



Enter & View Report

Wirral University Foundation Teaching Hospital

Dementia Environment

Service address: Arrowe Park Road
Upton
Wirral
CH49 5PE

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Acknowledgements

Healthwatch Wirral would like to thank Margie Davies, Matron for Dementia, who spent time showing and talking to us about the Dementia Environment within the Hospital.

Please note that this report relates to findings observed on the specific date and time of the visit. 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.

What is Enter and View?

Part of the Healthwatch Wirral's work programme is to carry out Enter and View visits. Local Healthwatch 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 local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential 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 use the service first hand.

1.0 General profile of the service that was entered and viewed.

Wirral University Hospital (Arrowe Park) is situated in Upton, Birkenhead and is one of the largest and busiest acute trusts in the North West of England. The hospital provides a full range of services over 2 sites (Arrowe Park and Clatterbridge) and also provides services in the Community. These services include,

- Accident and emergency services for adults and children
- A diverse range of acute and non-acute specialties
- Outpatients services
- Day surgery services
- Maternity and neonatal Services

2.0 Purpose of visit

Familiarisation

3.0 Type of E&V visit undertaken

Unannounced visit ✓

Announced Visit

4.0 Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider.

The Enter & View visits are a snapshot view of the service and findings are reported based at the time of the visit.

Enter and View visits are conducted in a way that works in accordance with Wirral Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.

5.0 Discussions, findings and observations

On entering the hospital we were welcomed by Margie Davies, Dementia Matron. She was welcoming and very willing to answer our questions. She offered to show us around the areas that had been created to be Dementia Friendly.

We were informed that the Dementia Strategy was successfully launched by the Trust in March 2015. The Strategy included focused actions underpinning the Trusts values and beliefs for patients with Dementia and their carers.

Every patient with Dementia has a Dementia Care Bundle which means they receive personalised nursing care to ensure that all appropriate assessments and care is given.

It is the expectation that a 'This is me' document is given to every patient with a diagnosis of Dementia and the person is responsible to take it into hospital with them whenever they are admitted or attend outpatients. The document was produced by the Alzheimers Society. 'This is me' is a simple and practical tool that staff can use to help them understand the person's condition. It provides a 'snapshot' of the person with Dementia, giving information about them such as their needs, preferences, likes, dislikes and interests. The use of the 'This is me' document has been included in the initial nursing assessment following admission to hospital. The Trust have also introduced a 'Forget me not' symbol for use on the wards so staff can see at a glance which patients have Dementia and therefore adjust the care provided in accordance with the patient's needs.

We were told about the Wirral Community knitting groups, staff at Wirral University Teaching Hospital and members of a felting group using their knitting and felting skills to produce "Twiddlemuffs" Twiddlemuffs are specially-knitted or felted hand muffs that have items such as buttons, ribbons or textured fabric attached. They are provided to help patients with Dementia keep calm and be less agitated by giving them something to do with their hands.

The Twiddlemuffs are given to ward patients who can take them home when they are discharged should they wish to do so.

Carers Support

The Trust values the importance of carers of people with Dementia and provides a carers pack which informs them of what to expect in the hospital and information on signposting for support for carers and people with Dementia. The Trust holds a drop in session weekly in conjunction with Wired and Age UK to support carers.

Staff and Training

The Trust uses various methods for training staff. Dementia Awareness in Acute Settings DVD is available on the staff intranet and also forms part of essential training.

Dementia Conferences are held 4 times a year. The training is delivered by Sue Newnes from the Alzheimers Society, Dr Andrew Ellis, Consultant Psychiatrist and Margie Davies. It is a half-day session covering all aspects of Dementia care.

#dementiaDO training is offered to Dementia Champions on all wards and those with a specialist interest. The Trust has worked in partnership with Liverpool House of Memories for Tier 2 training and uses the House of Memories app, which involves reminiscence and life stories for staff to use on the wards.

Environment

We were informed that the Trust is continually striving to enhance the environment in a number of ways. We were taken to the Memory Cafe outside Ward 27. The cafe has been designed for patients to view old footage TV, listen to music, enjoy sing-a-longs and other activities.

It was brightly lit to reduce shadows which Dementia patients can find confusing. The seats were bright orange and green to help reduce confusion and disorientation. The wallpaper was homely and 1950's style to help patients remember a familiar home environment from their past. There was also a 1950's working TV and an old style radio. Old board games, books, and local history books were available for patients to use as they all serve as memory joggers.

Patients and their visitors can spend time together in the cafe rather than sitting beside a bed in a ward.

In another area there was a 1950s-style hairdressing salon where people with Dementia can have their hair done in a comfortable, familiar environment.

On ward 21 we were shown the Memories pub where patients can enjoy a tippie (non-alcoholic) and a chat. A member of staff informed us that they sometimes have a pub lunch in the bar with patients. The design was very authentic and reflected the style of an old fashioned bar with optics dartboard and wooden table and chairs. Copies of the Daily Sparkle newspaper were provided in this area.

In Ward 21 and Ward 10 garden areas had been created. They had imitation grass, garden seating and a painted murals on the wall. Another ward had painted the entrance areas of the bays a different colour to improve recognition of the areas for people with Dementia. All of the wards viewed had a Dementia Board which informs visitors, patients and staff of how the Trust provides care for people with Dementia.

Every Ward Sister signs a pledge, on behalf of the staff, to follow the Dementia Strategy.

Staff Observations:

In the areas that Healthwatch Representatives viewed staff were observed treating patients well and with dignity and respect.

Staff -

All staff spoken to said that they enjoyed working in the Dementia Friendly environment and one member of staff said that they recently had a pub lunch with some of the patients in the mock bar room situated in Ward 21.

Patient –

One patient told us that they thought that the bar was very authentic and that their relatives were impressed with the Memory Cafe.

6.0 Safeguarding observations on day of visit.

No Safeguarding issues were identified at the time of our visit.

Healthwatch 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 safeguarding policies.

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

7.0 Conclusions

It was evident that the Trust is continuing to improving signage and the environment throughout the hospital for people with Dementia.

The Trust should be commended for the work completed to date.

8.0 Recommendations

Continue with creating a Dementia Friendly Environment.

Ensure that all staff have the opportunity to become a Dementia Friend.

Remind staff of the importance of attending any Dementia Awareness training offered.

Consider prioritising people who attend the Emergency Department or outpatients as they may find it difficult waiting.

9.0 Supplementary feedback from the provider post visit

The enter and view visit was appreciated by staff at Arrowe Park Hospital. The staff including Matron Margie Davies were very pleased to show the Healthwatch team the progress made and the work still to be achieved in accordance with the WUTH Dementia Strategy. This will include; introducing the Abbey pain assessment tool, the launch of John's Campaign and redefining the Dementia Care bundle to further improve pain management, better documented communication with carers.

10.0 Healthwatch follow up action

11.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner, CQC, and Family & Wellbeing Performance Committee.

Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

12.0 Glossary

#DementiaDO Memory nurse Andy Tysoe devised #DementiaDO after growing tired of seeing society expecting people with Dementia to fit around them instead of the other way around.

He was asked to host awareness sessions for NHS staff at the Countess of Chester Hospital, but stressed that it isn't just nurses who need to know more. Andy wanted to actually DO something to make a real difference, which is why he started doing regular free sessions for everyone.

Daily Sparkle Newspaper - The Daily Sparkle is a reminiscence newspaper, published 365 days a year, which offers an ever-changing range of nostalgia topics and activities, targeted at the elderly and those with dementia.

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