

## Enter and View Report

Children's Unit,  
Royal Blackburn Hospital



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Healthwatch Blackburn with Darwen

Visit: Tuesday 14 March 2018

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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	East Lancashire Hospitals NHS Trust Royal Blackburn Teaching Hospital Haslingden Road Blackburn BB2 3HH
Service Provider	Children’s Unit
Date and Time	Tuesday 13 March 2018 2pm - 3.30pm
Authorised Representatives	Sharon Hardman (Lead), Saliha Bax, Abbie Kearney, Ellie Fitton and Liam Byron
Representatives from East Lancashire Hospital Trust	Munir Rasul - Patient Experience Team and Fahima Akleria - Apprentice for the Quality & Safety Unit
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH <a href="mailto:sharonhardman@healthwatchbwd.co.uk">sharonhardman@healthwatchbwd.co.uk</a> 01254 296080
Matron	Tina Webb

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the children and young people, parents/guardians/family members and staff of the Children’s Unit for their contribution to the Enter and View visit and for making us feel so welcome during the visit. Thank you to Munir Rasul and Fahima Akleria who joined us for this Enter and View visit from East Lancashire Hospital Trust. We would also like to thank Matron Tina Webb for encouraging staff to complete our staff questionnaires. Thank you to our trained Enter and View authorised representatives for their contributions, especially our Amplify young people volunteers from Darwen Aldridge Enterprise Studio School.

### 1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all children and young people, parents/guardians/family members and staff, only an account of what was observed and contributed at the time.

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## 2 What is Enter and View?

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Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

### 2.1 Purpose of Visit

 To capture the experiences of children and young people, parents/guardians/family members and staff at the Children's Unit at Royal Blackburn Hospital.

## 2.2 Research Methodology

This was an unannounced Enter and View visit. We approached the Matron before we spoke to anyone in the Children's Unit and followed her advice when she said that there were no children and young people, parents/guardians/family members who should not be approached due to their inability to give informed consent, or due to safety or medical reasons. The Matron asked her staff team to complete our staff questionnaires during our Enter and View visit.

Authorised Enter and View representatives completed questionnaires with 5 children and young people at the Children's Unit. Topics such as patient experience, choices, environment and suggestions for changes were explored. Parental/guardian consent was requested before any children and young people completed our questionnaires. One parent/guardian was happy for their son/daughter to complete the questionnaire and requested that their experiences were not shared in this report, which Healthwatch Blackburn with Darwen respected.

Our visit was also observational, involving authorised Enter and View representatives walking around the public/communal areas and observing the surroundings to see how the children and young people and parents/guardians/family members engaged with staff members and the facilities. An observational checklist was prepared for this purpose.

We spoke to 5 children and young people, 13 parents/guardians/family members, 7 staff members and undertook 5 observations.

## 2.3 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at the Children's Unit, Royal Blackburn Hospital on Tuesday 13 March 2018 at 2 pm to 3.30 pm to collect views directly from children and young people, parents/guardians/family members and staff on their experiences of Children's unit. We spoke to 5 children and young people, 13 parents/guardians/family members and 7 staff members and undertook 5 observations.

## The key findings are:

- 🌱 All of the children and young people, parents/guardians/family members felt the Children's Unit met their son/daughter/relatives specific individual needs.
- 🌱 All of the children and young people said that the staff were very good, responded quickly to them, treated them with dignity and respect, were friendly and helpful and found the information that they received from the staff useful.
- 🌱 All of the parents/guardians/family members and staff described the Children's Unit as good, very good or excellent.
- 🌱 All of the parents/guardians/family members said that they would be able to approach the staff with any concerns and be confident that they would be listened to.
- 🌱 All staff said that they had an appraisal every 12 months.

## Recommendations are:

- 🌱 **Recommendation 1:** To supply blankets or fans to ensure mixed responses from children and young people and their families about temperature are acted on.
- 🌱 **Recommendation 2:** To find a suitable more prominent location for the notice board with all the staff members and their photographs.
- 🌱 **Recommendation 3:** To increase children and young people's awareness of other food choices if they don't want what is on offer.

East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in regard to all recommendations by 31 December 2018.

## 2.4 Results of visit

### Children and young people's views on the patient experience

The majority of children and young people described the Children's Unit as good or very good, with one child/young person describing their experience as average. All of the children and young people said that drinks were available during the day. Two thirds of children and young people said that there was internet access on the Children's Unit, one third of children and young people said that

this was not available. All of the children and young people said that their parents/guardians could stay overnight with them on the Children's Unit. Two thirds of children and young people had not seen a Play Therapist, whilst one third of children and young people said that they had seen a Play Therapist. None of the children and young people we spoke to had attended the school/education environment at the Children's Unit.

When we asked children and young people what they liked about the Children's Unit comments were "there is a TV" and "atmosphere." When we asked children and young people what changes they would like to see in the Children's Unit the most popular comments were about blankets with "better blankets" or "blankets at night" requested. Other changes suggested were "better food."

### **Children and young people's views on choice of meals**

Two thirds of children and young people said there was a choice at mealtimes, one third of children and young people said there was not a choice at mealtimes. There were mixed responses from children and young people about being aware that they could have something else if they did not want the meals on offer with some children and young people knowing about this and other children and young people unaware. There needs to be an increase in children and young people's awareness of other food choices if they don't want what is on offer.

### **Children and young people's views on staff**

All of the children and young people said that the staff were very good, met their specific needs, responded quickly to them, treated them with dignity and respect and were friendly and helpful. All of the children and young people found the information they had received from staff helpful.

### **Children and young people's views on the environment**

All of the children and young people said that the Children's Unit was clean. Three quarters of children and young people said that the lighting was suitable and that the temperature at the Children's Unit was appropriate, whilst one quarter of children and young people said the lighting and temperature was not to their satisfaction. All the children and young people said that the floors on the Children's Unit were in good condition. Two thirds of children and young people said that the Children's Unit was well maintained and decorated to an acceptable standard, one third of children and young people did not feel the Children's Unit was well maintained and decorated to an acceptable standard.

### Parents'/guardians'/family members' views on the carers' experience

All of the parents/guardians/family members described the Children's Unit as good, very good or excellent. Most of the parents/guardians/family members said when visiting they could eat with their son/daughter/relative if they wanted to, two parents/guardians/family members said this option was not available to them.

When we asked parents/guardians/family members what they liked about the Children's Unit the most popular comments were about the staff for example, "Friendly staff, lovely ward" and "Staff are approachable and nice." One parent/guardian/family member said, "Some nurse without respect for parents. One nurse was singing all day very loud and when I asked her to stop, she said only you don't like that I am singing! So she did not stop it. In hospital it should be quiet. Our kid's ill and we are in stress here." Two parents/guardians/family members commented positively about the cleanliness and tidiness of the Children's Unit. Other comments from parents/guardians/family members covered a variety of issues including "accessibility and facilities for parents and parents to be able to sleep/eat together", "informative play area and dvds, children's play resources", "involving the child", "light and airy" and "atmosphere."

When we asked parents/guardians/family members what would improve the experience of the person they cared for in the Children's Unit the most popular comments were mixed feedback about the temperature for example, "the temperature too high, too warm here" and "temperature on ward at night, offer blankets." Other responses from parents/guardians/family members covered a wide variety of issues including "more for playroom", "more choice of meals", "more staff numbers", "private room", "free kids movies" and "not clean, in toilets not nice smell!" One parent/guardian/family member commented, "multiple needle pricks to get blood tests. A more efficient method would be appreciated." Another parent/guardian/family member said, "Great grandson very happy."

### Parents'/guardians'/family members' views on staff

Most of the parents/guardians/family members said that the staff were good, very good or excellent with one parent/guardian/family member saying that their experience of the staff was average. All of the parents/guardians/family members felt the Children's Unit met their son/daughter/relative's specific individual needs. The majority of parents/guardians/family members were treated with dignity and respect, however, one parent/guardian/family member responded "sometimes". All of

the parents/guardians/family members said that they would be able to approach the staff with any concerns and be confident that they would be listened to. One parent/guardian/family member had not been provided with any information about the person they cared for in the Children's Unit, whilst all the other parent/guardian/family members said that they had received this information. Two thirds of parents/guardians/family members said that they were involved in the discharge planning of the person they cared for, one third of parents/guardians/family members said that they were not involved in the discharge planning.

### Parents'/guardians'/family members' views on the environment

The majority of the parents/guardians/family members said that the Children's Unit was clean, however one parent/guardian/family member said that this department was not clean. All of the parents/guardians/family members said that the lighting on the Children's Unit was suitable. Nine parents/guardians/family members said that the ward was at the correct temperature. According to four parents/guardians/family members the Children's Unit was not at the correct temperature and with two parents/guardians/family members commenting it was "too hot" and one parent/guardian/family member saying it was "cold at night." One parent/guardian/family member said that the floors in the Children's Unit were not in good condition, whilst all the other parents/guardians/family members said that the floors were in good condition. All of the parents/guardians/family members we spoke to said that the Children's Unit was well maintained and decorated to an acceptable standard.

### Staff Views

All of the staff rated the Children's Unit as very good or excellent. The most popular comments from the staff were about the "excellent team working" and "our Children's Unit is excellent, we work as a team." Other comments included "Patient safety, communication, patient clinical needs. Patient dietary needs. Supporting families. Supporting parents taking into account their needs for the duration of their stay" and "everyone is very friendly. Staff are very helpful." 83% of staff said that they had enough time to engage with children and young people. The two most popular current examples of patient centred care were one to one care with patients and checking/engaging with patients every hour. Another example of patient centred care was "individualised care plans to ensure each patient's needs are met."

The most frequently reported date for the last training and development opportunities for staff was March 2018. Members of staff said that they had undertaken training and development in venepuncture/cannulation training, APLS and currently participating in dissertation course for degree in Nursing. All staff said that they had an appraisal every 12 months.

### Manager's Views

The current staffing structure in the Children's Unit is 1 Ward Manager, 1 Matron, 1 Practice Educator, 19 Sisters, 57 Staff Nurses, 5 Play Leaders, 9 Health Care Assistants, 1 Housekeeper, 5 Ward Clerks and 3 Domestics. At the time of our visit there were 32 in-patients in the Children's Unit. Current issues/concerns on the Children's Unit are "nowhere outside for children to play" and "lack of Tier 4 beds to escalate children with mental health problems." Suggested improvements to the Children's Unit were "somewhere outside for children to play and if we could change the layout of the ward we would like an area for adolescents to be nursed away from young children and babies. However this is restricted by the structure of the building."

## 2.5 Additional Findings

### Observations from Enter and View authorised representatives on external access and appearance

The signage on approach to Children's Unit is clearly labelled. The external environment is nice and clean outside. There is a bus stop nearby. Car parking is available for visitors with clearly marked disabled car parking spaces. There is also a disabled ramp. There were a lift and stairs available to access the Children's Unit. We were not asked to sign in on entry to the Children's Unit. Sanitising hand gel was available on entry.

### Observations from Enter and View authorised representatives on reception area and ward

Signage around the reception desk was clear. The latest CQC report was displayed at the entrance of the Children's Unit. The staffing board was accurately completed with the correct date displayed, the Nurse in Charge Today with the number of patients on the Children's Unit recorded and the number of Registered Nurses, Nursing Assistants on the early shift, the late shift and the night shift displayed. There were also separate whiteboards for each of the three sections of the Children's Unit providing further information on staff such as recording the bleep holder, names of staff and students on duty. Another noticeboard provided information about The 6C's (Care, Compassion,

Competence, Communication, Courage and Commitment). An East Lancashire Staff Award 2017 certificate was displayed for the Paediatric Play Team achieving 100% compliance in Core Skills Training.

There were a wide variety of wall displays and useful information displayed in the Children's Unit that were relevant to children and young people such as Tell us what you think! What is pants about the ward and what is top about the ward and the Healthier Snacking Show wall display. There was a poster about NHS England Youth Forum asking young people to be represented, involved and have their voice heard across the NHS with a wide variety of methods for young people to find out if there is a youth forum near where they live and share their views. We were informed that the Healthwatch and Amplify leaflets were displayed in a room that was being used privately, which we were unable to access during the Enter and View visit. On the walls at the Children's Unit were a variety of images such as Peter Pan characters and themed pictures. The impression of Children's Unit was calm, friendly, caring and professional.

### **Observations from Enter and View authorised representatives on staffing**

All the staff talked to the children and young people respectfully and were very friendly and helpful throughout our visit. All the staff looked well-presented in their uniforms with their ID badges clearly displayed. There was a notice board of all the staff members with photographs inside a small room. The staff were looking to move this information out of this room and into a more prominent position in the Children's Unit. Healthwatch Blackburn with Darwen are aware that the Trust is currently reviewing information that should be displayed at the entrance of every ward.

### **Observations from Enter and View authorised representatives on additional facilities**

There was a disabled toilet accessible with handwashing and drying facilities, an emergency cord and support arm for the toilet. There was no evidence of British Sign Language Support facilities. Language Line translation service was available. The ward was dementia friendly as it was on one level and there were dementia friendly signs for toilets and a dementia friendly clock.

## 2.6 Recommendations

**Recommendation 1:** To supply blankets or fans to ensure mixed responses from children and young people and their families about temperature are acted on. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

**Recommendation 2:** To find a suitable more prominent location for the notice board with all the staff members and their photographs as part of the work that the Trust is undertaking on reviewing information that should be displayed at the entrance of each ward. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

**Recommendation 3:** To increase children and young people's awareness of other food choices if they don't want what is on offer. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

## 2.7 Service Provider Response

Comments received from East Lancashire Hospitals NHS Trust on Monday 30 April 2018 are:

### TRUST RESPONSE

#### **Re: Response to Healthwatch Blackburn with Darwen Enter & View report for the Children's Unit at Royal Blackburn Teaching Hospital**

The results of the Enter & View visit were given to Meg Davey, Assistant Director of Patient Experience for East Lancashire Hospitals NHS Trust.

“Healthwatch Blackburn with Darwen volunteers and staff are thanked for the work undertaken to support the Trust in highlighting positive findings from patients, carers and families, as well as highlighting areas for improvement.

It was a pleasure to welcome the Healthwatch Blackburn with Darwen team for their visit to the Children's Unit on 14 March 2018. We take all feedback very seriously and constantly strive to ensure all our patients and relatives have a good experience when using the Trust's services and will be taking on board all the comments received.

We were delighted to receive such excellent feedback and, in particular, we are extremely proud to hear that all of the children and young people who were spoken to reported that the staff were very good, responded quickly to them, treated them with dignity and respect, and were friendly and helpful.”

The findings have been shared with the Senior Nursing Team for the Children's Unit and the following action plan developed in response to the specific recommendations made.

[Healthwatch Blackburn with Darwen Enter and View Report](#)

[Action Statement - Children's Unit, Royal Blackburn Hospital April 2018](#)

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible	RAG
1.	Concerns regarding ward temperatures	Blankets are available for children / families to increase their comfort and prevent them from feeling cold	Housekeeper and staff	Cheryl Fitzgerald	Green
		If children and their families are feeling too warm, we ensure that the windows are open and offer extra cold drinks to help in warm weather (Unfortunately fans are not permitted on the ward due to infection control issues)	Ward manager	Cheryl Fitzgerald	Green
2.	Suitable display of staff photos	A display of nursing staff photographs will be displayed on the ward for children and families Play staff to arrange display "Welcome to the ward, meeting our team" 😊	Play staff	Cheryl Fitzgerald	Amber
3.	Awareness of food options	All children will be given 'child friendly' menus to order their meals from, or if there is nothing on the children's menu they like, they can choose from the adult menu.  Children are asked about special food requirements and we try our best to cater for each child's choices	All staff	Cheryl Fitzgerald	Green

## 2.8 Distribution List

This report will be distributed to the following:

-  Blackburn with Darwen Borough Council Public Health
-  Blackburn with Darwen Borough Council Adult Social Services
-  CQC
-  Healthwatch England
-  CCG Blackburn with Darwen

## 2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address:

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