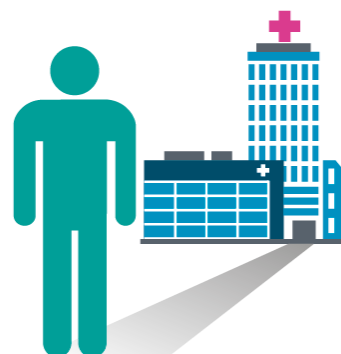


Royal Blackburn Hospital
Ward C5: January 2019

Enter and View Report: **Easy Read**

What is Enter & View?

We visit places that provide health (NHS) and Social Care services to hear what people think about them.



<p>We visit: (Enter & View)</p>	
	<p>Hospitals</p> <p>Doctors</p>
	<p>Dentists</p> <p>Pharmacies</p>
	<p>Residential Care & Nursing Homes</p>
<p>Healthwatch Blackburn with Darwen visited Ward C5 at Royal Blackburn Hospital in January 2019</p>	
<p>Ward C5 treats older people who are not well.</p>	

We found that Ward C5 sets a **good example of how to look after older people** who may also have dementia.



Familiar features make it better for patients who may be frightened about being in unfamiliar places.



There are schemes on the ward that help patients, carers and family members have a better experience whilst in hospital.



These are called:

Johns campaign

Butterfly Scheme

PJ Paralysis



Many patients and relatives, we spoke to **said that they liked Ward C5** and were **happy with the care.**

“The staff are brilliant”



“The ward and staff are very good. It’s a friendly place and the food is nice”.

People we spoke to **did not appear to know about the welcome booklet** that has helpful information for patients, family and carers when in hospital.

Welcome Booklet



A guide for patients, family and carers

Some carers and family members told us that they **would like it to be easier to get updates on their loved ones from ward staff.**



Some carers and family members told us that they were **unsure about the discharge planning for their loved one.**



? HOME

We share with the Hospital Trust what patients and family members have told us and make suggestions to help improve services.



The suggestions we made are:

1: Keeping relatives up to date about how their loved ones are doing.



2: Ensure patients and visitors **know about the welcome booklet**



Welcome Booklet



3: Make sure carers and family, are **included in planning for home** when their loved ones are ready to leave hospital.



What the Hospital Trust said:

Christine Pearson,
Director of Nursing,
said the Trust have
listened to what people
have said.



They are very happy about the nice things people told them.

The staff are brilliant

Thank you

They will look at where things could be better and tell Healthwatch BwD how they will do this.



They are going to check if the Welcome booklet is being given to people in hospital.



Welcome booklet

They will remind staff to give it out the Welcome booklet.



'Here you go' 😊 Welcome booklet

They will make it clearer what has been arranged at discharge.



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@HealthwatchBwD



your
voice 
 **counts**