



Enter & View Report

Fern & Samphire Wards,
St. Martins Hospital, Canterbury

23 August 2016

Report Details

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| Address | St. Martins Hospital, Canterbury |
| Service Provider | Kent & Medway Social Partnership NHS Trust |
| Date of visit | 23rd August 2016 |
| Authorised representatives undertaking the visit | Helen Stewart (Lead) Jenny Coombs |

Acknowledgements

Healthwatch Kent would like to thank everyone involved with this visit especially the patients we spoke to, our volunteers and the hospital staff for their support and contributions.

Disclaimer

Please note that this report only relates to what we observed during our visits. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time. Healthwatch Kent has undertaken four visits to mental health wards in Kent to date. This report details the findings following our second visit to St Martins in Canterbury to visit two wards which we were not able to enter on our previous visit.

Summary of Findings

- We observed a good relationship between staff and patients.
- Patients appeared relaxed and willing to participate in activities.
- We observed staff listening to patients and discussing ideas.
- The communal areas were bright, clean and provided a relaxing environment for patients. However some of the areas in the male ward were waiting for re-decoration.
- The staff we spoke to were proud of the facilities and the care they provided. They felt they were well supported by the management team.



What we saw

Fern Ward

Facilities

This ward is an older style building which was refurbished four years ago. Majority of the bedrooms are not ensuite, with shared bathing facilities on each bedroom wing, hence this ward is female only. There is a shared communal area with TV, shared restaurant area, with serving hatch from which meals are served. There are two activity rooms with a range of activities available. There is access to two garden areas, one of which is quiet, whilst the other provides some access to physical activity. There is a fully equipped medical room, used to deliver nursing or medical care to all the residents, which removes the need for them to be taken off site to receive medical care. There is a medicine room, which has private access, allowing residents to receive their medication in a dignified manner.

Visitors

Although there were no visitors during our visit, visitors are invited from 4 to 8pm each day, with a protected hour at 5-6, to allow the evening meal to be served. Access can be arranged at any other time with prior arrangement with the onsite staff.

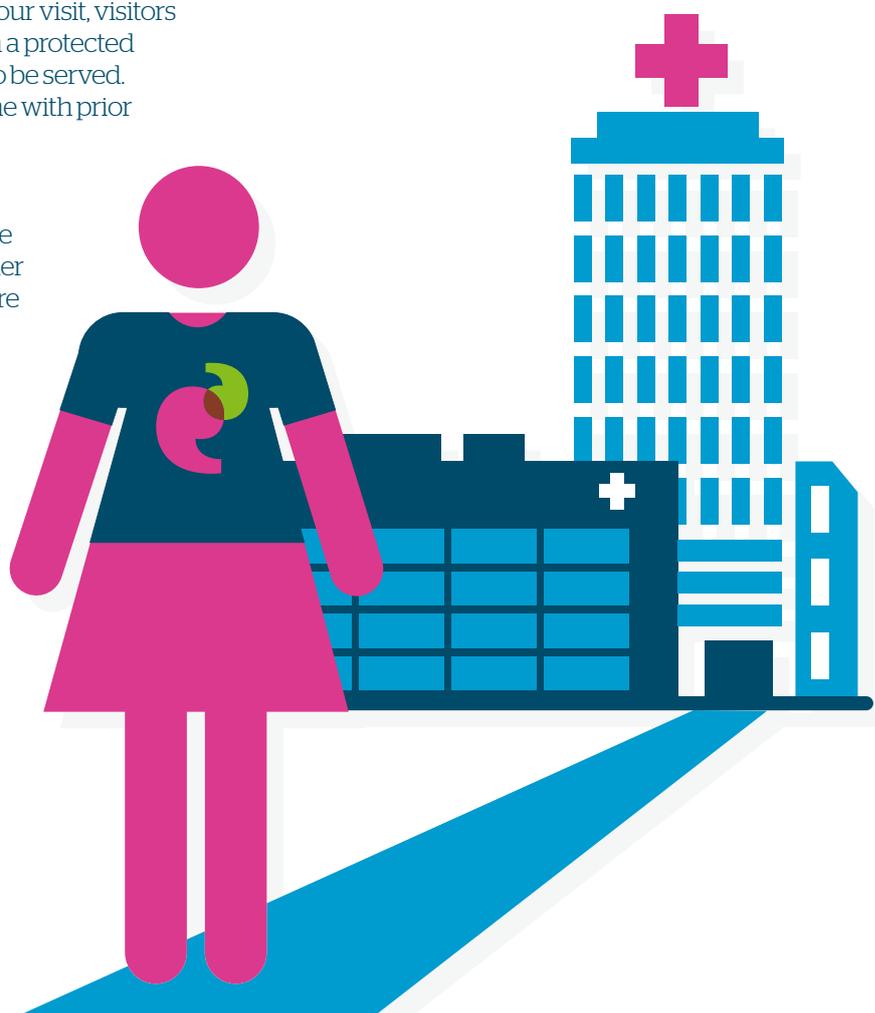
There is also a family room which can be used by visitors, as young children (under 18) are not allowed on the ward. There are 'calm rooms' alongside two calm areas, where residents can retire to should they need.

Information

There are numerous notice boards with a range of relevant and useful information.

Clearly displayed for residents and staff are expectation notices, stating what residents can expect of staff and what staff expect of residents. Alongside this there is a picture board, displaying 'My name Is', so residents have a clear picture of staff who appear within the many shift patterns that are in place. Next to this, there is a written 'Pen Picture' of each staff member, giving residents a feel of what the staff interests are and what their life is like. This supports the sharing they have in place for residents to share their lives whilst within the unit.

There is also a 'tree of life' where residents leave messages at various times during their stay in the ward.



What we saw **continued.**

Fern Ward

Activities

Every day there is a 'start of the day' meeting for all the residents, so that the activities planned for the day are discussed. Often planned activities are changed, as residents may not be well enough. There are cooking and supported visits into the town and local shops where appropriate. Access to the internet is provided to residents, but this is a monitored activity. Access to Facebook is not allowed, as that is often an area which the residents are unable to deal with effectively.

The Occupational therapists offer a wider range of activities such as going off site with the resident, purchasing food and returning back to the ward to cook a meal. These activities are part of the individuals care plan.

Residents are involved in the preparation of their care plan, having input and even to the level of writing parts of the plan. Where residents are not able to take part due to their condition, they are supported and at a later time become actively involved within their care plan.

There is a no smoking policy, but support is in place for residents, such as access outside to smoke and access to no smoking tools such as e-cigarettes.

Residents are supported to do their own laundry within the laundry room.

There is a weekly Community meeting between staff and residents, with minutes displayed on the notice board and updates on actions that have been requested by residents and delivered by staff.

There is an overarching 'Patient Council' which meets monthly. Residents from each of the four wards attend this council to discuss issues and changes with staff.

The bedrooms are of a reasonable size and clean. There is a handbook given to each new resident on arrival within their room. The handbook was full of information for the resident to read and use at a later date, as often on arrival they are distressed and upset and not in a position to take on board information as to how the ward works and what it means for them on a day to day basis.

Discharge of residents is supported by the Multi-disciplinary team process and usually takes place over a period of time with residents doing short accompanied home visits before being completely discharged with care provided at home by the Crisis Team or Community Team.

Residents

Whilst on Fern Ward we spoke to 3 residents who were calm, freely moving around the communal area and talked to us about what they had done that day. One resident was in bed under observation due to her being very unwell. Another resident was receiving one to one support whilst accessing the internet for her own purposes.

The morning activity had been completed (making a fruit salad) and some residents were off the ward with controlled access.

The staff were friendly, not only to us but also to the residents. The free flow of movement of both residents and staff demonstrated the calmness within the ward.

What we saw

Samphire Ward

Facilities

This ward is the same age as Fern Ward, with a slightly different layout in respect of the bedrooms. Again there are shared bathroom facilities, which result in being an all-male ward. The facilities in respect of lounge, dining, medical, medicine management and family are same / similar to Fern.

However, the men in Samphire have access to a small gym and have more physical games within the garden. There is also a greater range of musical instruments available. Staff did say that funding has been found to put some 'park gym' equipment within the female garden to enhance the access to physical activity in Fern ward.

Information

In comparison there are less notice boards in the male ward than the female ward, and a higher occurrence of re-decoration waiting for attention, for example, the area where the 'Tree of Life' should have been was waiting for plastering & decorating before the Tree of Life can be put back.

The reduction in notice boards is due to them being easy to be pulled from the wall by the male residents within the unit, often the outcome of an incident.

The male ward also has 'start of the day' meeting, with a planned programme of activities. A peer support worker was on the ward, this worker completes a range of activities across all four wards.

Residents

Whilst on Samphire ward we spoke to 3 residents. One resident spoke about how supportive the staff were, how they are helping him address his issues and move towards coping with his problems. They commented on the quality of food and the access to a range of activities.

Activities

During our visit an Occupational Therapist was taking a resident into town to complete a range of tasks, an activity which formed part of their care plan.

There were no visitors to residents during our time on the ward, so we are not able to provide any feedback form relatives or carers.

Therapeutic Programme

During our last visit, staff raised the challenge they faced in recruiting Registered Mental health nurses. This was not a problem unique to St Martins but was the case across the country. To address this a new model of care was being developed at the time of our last visit called Therapeutic Care.

This model is now in place and has increased the number of staff and also the activities available for patients in the evening.



Our Recommendations

Our visit emphasised the importance of a good relationship between patients and staff and a calm and relaxed environment for mental health patients.

The nature of this visit meant that we were not able to gather much in-depth feedback from patients. Those that we observed seemed calm and content.

We would make the following recommendations:

1. Work with St Martins to gather feedback from families and carers.
 2. Encourage St Martins to share with us the feedback they already receive from families and carers and explore other ways to gather feedback.
 3. Healthwatch to attend the next Carers Forum at St Martins Hospital.
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What is Healthwatch?

Healthwatch is the independent voice for local people. We gather and represent people's views. We have significant statutory powers to ensure that people are listened to and involved in the commissioning and delivering of services. One of the ways we achieve this is through Enter & View visits.

What is Enter & View?

Enter & View visits are conducted by a small team of trained Healthwatch volunteers. They visit health and social care services to talk to patients and understand their experiences. They then make recommendations if there are areas for improvement and highlight and share any best practice.

Enter & View is the opportunity for Healthwatch Kent to:

- Enter publicly funded health and social care service to see and hear people's experiences
- Observe how the service is being delivered
- Collect the views of patients, carers, families and staff
- Highlight and showcase best practice
- Share our findings with the public as well as the Care Quality Commission (CQC), commissioners, Healthwatch England and other relevant partners

Enter & View visits are usually announced, however if circumstances dictate we have the power to arrive unannounced.

Purpose of the visit

- Return to St Martins Hospital to visit Fern & Samphire wards as we were unable to visit them during our previous visit
- Talk to patients and staff to understand if their experiences had changed since our last visit

Strategic Drivers

We have an ongoing programme of improvement with the mental health trust (KMPT)

Methodology

This was an announced Enter & View visit.

St Martins Hospital provides acute intensive care in-patient services for adults with mental health problems who cannot be supported at home.

There are four wards.

- Fern Ward - 18 female beds for ages 18 to 65
- Samphire Ward - 15 male beds for ages 18 to 65
- Bluebell and Foxglove wards - 18 bedded mixed gender wards located in a new purpose built unit.

Bluebell and Foxglove were reviewed on the initial visit and are not discussed in this report.

A pair of trained Healthwatch Enter & View volunteers visited the service. This was a return visit so the volunteers were already familiar with the service.

We experienced significant challenges in arranging the logistics for this visit, however once the date was agreed all the staff were very helpful.

A prompt sheet was created rather than a formal questionnaire. Volunteers held short informal conversations with patients and where possible family members. We also spent some time talking to staff and professionals.

We explained to everyone we spoke to why we were there and left information about Healthwatch Kent.

All our observations have been shared with Trust and they were invited to respond to our findings. You can find a copy of their response at the end of this report.