much information as you can | |
| Are there enough activities for the patients? What is on offer? | |
| What is the best thing about this ward? | |
| What is the worst thing about this ward? | |