



Leominster Community Hospital  
South Street, Leominster

Wye Valley NHS Trust

Leominster Community Hospital  
South Street

Leominster

Herefordshire, HR6 8JH

Authorised Representatives

Thursday 27<sup>th</sup> November 2014 09:30 - 15:15  
Gwyneth Gill, Val Javens

### Acknowledgements

Healthwatch Herefordshire would like to thank Wye Valley NHS Trust, their Community Hospital Sister, patients, visitors and staff for their contribution to the Enter and View programme. They would also like to thank their Volunteers and Board Members who assisted in the visit.

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



‘Enter and View’ is the opportunity for authorised representatives to go into health and social care premises to hear and see how the consumer experiences the service and collect the views of service users (patients and residents, carers and relatives) at the point of service delivery. Evidence-based feedback will be reported to providers, CQC, Local Authority and NHS commissioners and quality assurers, Healthwatch England and any other relevant partners. Development of recommendations across multiple visits will inform strategic decision-making at local and national levels.

Enter and View applies to all premises where health and social care is funded from the public purse. Only authorised representatives may undertake ‘Enter and View’, and then only for the purpose of carrying out the activities of the local Healthwatch they represent.

‘Enter and View’ is planned, with a clear purpose; it is not an inspection, nor a stand-alone activity, nor a last resort or a first choice option.

Enter & View will deliver on the following Core Priorities: Integrated Services, Communicating with the Public; Focusing on Older People. The specific purpose of HWH's E&V activities will be to engage with residents, patients, carers and friends in 6 venues, using the 10\* Dignity Challenge, to identify good practice in the provision of a dignity focussed service.

#### Potential outcomes:

1. Local people are empowered to give their views and influence decisions to improve health and social care services
2. Local people are aware of Healthwatch Herefordshire, understand its purpose and how to access it for help and support



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## Purpose of the visit

To encourage, support, recommend and influence service improvement by capturing and reflecting the views of service users who often go unheard - people living with Dementia - whilst offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences. Engaging carers and relatives, identifying and sharing 'best practice', keeping 'quality of life' matters, specifically through the 10\* Dignity Challenge, firmly on the agenda, whilst encouraging providers to engage with local Healthwatch as a 'critical friend'. Gathering of evidence at the point of service delivery, adding to a wider understanding of how services are delivered to local people. Additionally, it is supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

## Strategic drivers

Enter and View forms part of Healthwatch Herefordshire's engagement programme for 2014-2015. HWH's target is to engage with people using health and social care services, recording and subsequently analysing their experiences.

Healthwatch has identified 'Services for Older People' as one of its priorities, thus Enter and View's aim is to reach older people who are vulnerable and whose voices are seldom heard. Engagement will be with those who are unable to interact with the systems that are already in place to capture feedback. HWH's Enter and View schedule will, therefore, encompass:

- 1. 3 visits to Homes where there is a provision for those with Dementia**
- 2. 3 visits to wards on Community Hospitals where there is a provision for those with Dementia.**

## Methodology

Visits will be undertaken by Healthwatch Herefordshire's Authorised Representatives: Board Members, Volunteers and staff; all lay people who have received appropriate E&V training. All visits have a stringent set of guidelines provided by Healthwatch England which include an emphasis on the importance of communicating and working with the Providers and/or Managers.

6 units will be randomly selected from the CQC list of publicly funded, residential homes and community hospitals with this specialist service.

The aim is to gather the views of these vulnerable people, and through HWH's promotion as well as collaboration with the providers, encourage their families, carers and friends to participate and, where necessary, help articulate those views. The intention is to use a paper-based questionnaire focusing on the use of Herefordshire's 10 \* Dignity Challenge as the basis for the questions. The objectives will be:

- 1. To identify concerns, compliments or issues raised by or on behalf of the residents**
- 2. To identify those Homes/Units whose delivery of service can be designated best practice**

Volunteers, Board Members and staff will be instrumental in designing and developing the questionnaire. We will be adopting the 'Wave' approach which will enable us to modify our methodology, particularly our questionnaire as we test its efficacy as a result of our visits.

Embedded within our 'Wave' approach the input of an Owner Provider was sought, to assist with the development of an appropriate set of questions which will form the basis of effective analysis.

The information will be collated and published in report format. The reports will be approved by all Healthwatch personnel involved in Enter and View, including the Manager of the Home or Hospital and signed off by Healthwatch Herefordshire's Chair. They will be used to inform and advise local providers and Commissioners.

# Summary of findings

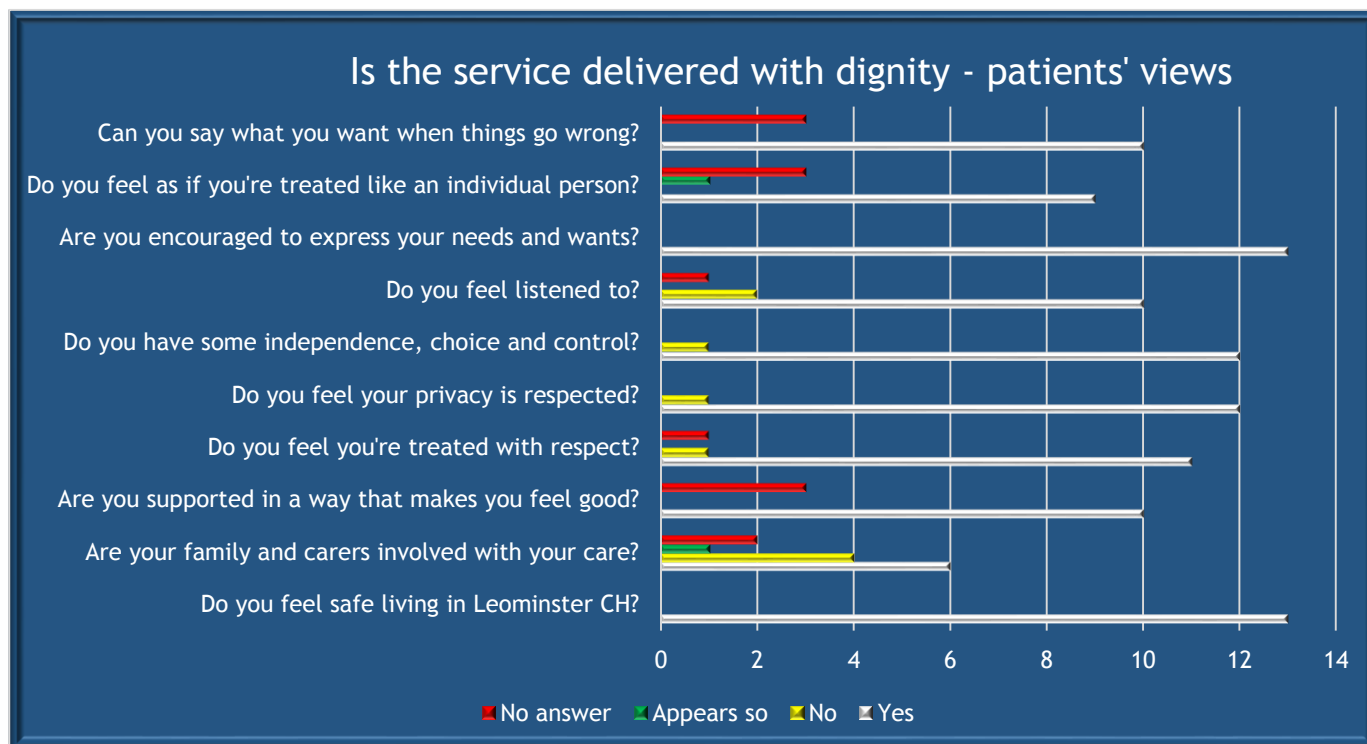
Leominster Community Hospital (LCH) provides ongoing medical care and rehabilitation to help recovery when patients have had treatment at Hereford County Hospital or another hospital but are not well enough to go home. There are always high numbers of patients who have a degree of memory impairment. Capacity at LCH is 26 patients with 45 healthcare assistants and trained nurses (a ratio of 1-9 staff-patients); 2 full time re-enablement assistants; 1 Community Hospital Sister; 1 ½ Occupational Therapists; 2 full time Physiotherapists who serve Eaton Ward and Minster Ward, with 13 patients in each ward.

There is a dementia audit once a month, but it's not always easy to quantify as some people have not had a diagnosis. However, everyone who has a memory impairment is denoted by having an easy to see Forget Me Not flower emblazoned on their overhead information panel.

13 patients were engaged with; the majority of respondents had varied stages of memory impairment and did not all respond to all the topics raised. Overall those that participated were very positive in their feedback about being treated with dignity at LCH. Observations reinforced this feedback indicated that patients were treated with compassion, with the drive to contribute to people maintaining their independence.

## Results of Visit

13 patients at Leominster Community Hospital took part in HWH's Enter and View visit to find out what their views were on the delivery of dignity in the service they received from the nursing staff and healthcare assistants. 2 authorised representatives engaged with half the patients in the hospital, the majority of whom had various degree of memory impairment.



## Quotes from Residents

Didn't recognise which hospital. Feels looked after, safe, nervy to begin with	Very safe with carers at home and here	Feels safe/secure	Fitting in
Never felt unsafe - not a moment	Quite safe. Make sure I don't fall out of bed. Not afraid of being here	Quite safe. Make sure I don't fall out of bed. Not afraid of being here	Very safe
Yes, totally - family present: quite secure and content, getting better	Very much, no complaints at all	Very observant, woken to find I had a high temperature which resulted in being re-admitted to Hereford	Been a while since I've seen home, definitely safe haven here
Lives with son at home; wants to stay home, doesn't want family knowing everything - very private	Daughter visits occasionally, supportive. Feel kept apart from	Lives alone	Discuss with people who have knowledge

	husband; long way from home		
Not local; lives Craven Arms, only niece who visits occasionally, no other family	Family help at home; not kept as up to date with care as would like; sometimes family is told instead of me	Live alone; no family local - Hereford. Friends help in village, neighbour helps a lot. No carers; own cooking	Brother with be visiting today
Son lives in Italy, always phones; daughter lives in Sheffield	Family kept informed; excellent progress and decisions	No family; good neighbours	Don't have a lot of family; loads of friends willing to help
More so since my surgery	Understanding of staff re condition and leg supports	Yes, nothing wrong with the care	Enjoying the holiday - guilty being a retired nurse
Encouraged to be involved in my care	No complaints	Very well; encouraged to be more independent in relation to my stoma and care	I'm here for rehab and recuperation; the support I have is good
Not really; not given a job to do	Not really; not given a job to do	Treated as an individual	Call me what I want
Great respect	Yes, can't get any better	Very much so	Over the top, but it's so nice, I don't want to leave
Not really; not given a job to do	Not really; not given a job to do	Treated as an individual	Call me what I want
Yes, any problems I have I am listened to	Privacy respected, curtains always around and when I am in the bathroom	Would like more privacy to bathroom, not commode by the bed	I have a private room, people knock before they enter
Quite happy, can't thank the staff enough	No problems with my privacy being discreet	Good food, small choice, washing and dressing myself as much as possible	Didn't get to choose - a menu is taken round every patient
As independent as possible, although independence taken away at Hereford; want a wheelchair to get to bathroom	Choice of food, choice of whether to shave or not, or be in or out of chair. Encourage to do as much as possible	Listened to wishes	Listened to needs
Quite happy, guilty of being waited on	If I ask a question I expect an answer. Son doesn't feel the need to be kept informed; very happy with the care	Any issues I have I can talk to Senior Sister	Needs listened to and respected
Yes, am able to say if I am not happy with something	Yes, if I need anything it can be made available	Asked to do as much as possible	Yes, staff treats me as an individual
It's the staff that make it; good standards of care. They really do care about the patients in their care	Yes, able to sort out an issue regarding medication	All the staff are very accommodating	Able to express feelings
Yes, encourage to seek advice and talk about my problems	Admire the staff when they're under pressure	Late with weekly injection; forgot its name; not hospital fault	Family very impressed with all their Mum's care

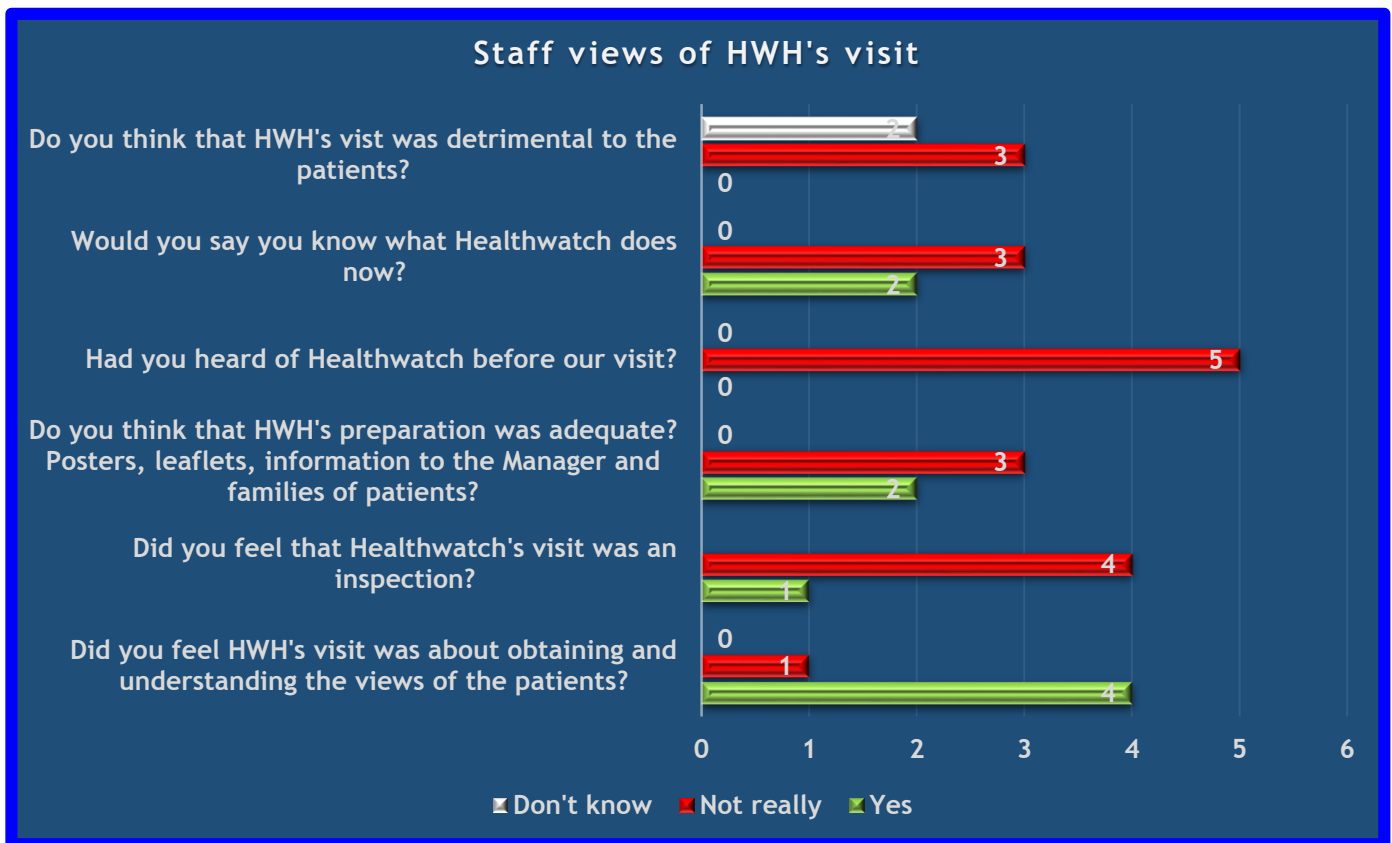
		- doctor - but got it sorted	
When I ask a question I want the answer today	Can express concerns	Things listened to and sorted, staff listen to the way I like to do things and respect if any comment made to do things differently	Yes, got reasonable ability

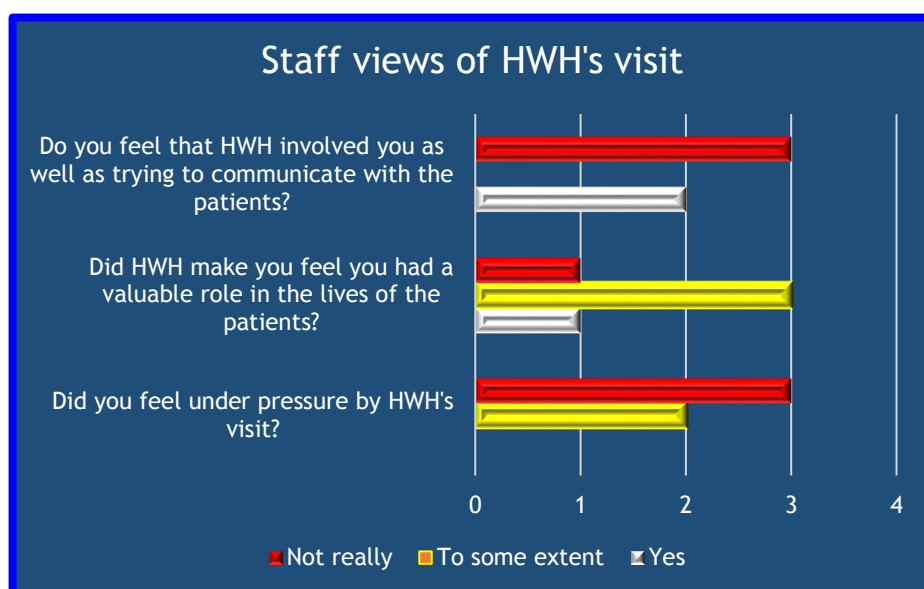
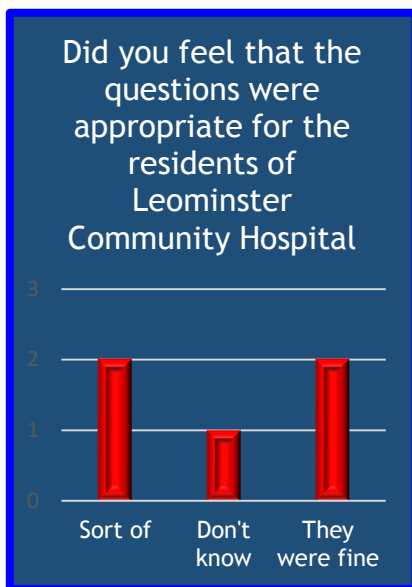
### Additional findings

Authorised representative made the following observations:

- All areas of the hospital visited were very clean and the staff were friendly and helpful. The Health Care Assistant who helped by taking notes was very knowledgeable and it was obvious from the patients' reaction that they all liked her and respected the work she did.
- When the physiotherapist arrived in the ward there was a very positive reaction to her arrival and a great deal of friendly banter and laughter from the patients. They seemed happy to go for their exercises.
- A few times I noticed Health Care Assistants feeding or helping patients to drink, and I noticed one took away a pear and then returned with it cut up into small pieces for one of the patients. When the meal was brought out there was time made to cut up one person's vegetables and another person was being fed with her food.
- All my interactions with patients were positive and they made comments like "we don't want leave; it is like a first class hotel" and "if you have to be in hospital then this is the best place to be". The Forget me Not flower on the bed head was useful.
- Overall this seemed a very warm and friendly environment and care was taken to support all patients in their needs.

### Leominster Community Hospital Staff's views of HWH's Enter and View Visit





The staff who had answered they didn't know about the question qualified their assertion by saying that they had not seen the topics of discussion put to the patients which has been noted for further Enter and View visits.

## Recommendations

From the information we gathered from half the cohort of patients present in Leominster Community Hospital on 27<sup>th</sup> November 2014, no trends were identified from which we could make recommendations for improvements.

On the other hand, the comments were so complimentary that we would like to recommend that Leominster Community Hospital is identified as delivering best practice with regard to the 10\* Dignity Principles. We reiterate our statement that this is a snapshot view of service delivery in a four hour period on 27<sup>th</sup> November 2014.

## Leominster Community Hospital Response

'Healthwatch enabled our patients to voice their opinions, concerns and feel valued providing the team with insight into what it is like to be a patient at Leominster Community Hospital.

The increasing number of patients who are frail and/or suffering with dementia in our Community Hospitals, raises concerns of increased patient vulnerability and highlights the necessity for all staff to be equipped with the right skills to ensure compassionate and dignified care.

As a Community Hospital Sister this visit has provided me with the reassurance that my team possess these necessary skills and show empathy providing high quality personalised patient care. This has instilled both my Ward Sister and I with confidence, trust and a sense of pride.

As Lead Nurse for Community Hospitals accountable for clinical performance on four sites, Healthwatch will be able to ascertain where best practice is delivered and highlight any areas for improvement, based on valuable feedback from our patients. Ensuring that patients have a voice will ensure the delivery of safe high quality patient care enabling issues to be raised from ward to board.

I would like to thank you for such an enjoyable visit and such complimentary feedback and thank you on behalf of our patients and staff, for being that extra pair of eyes and ears.'



# Enter and View

## Thursday 27<sup>th</sup> November 2014

Healthwatch Herefordshire is visiting on 27<sup>th</sup> November in order to ask Patients what they think of the service provided at Leominster Community Hospital.

We want to establish where best practice is being delivered in Herefordshire, or where improvements could be made.

We would like to invite patients' families, friends and carers to take part in this visit, assisting your loved ones to voice their opinions. Everyone's views are important, so please help us get an overall picture of the service at Leominster Community Hospital.

[www.healthwatchherefordshire.co.uk](http://www.healthwatchherefordshire.co.uk)  
[val@healthwatchherefordshire.co.uk](mailto:val@healthwatchherefordshire.co.uk)





Leominster Community Hospital, South Street, Leominster, Herefordshire HR6 8JH

T: 01568 614211

Thursday 27<sup>th</sup> November 2014

<b>Healthwatch Personnel</b> <ul style="list-style-type: none"> <li>Gwyneth Gill, Board Member</li> <li>Val Javens, Community Engagement</li> <li>Clair McNally, Strategy and Policy</li> </ul>	<b>Volunteers</b> June Emberton Marcus Allen	<b>Reserves</b>  <b>Gareth Gwenlan Volunteer</b>
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**Programme**

Time	Personnel	
<b>9.40 Arrive Leominster Community Hospital - meet very briefly with Sarah Holliehead</b>	Arrive Leominster Community Hospital - Healthwatch personnel meet Community Hospital Sister, Sarah Holliehead	<b>Meet Sarah Holliehead</b> , to make introductions, to reinforce we are engaging not inspecting, induction regarding fire and any other issues we might need to know of, then HWH personnel meet together for briefing. Emphasise that if advised to depart in order that service continues unhindered, take advice and depart.
<b>9:45 - 10:30 Healthwatch Briefing</b>	Gwyneth Gill Val Javens Clair McNally June Emberton Marcus Allen	<b>Pre-meet to discuss:</b> <ol style="list-style-type: none"> <li>Overview of Home resulting from Val's visit on Monday 17<sup>th</sup> November</li> <li>Approach, methodology, how we use questionnaires</li> <li>Flexible approach when asking questions</li> <li>Specific guidelines, safeguarding, div &amp; equal and confidentiality</li> <li>Establish - refer direct to Sarah if not sure of anything</li> <li>Split team into two teams - 2 and 3</li> <li>Who is going where - to which Ward</li> </ol>
<b>10:30 - 12:00</b>	Healthwatch Team 1 <b>Minster Ward, Leominster Community Hospital</b>	<b>Minster Ward, Leominster Community Hospital</b> Using questionnaires as basis of discussion but as basis of obtaining answers to 10* Dignity challenge
<b>10:15 - 12:00</b>	Healthwatch Team 2 <b>Easton Ward, Leominster Community Hospital</b>	<b>Eaton Ward, Leominster Community Hospital</b> Flexible approach, have questionnaires but if deemed impossible to use, observe and make notes based on 10* Dignity Challenge on stationery provided
<b>12:00 - 12:30</b>	<b>HWH teams meet Flexible</b>	<b>Meet in meeting room to discuss findings, if any difficulties, if all going well, however, teams carry on engaging with Patients</b>
<b>12:30 - 13:15</b>	<b>Lunch with residents</b>	<b>Observations based on 10* Dignity - keep alert at all times - make observations especially with relatives - try to note down without 'taking notes'</b>
<b>13:15 - 13:45</b>	Team's Debrief	<b>Debrief</b> <ul style="list-style-type: none"> <li>Meet in private meeting room</li> <li>Ascertain whether there are any issues which need to be raised with the Sarah Holliehead outside the Enter and View analyses. Decide, note on these will be taken forward.</li> <li>Decide whether we need to ask for action plan for recommendations, re-visit, re-meet with any specific concerns about Leominster Community Hospital</li> </ul>
<b>13:45 - 14:00</b>	Meet with Community Hospital Sister	<b>Meet with Community Hospital Sister - alert Community Hospital Sister to any untoward findings, thanks, advise about decision regarding recommendations, action plan, re-meet, re-visit. Outline feedback from Home required.</b>
<b>14:15</b>	Healthwatch Personnel	<b>Depart</b>

### Community hospitals

WVT have four modern and comfortable community hospitals and a rehabilitation centre.

It is important that patients are transferred or discharged from the County hospital as soon as possible after they have been assessed as clinically fit to leave. More beds in this busy hospital will then be available for the most seriously ill patients. It also reduces the risk of problems returning to normal independent routine.

### What do community hospitals do?

Community Hospitals provide ongoing medical care and rehabilitation to help recovery when patients have had treatment at Hereford County Hospital or another hospital but are not well enough to go home. The Hillside Centre in Hereford also provides rehabilitation.

### Choice of community hospital/rehabilitation centre

There are three community hospitals within Herefordshire provided by Wye Valley NHS Trust, Bromyard, Leominster and Ross-on-Wye. Whenever possible WVT try to transfer patients to a Community Hospital/Rehabilitation Centre of their choice that meets their needs.

### What will happen when patients move to the community hospital?

Ward staff will make all the arrangements for a Patient's move. Hospital staff will collect patients from the ward and arrange for them to wait in comfort for hospital transport to pick them up.

#### *Friends and Family Test*

The Friends and Family Test is a simple question that patients are asked about the care they have received. The test is a way of gathering patient feedback and driving improvement in NHS hospital services across the country. [To find out more about the Friends and Family Test click here.](#)

#### *Dementia care*

There are currently 800,000 people diagnosed with dementia in the United Kingdom. Every day in an acute hospital approximately 60 to 65 percent of inpatients will be suffering with dementia, confusion and/or delirium.

At Wye Valley Trust, there is a skilled multidisciplinary team who aim to improve the care and experience for both patients and carers.

Wye Valley Trust has a number of initiatives in place to raise awareness amongst their staff of the signs and symptoms of dementia so that they can provide the best possible care for patients. To find out more, [visit our dementia care page.](#)

### Directions

From Hereford, Hereford, UK

13.3 mi- about 24 mins

1. From Bath St at the roundabout, take the 3rd exit onto Edgar St/ A49	0.5 mi
2. At the roundabout, take the 1st exit onto Newtown Rd/ A49	0.2 mi
3. At the roundabout, take the 2nd exit onto Holmer Rd/ A49	0.6 mi
4. At the roundabout, take the 2nd exit onto A49	7.6 mi
5. At the roundabout, take the 1st exit onto Hereford Rd/ B4361	
Continue to follow B4361	
Destination will be on the right	13.3 miles

Parking is available at the Hospital but it was full when I met with Sarah on Monday. I parked on the road opposite the hospital, as the big car park for the College is Permit Only.

**Phone numbers:**

Leominster Community Hospital	01568 614211
Val personal	07779 243122
Val Work	07904 588164