

TEXT: Site Interviews-Observation.Daedalus-mon-3.25pm-Hando-mm (10/10)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
Telephone passed the visitor unable to come to phone.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (126/128)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
Patients addressed by name (both first and surnames- mostly surnames)sometimes by staff approaching from behind and then bending over patient.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (131/133)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
One patient came out of sideward and asked me if I was ok-worried I was lost-advised by nurse not to walk around without slippers.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (134/135)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
All staff acknowledged our approach saying good morning etc.

TEXT: Site Interviews-Observation.Dryad-Wed-7.50am (2/8)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
Friendly ward. Very good staff patient interaction. All patients appropriately fed breakfast from 7.50am. All patients in bed but a continuing care ward, therefore probably acceptable. Radio on for "Jean who loves music".
TVs were on but patients were all in bed. No drug administration seen.

TEXT: Site Interviews-Observation.Dryad-Wed-8.20-breakfast (6/7)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
No one in lounge. T.V on. One patient being helped to walk by Nurse

TEXT: Site Interviews-Observation.Dryad-Wed-8am-break-jw (8/8)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
All staff welcomed us, addressed patients appropriately

TEXT: Site Interviews-Observation.Sultan-Mon-4pm (2/3)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
Bells are by every bed but not always in evidence. No patients in lounge. Table not laid.

TEXT: Site Interviews-Observation.Sultan-Thurs-4pm (3/4)
CODE: C Quality Indicators.C1 Staff attitude (G:100)
Bells are by every bed but not always in evidence. No patients in lounge. Table not laid.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (22/22)
CODE: C Quality Indicators.C3 Access to services (G:100)
No access to <??> boxes.

TEXT: Site Interviews-Observation.Daedalus-mon-3.25pm-Hando-mm (2/8)
CODE: C Quality Indicators.C3 Access to services (G:100)
Handover did not take place. Took place at 1pm. One nurse only handover observed by MM at 3.30. Bells: Emergency bell, are not? Ordinary bells. Some seen by some of the beds in the wards. No T.V. Ward Radio - T.Vs but not on. Good infection control facilities, gloves are worn by all trained staff. T.V in single room

TEXT: Site Interviews-Observation.Dryad-Wed-8.20-breakfast (2/5)

CODE: C Quality Indicators.C3 Access to services (G:100)
 Watered breakfast - all patients in bed. One being appropriately fed. Two Phillipine nurses. One being instructed in medicine distribution by Tori Scarrell? Language problem.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (4/4)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 Service transferred to Haslar

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (10/14)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 Eg. Patient with scalp cut - 9pm
 2 hours ambulance
 4 hour wait there
 Returned at 6am with 2 sutures
 No longer allowed to give ATT either

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (15/16)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 GPs deputising service get annoyed - some of them do. If in the area can be 15 minutes or if not, 4-5 hours.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (17/18)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 GOSDOC used to be based on site - transferred to Healthcall - looks after Portsmouth.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (19/20)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 Fiona not aware if a Knapman doctor is on or not "marvellous is one of them is on".

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (23/26)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 GWMH 5pm - 9am COSHAM DEPUTISING SERVICE. Receptionist - takes details, then doctor rings back, can take some hours. On one occasion have had to do 999 and doctor never got there.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (27/28)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 On a few nights Dr Knapman's practice docs will take the call.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (29/30)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 SULTAN ward - ring patients own GP - usually referred on to Healthcall.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (31/32)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 Deadelus/Dryad phone Dr Knapman and 9 tries out of 10 referred to on to Healthcall.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (33/33)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)
 Maternity under ST Mary's but GP beds.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (34/36)
 CODE: C Quality Indicators.C4 Organisation of care (G:100)

MULBERRY - Dr Collins Practice. Out of hours - usually Healthcall for medical problem. If Psych. Then ring The Meadows where psychiatrists are.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (11/13)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Staff reported difficulties of getting medical cover at night on some occasions. This happens mostly when out of hours is being covered by GP deputy services.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (15/16)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Patients appeared to be settled well for height with fluids and bell-call available to them.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (5/6)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Written documentation used to convey information. Main points given.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (10/11)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Patients in beds or in dayroom. Appeared to be receiving required help to drink tea.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (12/12)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Some patients being given tea in dayroom.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (13/14)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Ward relatively tidy - all areas clean and fresh-smelling.

TEXT: Site Interviews-Observation.Daedalus-mon-3.25pm-Hando-mm (9/9)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Ladies sitting in lounge. Lounge T.V not on (small T.V)

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (7/11)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Social/home situation mentioned briefly. Overall planning process superficial no discharge/review dates set, no record kept of actions, no one taking formal note. PT and Consultant did not even have a pen or paper. Anthea Lord seemed passable.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.35-8.55-break (2/5)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Appeared to be a good well organised handover. HO board on wall. 8 bed blocking. Must have been seen by Social Services two at least "waiting to be discharged".

TEXT: Site Interviews-Observation.Daedalus-Wed-7.35-8.55-break (21/23)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
In a ladies ward, one patient helped another to access food. Again, no sign of any supervision, left at 8.55. Patients still eating breakfast.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (25/29)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
If pt care at risk or they are refusing admissions - will use adverse event form, use event form reporting. Uses for inappropriate admission & pts admitted later in day so unable to be seen by doc. Logged under to send changes an event form.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (30/34)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Ward observed at meal time. Appeared to be sufficient staff available to serve lunch and to assist patient feeding where required. Staff report noting down when patients appetite poor in records. Draw attention of senior nurses to patients not eating well.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (28/31)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (32/37)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

On entering ward, 2 patients up, dressed and sitting in day room, one of whom watching news programme. Manager explains that divided into two teams and one initially concentrates on getting patients up out of bed in readiness for breakfast and then other team assist in feeding those who need.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (101/109)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Two sitting rooms/dinning, wallpapered. Variety of armchairs-heights and designs and some pressure relieving cushions. 1 footrest only in first sitting room. Little evidence of occupational opportunities- Mondays newspaper and October magazine in one room ;pile of jigsaw puzzles in one room (200-1000 pieces, pictures of birds/skiers) small selection of large print books and library of regular books, Domestic size clocks.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (116/119)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Breakfast service in dining room, choice of prunes, cereals, porridge, toast and tea/coffee. Four patients at one table and one patient sat on own at another table.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (136/138)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Breakfast served 8.30am. Clinical manager states that if patient chooses they can have breakfast served later on.

TEXT: Site Interviews-Observation.Dryad-Wed-7.50am (7/8)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

TVs were on but patients were all in bed. No drug administration seen.

TEXT: Site Interviews-Observation.Dryad-Wed-8am-break-jw (3/6)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Breakfast served to patients in bed so some very poorly positioned choice of prunes, cereals, porridge, toast and marmalade/jam and tea/coffee. Majority served in beaker cups

TEXT: Site Interviews-Observation.Dryad-Wed-8am-break-jw (7/7)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

No patient was up at this time

TEXT: Site Interviews-Observation.Sultan-Mon (3/4)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Sultan-Patients from Gp's in the community or from Eld Med and Acute Hospital- need Gp approval

TEXT: Site Interviews-Observation.Sultan-Mon (9/43)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Sultan Gp's visit daily- different Gp's popping in to see own patients: GOSDPOC out of hours.

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Daedalus- waiting list to get in consultant-led (Dr A Lord) some Int Care beds. (90 NH beds closed last year)

Daedalus - Staff grade covers Daedalus and Dryad, in post 12/18

Daedalus - Cont Care on Dryad Ward

Day room occupied-even though an iller group

2 team (as Sultan)

Stroke Rehab

Daedalus - Nice big bathroom- storage for wheel chairs

Ward used to be cont care

Activity room com dining room

Single room for independent living assessment/practcice

Bright

Dolphine Day unit-Mon-fri

Some specific clinic PD/Falls/COPD/planned-blance-TIA-continece

Dolphine Day - most visit from home

lots of information leaflets

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Dolphine Day- food cooked on site at GWMH

Dryad- 20 bed

Locum cover- Dr Queshi

Continuing care and palliative care

Patients form acute eld med beds

Dryad - loos not sexed

1 bed "shared" care + respite

Special electric bed, plan to buy more

Dryad- atmosphere: naval, 1500s onwards, built in to overcome challenge; defeatism not on the agenda.

TEXT: Site Interviews-Observation.Sultan-Mon (13/14)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Daedalus- waiting list to get in consultant-led (Dr A Lord) some Int Care beds. (90 NH beds closed last year)

TEXT: Site Interviews-Observation.Sultan-Mon (17/20)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Daedalus - Cont Care on Dryad Ward

Day room occupied-even though an iller group

2 team (as Sultan)

Stroke Rehab

TEXT: Site Interviews-Observation.Sultan-Mon (26/28)

CODE: C Quality Indicators.C4 Organisation of care (G:100)

Dolphine Day unit-Mon-fri
Some specific clinic PD/Falls/COPD/planned-blance-TIA-continece

TEXT: Site Interviews-Observation.Sultan-Mon (33/33)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Dolphine Day- food cooked on site at GWMH

TEXT: Site Interviews-Observation.Sultan-Mon (34/37)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Dryad- 20 bed
Locum cover- Dr Queshi
Continuing care and palliative care
Patients form acute eld med beds

TEXT: Site Interviews-Observation.Sultan-Mon-4pm (4/5)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Several empty beds. Ward generally very clean, staff friendly. Good atmosphere. Plenty of visitors.

TEXT: Site Interviews-Observation.Sultan-Thurs-4pm (5/6)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Several empty beds. Ward generally very clean, staff friendly. Good atmosphere. Plenty of visitors.

TEXT: Site Interviews-Observation.Therapy-Thurs (12/16)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Have ADL suite - ie. bathroom/toilet (bath not plumbed in, although toilet is); Kitchen and Bedroom plus Treatment Room - being used by a Physio during our visit. Relatively spacious - very clean, bright and well decorated; well equipped.

TEXT: Site Interviews-Observation.Therapy-Thurs (22/23)
CODE: C Quality Indicators.C4 Organisation of care (G:100)
Eileen is responsible for Stroke Rehab on Daedalus, also Parks - good eg. in Day Hospital.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (3/4)
CODE: C Quality Indicators.C5 Humanity of care (G:100)
Daedalus. Patients mainly settled for night. Those wishing to stay up late are enabled to do so.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (17/18)
CODE: C Quality Indicators.C5 Humanity of care (G:100)
Patients appeared to be settled well for height with fluids and bell-call available to them.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (20/21)
CODE: C Quality Indicators.C5 Humanity of care (G:100)
Staff report making toast for patients if required during night.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (15/16)
CODE: C Quality Indicators.C5 Humanity of care (G:100)
Ward appeared adequately staffed and staff observed talking to and dealing with patients appropriately.

TEXT: Site Interviews-Observation.Daedalus-mon-3.25pm-Hando-mm (11/24)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Friendly atmosphere with ladies. HCSW is friendly with patient and easy communication with them. Spoke to disoriented patient. Lady difficult in reaching tea on table, out of her reach. Spilt tea continuously, clearly needed help, spilt on to trainers. No staff present to help move biscuit. Nurses encourage patients. Not enough chairs in lounge. Curtains round beds. T.V not on either lounge. No games activities.

Patients not eating or drinking? Monitored. All beds full. A lot of apparently continued care patients, probably due to bed blocking. No sign of conventional intermediate care but there was a pre-discharge that were patients could make their own drinks, going into the lounge for needs

TEXT: Site Interviews-Observation.Daedalus-Wed-7.35-8.55-break (15/20)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

One or two patients appeared to be possibly terminally ill. Lounge no supervision of patients, including elderly gentleman ? at risk of falling of chair. Difficulty in feeding. Was not observed drinking. Needed at least friendly help. However, a busy time of the morning.

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (6/7)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Appeared adequately staffed & nurses interacting with patients

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (22/23)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Ward appeared well staffed & staff interacting with pts appropriately.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (35/39)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Ward observed at meal time. Appeared to be sufficient staff available to serve lunch and to assist patient feeding where required. Staff report noting down when patients appetite poor in records. Draw attention of senior nurses to patients not eating well.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (40/44)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Meals appeared appetising & appropriate for individual patients.

Staff report being able to order 3 sizes of portion for pts (sm, med, lrg) according to need and patients wishes.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (45/48)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Patients encouraged to sit at table when possible & staff reported that they take care to ensure patients who are able to feed themselves maybe "shaky" - given privacy to save embarrassment.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (123/125)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Patients addressed by name (both first and surnames- mostly surnames)sometimes by staff approaching from behind and then bending over patient.

TEXT: Site Interviews-Observation.Sultan-Mon (41/42)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Dryad- atmosphere: naval, 1500s onwards, built in to overcome challenge; defeatism not

on the agenda.

TEXT: Site Interviews-Observation.Therapy-Thurs (39/43)

CODE: C Quality Indicators.C5 Humanity of care (G:100)

Physio - "gym" area well equipped, room with cubicles plus separate area of cubicles containing variety of electrical equipment, traction plus small room - used for gynaecology, urology and private consultation with patients/relatives to ensure privacy.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (5/6)

CODE: C Quality Indicators.C6 Environment (G:100)

Ward appeared calm and quiet. Patients offered night-time drinks.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (8/8)

CODE: C Quality Indicators.C6 Environment (G:100)

Dryad. Ward calm and quiet.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (14/14)

CODE: C Quality Indicators.C6 Environment (G:100)

Sultan. Ward quiet and calm.

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (19/21)

CODE: C Quality Indicators.C6 Environment (G:100)

Saw ginger/white cat on ward - obviously at home. Colleague reported that cat had been sitting on a patient's lap when we arrived at the ward.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.35-8.55-break (6/14)

CODE: C Quality Indicators.C6 Environment (G:100)

TV on in lounge. Most people up, dressed by 7.45am. Handover was at 7.30am so saw two-thirds of it. ?? Lady who had difficulty with tea was managing well sitting at the table, eating breakfast (in fact another lady). 1 lady being helped by fellow patients to reach food. Gentlemen needs help with feeding. Both are in the lounge. Helped in bed, but not in lounge. Another lady not drinking her tea - out of reach?

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (3/3)

CODE: C Quality Indicators.C6 Environment (G:100)

Dryad - ward clean, warm & relatively tidy.

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (18/19)

CODE: C Quality Indicators.C6 Environment (G:100)

Sultan - ward clean, warm & relatively tidy. Fresh smelling. Patients flowers in evidence.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (64/72)

CODE: C Quality Indicators.C6 Environment (G:100)

Attempt to provide information for the patients/rels-

General information on wire rack, including complaint leaflet, how to find residential care, how to avoid falls etc. BUT too many leaflets stuffed in, wire rack quite high up and had to stretch for top row @ 5'8"

Photos of staff on noticeboard round corner at entrance - small photocopied, so difficult to see.

Physio info -stroke information - not layman's terms; falls leaflet very small.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (85/85)

CODE: C Quality Indicators.C6 Environment (G:100)

Call bells within reach.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (86/88)

CODE: C Quality Indicators.C6 Environment (G:100)

MAOI Dietary Guidelines sheet sellotaped on door of bay-labelled (in large writing with red marker pen) with patients name. (Confidentiality)

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (92/100)

CODE: C Quality Indicators.C6 Environment (G:100)

Two sitting rooms/dinning, wallpapered. Variety of armchairs-heights and designs and some pressure relieving cushions. 1 footrest only in first sitting room. Little evidence of occupational opportunities- Mondays newspaper and October magazine in one room ;pile of jigsaw puzzles in one room (200-1000 pieces, pictures of birds/skiers) small selection of large print books and library of regular books, Domestic size clocks.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (110/114)

CODE: C Quality Indicators.C6 Environment (G:100)

All bathroom and toilet facilities clean, several wheelchairs stored in corner of bathroom. 1 missing footrest. Toilets have option of dropdown rails on both sides, raised toilet seat, stock of pads alongside.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (115/115)

CODE: C Quality Indicators.C6 Environment (G:100)

No odour noticed throughout ward

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (142/145)

CODE: C Quality Indicators.C6 Environment (G:100)

Ward opens out into contained courtyard - lovely environment with pond in middle & benches around about - also long variety of ground surfaces, so good for practising outdoor mobility.

TEXT: Site Interviews-Observation.Dryad-Wed-8am-break-jw (9/9)

CODE: C Quality Indicators.C6 Environment (G:100)

No smells

TEXT: Site Interviews-Observation.Sultan-Mon (5/8)

CODE: C Quality Indicators.C6 Environment (G:100)

Sultan 6 singles, one 6 bedded bay, rest 4 bedded bay

can take bed into bathroom

Day room:sitting /eating. Rehab/Palliative/Respite

Bright/fluids by bed/visitors about day room empty

TEXT: Site Interviews-Observation.Sultan-Mon (21/25)

CODE: C Quality Indicators.C6 Environment (G:100)

Daedalus - Nice big bathroom- storage for wheel chairs

Ward used to be cont care

Activity room com dinning room

Single room for independent living assessment/practcice

Bright

TEXT: Site Interviews-Observation.Sultan-Mon (38/40)

CODE: C Quality Indicators.C6 Environment (G:100)

Dryad - loos not sexed

1 bed "shared" care + respite
Special electric bed, plan to buy more

TEXT: Site Interviews-Observation.Therapy-Thurs (31/31)
CODE: C Quality Indicators.C6 Environment (G:100)
Joint splinting room shared with Physio.

TEXT: Site Interviews-Observation.Therapy-Thurs (33/33)
CODE: C Quality Indicators.C6 Environment (G:100)
SLT Room - Pt SLT cover

TEXT: Site Interviews-Observation.Therapy-Thurs (34/38)
CODE: C Quality Indicators.C6 Environment (G:100)
Physio - "gym" area well equipped, room with cubicles plus separate area of cubicles containing variety of electrical equipment, traction plus small room - used for gynaecology, urology and private consultation with patients/relatives to ensure privacy.

TEXT: Site Interviews-Observation.Therapy-Thurs (46/47)
CODE: C Quality Indicators.C6 Environment (G:100)
All areas relatively spacious, well equipped, bright, airy, well decorated

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (7/7)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
Appeared to be adequately staffed.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (19/19)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
Appeared adequately staffed.

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (4/5)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
Appeared adequately staffed & nurses interacting with patients.

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (12/12)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
Ward busy with number if pts with complex needs.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (11/18)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
Normal staffing 6-7am (2 qual / 4 unqual) better when there are 7 but 6 acceptable.
Establish 4-5pm shift (2 qual / 4 unqual). Egs 11 & 12 Dec 2001 - 5am (2 trained:3) Pm ok. 6 Dec 5am (2:3) Pm ok. Mornings most difficult because little time to make alternative arrangements to cover sickness. 2 nurses long time sick - 1 resigned - 1 (manager trying to help into different role).

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (19/20)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
7th Oct had week for sickness - eg 1 trained staff 12.10.01 5 untrained in ward for any shift.

TEXT: Site Interviews-Observation.Deadalus-Wed-12pm (23/24)
CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
Use hospital bank - then agency, try other wards for help.

TEXT: Site Interviews-Observation.Sultan-Mon (15/16)
 CODE: D Staffing & Accountability.D1 Wrkfrc & serv planning (G:100)
 Daedalus - Staff grade covers Daedalus and Dryad, in post 12/18

TEXT: Site Interviews-Observation.Daedalus-Wed-12pm (3/10)
 CODE: D Staffing & Accountability.D10 Recruitment & Retention (G:100)
 Pat Wilkins - 17 yrs in hospital (Senior staff nurse explaining off duty rota).
 Vacancy estimated = 4.5 on scale 0-10 re: recruitment problems/difficulties.
 Don't offer flexi time but try to be as accommodating as possible. 2 shift patterns.
 Eg nurse being allowed to work special shifts to cope with child care problems.

TEXT: Site Interviews-Observation.Daedalus-Wed-12pm (21/22)
 CODE: D Staffing & Accountability.D10 Recruitment & Retention (G:100)
 Use hospital bank - then agency, try other wards for help.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (4/9)
 CODE: D Staffing & Accountability.D11 Performance mang (G:100)
 Night staff handing over to day staff - referred throughout to: Mr/s....., the.....(diagnosis, eg fractured not COPD). Basic run through of night time/physical condition of patients. Day Manager then also ran through diary for day, including staff training, tel calls to be made to relatives e.t.c.

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (14/18)
 CODE: D Staffing & Accountability.D4 AHP accountability (G:100)
 Follow up:- those patients already in receipt of OT appeared to have OT from elsewhere - both QA and Haslar mentioned need to check this out with Therapists. Please see other notes elsewhere that outline OT structure.

TEXT: Site Interviews-Observation.Therapy-Thurs (9/11)
 CODE: D Staffing & Accountability.D4 AHP accountability (G:100)
 Met Eileen Kettlewell (for OT Neuro Rehab). Jane - BG on rotation (started Monday) and Management OT support worder covers Day Hospital.

TEXT: Site Interviews-Observation.Therapy-Thurs (21/21)
 CODE: D Staffing & Accountability.D4 AHP accountability (G:100)
 Eileen has refused to go to Haslar.

TEXT: Site Interviews-Observation.Therapy-Thurs (24/25)
 CODE: D Staffing & Accountability.D4 AHP accountability (G:100)
 Eileen is responsible for Stroke Rehab on Daedelus, also Parks - good eg. in Day Hospital.

TEXT: Site Interviews-Observation.Therapy-Thurs (44/45)
 CODE: D Staffing & Accountability.D4 AHP accountability (G:100)
 Met Shirley Dunleavy, Senior Physio, Neuro Physio and Physio who covers orthopaedics - and Mental Health.

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (2/5)
 CODE: D Staffing & Accountability.D7 Team working (G:100)
 Present - Consultant Anthea Lord.
 Staff Nurse
 OT - started Monday - on Basic Grade Rotation

Physio

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (6/6)
 CODE: D Staffing & Accountability.D7 Team working (G:100)
 Staff nurse led and outlined cases to diagnosis.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (16/19)
 CODE: D Staffing & Accountability.D7 Team working (G:100)
 White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (38/41)
 CODE: D Staffing & Accountability.D8 Team working within a team (G:100)
 Second board in office titled physio and messages for OT including details of one patient level of mobility; dates for 3 OT home assessment and request for 3 other patients to have home assessments.

TEXT: Site Interviews-Observation.Daedalus-Wed-7.45-9am-handove (73/81)
 CODE: D Staffing & Accountability.D8 Team working within a team (G:100)
 Attempt to provide information for the patients/rels-
 General information on wire rack, including complaint leaflet, how to find residential care, how to avoid falls etc. BUT too many leaflets stuffed in, wire rack quite high up and had to stretch for top row @ 5'8"
 Photos of staff on noticeboard round corner at entrance - small photocopied, so difficult to see.
 Physio info -stroke information - not layman's terms; falls leaflet very small.

TEXT: Site Interviews-Observation.Therapy-Thurs (17/19)
 CODE: E Guid Prac & Perf Mgnt.E5 Patient records (G:100)
 EG of OT documentation provided (h/o invest co-ordinate) used throughout OT service, throughout Trust.

TEXT: Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM (9/10)
 CODE: F Drugs.F2 Administration (G:100)
 Observed drug round. Carried out well by two nurses, both qualified.

TEXT: Site Interviews-Observation.Dryad-Wed-8.20-breakfast (8/11)
 CODE: F Drugs.F2 Administration (G:100)
 Preadministration? Quite prolonged? Difficult, with language by nurse. Process was very slow, but Troi clearly supervising well? How long does Induction of Phillipino nurses take.

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (12/12)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 No patients/relatives present.

TEXT: Site Interviews-Observation.Daedalus-Thurs-3.40pm (13/13)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 Up to date info on notice boards

TEXT: Site Interviews-Observation.Daedalus-Thurs-3.40pm (16/17)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 Info available for patients but not on 'learn to complain' easily accessed.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (46/54)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 Attempt to provide information for the patients/rels-
 General information on wire rack, including complaint leaflet, how to find residential care, how to avoid falls etc. BUT too many leaflets stuffed in, wire rack quite high up and had to stretch for top row @ 5"8"
 Photos of staff on noticeboard round corner at entrance - small photocopied, so difficult to see.
 Physio info -stroke information - not layman's terms;falls leaflet very small.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (84/84)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 Call bells within reach.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (120/122)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 Patients addressed by name (both first and surnames- mostly surnames)sometimes by staff approaching from behind and then bending over patient.

TEXT: Site Interviews-Observation.Sultan-Mon (29/30)
 CODE: G Comm and collaborations.G1 Patients (G:100)
 Dolphine Day - most visit from home
 lots of information leaflets

TEXT: Site Interviews-Observation.Daedalus-Thurs-MDT (13/13)
 CODE: G Comm and collaborations.G2 Relative & carers (G:100)
 No patients/relatives present.

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (14/14)
 CODE: G Comm and collaborations.G2 Relative & carers (G:100)
 Up to date info on notice boards

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (55/63)
 CODE: G Comm and collaborations.G2 Relative & carers (G:100)
 Attempt to provide information for the patients/rels-
 General information on wire rack, including complaint leaflet, how to find residential care, how to avoid falls etc. BUT too many leaflets stuffed in, wire rack quite high up and had to stretch for top row @ 5"8"
 Photos of staff on noticeboard round corner at entrance - small photocopied, so difficult to see.
 Physio info -stroke information - not layman's terms; falls leaflet very small.

TEXT: Site Interviews-Observation.Sultan-Mon (31/32)
 CODE: G Comm and collaborations.G2 Relative & carers (G:100)
 Dolphine Day - most visit from home
 lots of information leaflets

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (21/22)
 CODE: G Comm and collaborations.G3 Primary care (G:100)
 Fiona not aware if a Knapman doctor is on or not "marvellous is one of them is on".

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (40/42)

CODE: G Comm and collaborations.G3 Primary care (G:100)
 MULBERRY - Dr Collins Practice. Out of hours - usually Healthcall for medical problem.
 If Psych. Then ring The Meadows where psychiatrists are.

TEXT: Site Interviews-Observation.Sultan-Mon (11/12)
 CODE: G Comm and collaborations.G3 Primary care (G:100)
 Sultan Gp's visit daily- different Gp's popping in to see own patients: GOSDPOC out of hours.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (37/39)
 CODE: G Comm and collaborations.G4 Acute (G:100)
 MULBERRY - Dr Collins Practice. Out of hours - usually Healthcall for medical problem.
 If Psych. Then ring The Meadows where psychiatrists are.

TEXT: Site Interviews-Observation.Deadalus-Thurs-3.40pm (11/11)
 CODE: G Comm and collaborations.G5 HA (G:100)
 Pts appeared to have bells - easy reach.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (20/23)
 CODE: G Comm and collaborations.G7 Social services (G:100)
 White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (10/15)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 Night staff handing over to day staff - referred throughout to: Mr/s....., the....(diagnosis, eg fractured not COPD). Basic run through of night time/physical condition of patients. Day Manager then also ran through diary for day, including staff training, tel calls to be made to relatives e.t.c.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (24/27)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (42/45)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 Second board in office titled physio and messages for OT including details of one patient level of mobility; dates for 3 OT home assessment and request for 3 other patients to have home assessments.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (82/83)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 Care plan folder left open on desk - no confidentiality way of identifying patient - no name visible.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (89/91)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 MAOI Dietary Guidelines sheet sellotaped on door of bay-labelled (in large writing with red marker pen) with patients name. (Confidentiality)

TEXT: Site Interviews-Observation.Therapy-Thurs (20/20)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 Close links with Day Hospital.

TEXT: Site Interviews-Observation.Therapy-Thurs (32/32)
 CODE: G Comm and collaborations.G9 Joint working (G:100)
 Joint splinting room shared with Physio.

TEXT: Site Interviews-Observation.Therapy-Thurs (29/30)
 CODE: I Supervision & training.I3 AHP (G:100)
 Staff competency levels chart on wall - needs updating but leaving as currently reorganising service.

TEXT: Site Interviews-Observation.Daedalus-Thurs-3.40pm (15/15)
 CODE: J Compliant.J2 Ward Mgnt (G:100)
 Trust policies & procedures held in nurses station.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (17/19)
 CODE: K Clinical Governance.K2 Ward arrangements (G:100)
 Good arrangements for infection control - aprons, gloves etc readily available. Nurses observed washing hands properly.

TEXT: Site Interviews-Observation.Daedalus-Thurs-3.40pm (8/10)
 CODE: K Clinical Governance.K2 Ward arrangements (G:100)
 Good facilities for infection control & nurses reporting treating all pts as if they are MRSA +, ie take preventative resumes.

TEXT: Site Interviews-Observation.Daedalus-Thurs-3.40pm (20/20)
 CODE: K Clinical Governance.K2 Ward arrangements (G:100)
 Good facilities for infection control.

TEXT: Site Interviews-Observation.Daedalus-Thurs-3.40pm (21/21)
 CODE: K Clinical Governance.K2 Ward arrangements (G:100)
 Policies & procedures available in nurses station.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (2/3)
 CODE: NC No Code (G:100)
 Used to have minor injuries - closed last year so Fiona Walker can't do the suturing anymore.

TEXT: Site Interviews-Observation.3 wards Wed-10pm-12pm-TL (5/9)
 CODE: NC No Code (G:100)
 Eg. Patient with scalp cut - 9pm
 2 hours ambulance
 4 hour wait there
 Returned at 6am with 2 sutures
 No longer allowed to give ATT either

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (3/4)
 CODE: NC No Code (G:100)
 Observed handover from charge nurse to part time staff nurse. Held in office - away from patient beds.

TEXT: Site Interviews-Observation.Daedalus-Mon-3.20pm-hando-mp (20/21)

CODE: NC No Code (G:100)

Visitors able to make drinks for themselves as required.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (3/3)

CODE: NC No Code (G:100)

Attended handover meeting started at 7.30am

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (129/130)

CODE: NC No Code (G:100)

Observed one patient attempting to get up out of bed himself before curtains drawn around.

TEXT: Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove (139/141)

CODE: NC No Code (G:100)

One man left to sit at breakfast table alone, let cereal bowl moved to left - I mentioned this to ward staff before we left, as concerned re: safety.

TEXT: Site Interviews-Observation.Therapy-Thurs (2/8)

CODE: NC No Code (G:100)

OT, PT and SLT facilities along one corridor, PT access by double doors off main hospital corridor and OT end can also be accessed from Day Hospital (only labelled as Physiotherapy). OT has administration office in corridor alongside Physiotherapy. Staff office plus treatment facilities at other end of corridor alongside Day Hospital.

TEXT: Site Interviews-Observation.Therapy-Thurs (26/28)

CODE: NC No Code (G:100)

Margaret has involvement in Falls. Staff competency levels chart on wall - needs updating but leaving as currently reorganising service.