



# Revisit of the 2017 Young Patient's Voice at Royal Blackburn Hospital Children's Ward Project



Healthwatch Blackburn with Darwen  
2019/2020



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## About Healthwatch Blackburn with Darwen

Healthwatch gives people a powerful voice locally and nationally. At the local level, Healthwatch BwD helps local people get the best out of their local health and social care services.



Whether it's improving them today, or helping to shape them for tomorrow, Healthwatch Blackburn with Darwen is all about local voices being able to influence the delivery and design of local services.

Healthwatch was created under the Health and Social Care Act, 2012. We are part of a network of local Healthwatch organisations which help to ensure that the views and feedback from patients and carers are an integral part of the design and delivery of local services.

Find out more at: [www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)

### Acknowledgements

Amplify volunteer Iman Nazim for carrying out an observation of the ward from a young person's perspective and for carrying out questionnaires with young people and families on the ward.

Patients and families who kindly shared their views and experiences with us.

Helen Campbell, Matron for Paediatrics Family Care Division, East Lancashire Hospitals NHS Trust for her time and providing an update on the 2017 recommendations.



### Executive Summary

#### 2016/17 Patient's Voice at Royal Blackburn Hospital Children's Ward Project

In 2016-2017 Healthwatch Blackburn with Darwen and Healthwatch Lancashire were invited to help East Lancashire Hospitals Trust to gather feedback from children and young people being treated on the children's ward at Royal Blackburn Hospital; as often parents or carers complete the Friends and Family Test questionnaire from their own perspective as parents, or on behalf of their children.

#### Aim of 2019/2020 visit

In this project we have revisited the recommendations & service provider responses from the 2016/17 report and Healthwatch Blackburn with Darwen's Enter and View of the Children's Ward Report in May 2018 to determine whether changes have been considered further and implemented.

To fulfil the aim of the project, Healthwatch Blackburn with Darwen spoke to the Matron of Paediatrics Family Care Division, Helen Campbell, to gain an update on recommendations made in the 2016/17 report and one of our Amplify volunteers, Iman Nazim, carried out an observation of the ward and spoke to young people and families on the ward to gather their feedback with the support of a Healthwatch representative.

#### Key Findings

There has been good progress on recommendations made by Healthwatch Blackburn with Darwen and Healthwatch Lancashire in the 2016/2017 report. Key areas of improvement noted are the environment on the ward, making it more 'young person friendly' with pictures and a new outdoor play area and a calmer environment, particularly at night. Similar to the 2016/17 report, young people and families interviewed found the staff friendly and supportive.

Two recommendations that have not been addressed in full by the Children's Ward team are the suggestion of separate accommodation for older children and a better food offer. The accommodation recommendation would require additional staffing and would need to be culturally sensitive therefore this would need a longer term plan. Based on feedback received on the Ward, there are still improvements required to the quality of food provided, however the Ward staff are currently exploring healthier options for young people.



### Observation of the Children's Ward 30/9/2019 by Amplify Volunteer Iman Nazim

#### Interactions of staff with young people

Staff were quick to support young people on the ward and very effective. One teenage boy started vomiting in the waiting room when we arrived on the ward, but the staff were quick to help him and did not make a big issue of it. Throughout the ward, the nurses seemed very caring towards the young people and were positive in their interactions.

#### Dignity and Care

Staff on the ward were respectful towards the young people, giving them privacy within the bays and respecting patient confidentiality. When the boy who was sick went to the bathroom, the nurse respected his privacy, asking his permission to enter the bathroom to check up on him.

#### Response Times

The staff appeared to respond quickly to young people who needed attention on the ward. They were also responsive to issues raised by young people and parents to the best of their ability, providing a blanket to a child who was cold on the ward and bringing a range of games to a boy who was unable to leave his bed.

#### Atmosphere

The overall feeling in the ward was a sense of calm but also very child orientated. There are bright pictures on the walls throughout and plenty of toys, games and books on offer for young people to play with. The play area was fun, colourful and allowed for great interaction between children and their parents. It also had a soft play area and the new outdoor space was bright and had a lot of fun adventure play equipment. One nurse we spoke to told us that young people who cannot play around others due to risk of infection were given slots in which they could play outside on their own so that they did not miss out on fun activities. The ward was well lit and a radio on low provided positive background noise.





### Feedback from Young People and Families on the Ward

A Healthwatch representative and the Amplify volunteer spoke to four young people and their family members whilst visiting the ward. Their feedback is summarised below.

#### What Do Young Enjoy Most on the Children's Ward?

"It's really quiet and relaxing on the ward"

"The play room is good and the play area outside is great! There are plenty of toys and books on offer."

"The staff are really flexible around my child's needs"

#### What Activities Do You Enjoy on the Ward? Is there Anything Else You Would Want on the Ward?

"I really like the board games, books and games outside"

"They give me a good range of games for the Xbox"

"I wish there was more choice on the TV, you have to pay for movies".

#### How Do You Find the Food on the Children's Ward?

"The food is good".

"The choice of food is ok but the quality is poor."

"I end up buying food from outside and bring it in for my child."

"It's not the same as at home but it's ok."

#### How Do You Find the Environment on the Ward?

"I find it nice and calming."

"I like that they turn off the lights at night and put the lamps on."

"It can be noisy at night when staff bang the doors".

#### What Do You Think of the Staff on the Ward?

"They're brilliant!"

"They're really nice and supportive"

"They're really friendly".

"Overall they're really good but I have had problems with some of the night staff not knowing information about my son which they could have found in his notes and sometimes being dismissive of my views, but I know they can be stressed."



**Is There Anything That Could be Improved?**

“The TV is supposed to be free until 8pm but it is only free till 7pm”.

“There are not many options for channels to watch on the TV, you have to pay to watch movies”.

“In the evenings you can buzz for attention for a long time but I know that the staff are pressured.”

“If they made blankets available straightaway instead of having to ask for them that would be good. More toys for older children would be good.”





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	<p>regular entertainment.</p> <p>The staff are committed to exploring options to create a space where young people have a separate area and provide a wider range of age relevant information. This will include magazines, books, information to sign post young people to different services for help and advice.</p> <p>An exciting project is underway to create a large outdoor area, where there will be play facilities, sensory areas and an area where young people can spend time.</p>	April 18	
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<p>To explore issues raised with the quality or supply of available bedding and comfort of beds - response provided that new fitted sheets have been purchased which children and parents have said are much softer and more comfortable.</p>	<p>Completed June 17 however HW BwD report in May 18 highlighted the need 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.</p>	<p>Dec 18</p>	<p>The age of the building is a problem and although the rooms are temperature controlled the rooms can often be very warm at night. The beds are made up just with sheets but blankets can be provided. The fitted sheets have been a great improvement. A mattress replacement programme is ongoing at present.</p>
<p>To explore how noise levels can be minimised, particularly at night</p>	<p>The unit is extremely busy with children being admitted 24 hours per day. Every effort is made to keep noise to a minimum particularly at night and staff try not to wake children unnecessarily, however, children may need medicines and treatment at different time throughout the day / night.</p>	<p>End August 2017  End December 2017</p>	<p>Eye masks, ear plugs and lavender are now available to all patients to help get a good night's sleep. Doors on the rooms are kept shut and the main lights are turned off at night with nightlights available for patients. The timing of medications is always an issue with staff having to enter rooms at night to provide this.</p>



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	<p>The play team are holding a poster competition about reducing noise at night and the winner will receive a prize and have their poster displayed on the ward to remind everyone about the importance of reducing noise.</p> <p>Staff are exploring options to provide 'noise reduction kits' for young people to include eye masks and ear plugs.</p>	January 2018	A radio is kept on at a low level during the day which provides a calming background noise.
To explore how the temperature of the ward can be made more comfortable for children & young people	<p>The unit is air conditioned however the temperature has to be kept at a level to accommodate all ages including babies. Windows do open to allow ventilation however there have to be restrictions to how wide the windows open to keep children safe.</p>	Ongoing	As mentioned above, the Ward is temperature controlled and the age of the building makes it harder to manage variations in temperature. We can however respond to patients' needs on an individual basis. We have fitted draught excluders and have a supply of fans for during the Summer.



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	<p>Staff communicate with the works department to request that the temperature is adapted at times when it may be too hot or too cold, as this sometimes happens depending on the temperature outside.</p>		
<p>To ensure the adult room is clean &amp; presentable</p>	<p>Cleanliness of the adults' room is monitored on a twice daily basis to ensure it is kept clean and tidy. A sign will be displayed in the room advising parents/ relatives who to contact if they have concerns about the cleanliness of the room.</p> <p>The adults' room was planned to be redecorated and the flooring to be replaced, this has now been completed and is much brighter and modern.</p>	<p>Completed End October 2017</p> <p>Completed August 2017</p>	<p>The room has been redecorated and is cleaned twice daily. We are looking to set up a space within the room to allow parents to make up bottles of milk for babies.</p>



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<p>To explore how children &amp; young people can be involved in the design &amp; décor of the ward to make it more appealing &amp; interesting</p>	<p>All the bays have different coloured feature walls. The issue of décor will be explored further with the children and young people to identify what they would like to see on the ward to make it more appealing and interesting.</p>	<p>End October 2017</p>	<p>In Burnley, the Children's Ward has a new mural and the play area has been redecorated. In Blackburn we are looking to develop a 'Who's Who Board' for young people so that they can identify staff more easily and know what their roles are.</p>
<p>To explore issues with the choice and quality of food</p>	<p>Since the engagement visits were carried out, a new teatime menu has been introduced on the Ward, this combines food from both the children's menu and adult menu and provides more variety and choice. The food is now served on the ward from a trolley so that individual portion sizes can be tailored to the age of the child. The new meals service will be reviewed and feedback obtained on the new menu and delivery.</p>	<p>Monitored monthly however May 18 report by HW BwD highlighted the need 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</p>	<p>There are two meal services on offer in the Ward. Children and families care for themselves at breakfast with cereal and toast. Children who are on the ward for a longer period of time will be offered cooked breakfasts from the restaurant. Lunch is sandwiches and fruit and in the evening a range of children's meals such as pizza, sausages, chips etc. We now also offer salads and have reviewed the soup and pizzas that are offered at mealtimes.</p>



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	<p>Staff will work closely with the children and their parents and the catering manager to ensure that all individual needs are catered for.</p> <p>Healthy snacks such as fruit have been introduced and are available 24 hours per day.</p>	<p>this regard by 31 December 2018.</p>	
<p>To ensure all dietary requirements are catered for &amp; these options are effectively communicated to both children &amp; young people, and their parents/carers.</p>	<p>All special diets are catered for and there is a Children's dietitian linked to the ward who can offer help and support. Staff ask about dietary requirements when children are admitted to the ward and there are notices displayed with regards to ensuring staff are made aware of food allergies or any special dietary requirements.</p>	<p>End October 2017</p>	<p>We work closely with the Children's Dietician linked to the Ward. Children with diabetes are supported by dieticians within the Paediatrics diabetes team at ELHT and young people with complex needs have their own dietician.</p>



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<p>To explore the option to increase the availability of free or discounted TV and to improve Wi-Fi access</p>	<p>Agreement has been made to extend free television access up to 8pm. Upgrade of Trust Wi-Fi access points to be carried out.</p>	<p>End November 2017 (PEGS team)  End November 2017 (PEGS team)</p>	<p>TV is now free up to 8pm. The facilities team have now reviewed Wi-Fi access on the ward and have approved for streaming to be made available.</p>
<p>To ensure the views and experiences of children and young people on the ward are gathered and heard within the hospital trust and used to inform changes and improvements</p>	<p>Staff will continue to encourage the children and young people to be involved in the friends and family feedback and completing the patient experience surveys to ensure their views are gathered and acted on. The play staff will continue to engage the children and young people in completing the 'Tops and Pants' feedback, drawing or writing suggestions for what is good on the Tops and what could be better on the Pants. We are continually exploring different ways of gathering children and young people's views.</p>		<p>Staff encourage children young people to be involved in the friends and family feedback and this is shared with staff. Completion rates of friends and family tests are at 50% for the ward. The play staff continue to gather feedback using 'Tops and Pants' and the Matron is looking into linking in with the NHS Youth Forum.</p>



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	<p>Staff will ensure that all this really important feedback and information is used to inform changes and make improvements in the Children's areas and the Hospital Trust.</p> <p>Children and young people's views and experiences are formally fed back through the Trusts Patient Experience Group, to ensure they are heard at every level of the organisation.</p>		
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