

#TEXT **Code A**

HCSW10.01.02

#CODED9

Code A HCSW (Day Sultan). Only knew Tuesday she was coming, not seen ToR for interview notes. Maureen explained ToR to **Code A** and touching on the background.

#ENDCODE

#CODENC

Kellie ensures she is on circulation list for report.

#ENDCODE

#CODEC4

Her general amount. In hospital for 23 yrs. Currently on Sultan ward for 12yrs. Before that at Northcott Annexe. Older people throughout.

#ENDCODE

#CODEI2

Training/Development

Goes to Clin Mgr for courses - mandatory. Other courses to ward manager. Done fine Life Support Hygiene, Lifting & handling. Done NVQ2. But retiring, 63 next year - NVQ3 available.

#ENDCODE

#CODEI2

Not been on courses for older people. "Communicate" - staff newsletter - talks of NSF. But too busy, patients need 2 to be treated rather than 1 carer. Staff nurses keep her informed - opportunistically as they cooperate on care planning. Could not name an example.

#ENDCODE

#CODEI2

Ward team "got together" to learn?? of politics or through Clin Manager at monthly meetings and other chats 3-4 x month in her office - for a few minutes at a time.

#ENDCODE

#CODEC4

Busier over 2 years - more needs. Case mix used to be "premonia" - now early post-aggregative?? cases - all takes longer need accompanying by trained staff. Help with feeding, care, comfort, bell handy, HCSW pop in to check patients including those too unwell/unable to communicate their needs. Staff help each other.

#ENDCODE

#CODEC4

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#ENDCODE

#CODEC5

Example - one pt is violent, plead with her to have a shower, resists help to be fed, will not eat food then complains that food has gone cold, so they reheat. Try gentle persuasion, verbal, when in shower they are able to clean room. She is waiting for Mulberry Ward.

#ENDCODE

#CODEI2

No specific training to meet this behaviour - only general from trained staff. Some 2-3 pts like this on the ward at a time.

#ENDCODE

#CODEC1

Proud of care given to patients, happy atmosphere, pts do not like leaving ward - extra

kind to those who never get visitors.

#ENDCODE

#CODEG1

Pain - in those who cannot communicate. Chinese lady - no English. Uses special chart with pictures so she can signal her wants. How is her pain assessed? Staff try and signal by mime - eg point to head or tummy or limb.

#ENDCODE

#CODEC2

"You can tell if they are in pain" - on moving or washing. If this is detected they go to trained staff who liaise with Dr. HCSQ goes back to trained staff who liaise with Dr - who comes in - if she feels pain relief is inadequate.

#ENDCODE

#CODEC4

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#ENDCODE

#CODEG1

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#ENDCODE

#CODEF2

Oral medicine or syringe driver, not injections. She can check medicines - never asked to do it alone. PRN injections not given - it is either tablets or syringe driver she says - pressed on this point twice.

#ENDCODE

#CODEE4

Feeling NVQ has been done - knows about thickened fluid. Helps patients with feeding "they always get their food". Uses build up or other supplements.

#ENDCODE

#CODED3

Handover - 15 min overlap of shifts.

#ENDCODE

#CODED7

Handover - 15 min overlap of shifts

#ENDCODE

#CODEC5

Could a patient miss nutrition - food is watched - not taken away til intake is observed/noted.

#ENDCODE

#CODEC4

What happens if feeding is impossible? Get on to chart, dietician, doctor, drip.

#ENDCODE

#CODEJ2

Complaints - Mentions son complaining because a drip was taken down. Then she died. Trained staff explained.

#ENDCODE

#CODEC6

Policy of 0.75pt of milk/patient - insufficient for beverages for relatives - who complained. Cover's all the days beverages. Different to first case above.

#ENDCODE

#CODEJ5

No training for complaints.

#ENDCODE

#CODEG9

Care Plan contained the above problems.

#ENDCODE

#CODEC6

In Daedalus - rels can do drinks and in Dryad, but not in Sultan ward.

#ENDCODE

#CODEC1

Sultan staff donate their own milk to give rels drinks who have come a long way.

Staffing levels - 6 morning - 4 evening - 3T 3NA - 2T 4NA - nearly everyday.

#ENDCODE

#CODEC6

Sultan staff donate their own milk to give rels drinks who have come a long way.

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#ENDCODE

#CODEC1

Sickness? Work extra or get agency. In last month has worked extra twice. Use to get "time back", now get paid extra.

#ENDCODE

#CODED9

Sickness? Work extra or get agency. In last month has worked extra twice. Use to get "time back", now get paid extra.

#ENDCODE

#CODEC1

"We managed quite well" with staffing level.

#ENDCODE

#CODED9

"We managed quite well" with staffing level.

#ENDCODE

#CODEF1

Not seen any pain assessment tools.

#ENDCODE

#CODEG1

Not seen any pain assessment tools.

#ENDCODE

#CODEC1

"Her" really sad about the events.

#ENDCODE

#CODED9

Feels Trust kept people informed Fiona, Toni ??, Jan Peach - all.

#ENDCODE

#CODED9

She took over ToR/info sheet away.