



Warrington Local Involvement Network Visit Report

Location: Arbury Court Warrington

Provider: Partnerships In Care

Date of Visit: Wednesday 6th July

LINK Members Involved in visit: Elaine Packer, Katie Lightfoot

Staff Met With: Nick S Manager

Ward Staff on Rosewood Ward and Heathfield Ward

Background

Arbury Court provides care and treatment in differing levels of security for patients who are compulsory detained under the mental health act 1983. Its facilities provide 30 male long stay medium secure beds and 44 low/medium secure beds for women; the facility has 6 wards in total, which are purpose built stand alone units.

The establishment's manager was more than helpful, sharing his time to share background information on the facility and answer questions. We were impressed by the general friendly attitude of all staff, and the general cleanliness of communal areas.

We walked around the whole facility, both inside and outside, the geographical layout was good. The grounds were in a good state of repair. The wards all had identical layouts which would make life easier for staff; as cleaning staff shared that they are transferred from one ward to another every 4 weeks.

Whilst walking the grounds we saw the horticultural therapeutic activity which we witnessed patients taking part in with staff.

There was other therapeutic activities available within the Occupational Therapy Dept these included a music room, and a dance studio. There was also art classes, 3 patients were participating in the art class as we visited.

Within the premises was excellent staff training facilities, there was a purpose built room for training staff in safe patient restraint, also a conference theatre for staffs mandatory and further training.

It was difficult to speak to the majority of the patients because of their mental state. However we did have the opportunity to speak to 2 individual patients.

There is however an active Patient Council which meets monthly, where patient representatives gets the chance to discuss any issues with staff. Issues that have been raised recently include food and takeaway nights, which were reduced to once a month for nutrition reasons. Information on the Patient Council was seen on the two wards visited. All wards had weekly community meetings, where issues can be discussed.

The information that was available on site in the reception areas was excellent; there was a wide range of information leaflets covering on site



information and external mental health support/advice information. All were very tidy and organised.

We visited two wards, Rosewood, a low secure woman's unit and Heathfield, a medium secure men's unit. The Manager walked with us to the wards, gained us entry, and then left us to talk to staff and patients. We were not directed in anyway which area to visit the decision was left to us alone. The cooperation we received from all staff whilst arranging the visit and whilst we visited the wards was excellent.

The men's wards are currently under going consultation to be moved to Partnerships in Care's Manchester's facility, the Spinney. An 8 day consultation with staff and patients has been carried out.

Rosewood (Woman's Low secure)

Safety and Suitable of Premises Safety is obviously vital in the premises, we witnessed staff using systems to ensure keys were managed properly i.e. keys to the ward were locked away in a coded secure box. All staff carried keys on them in a pouch round their waists, which we felt was good practice as it wasn't imposing to the patients.

Staff carried alarms in case of an incident, and staff we spoke to knew the correct procedure if alarms went off.

The facility outside of the ward e.g. the reception area was very clean and tidy. Hand gel was evident outside the ward. There was an excellent information stand. The majority of rooms were locked on Rosewood including a quiet room, the kitchen and the bathrooms. The unit did appear to look a bit 'scruffy' with newspapers under the pool table to help balance it, posters on the notice boards were peeling off and there was a great deal of clutter evident. We were told the night time system, which we felt was good.

Rooms were not locked at night but a staff member sat in the corridors during the night. All bedrooms had a small window with blinds so staff could check on them during the night without them being disturbed; patients were checked on either every hour, 15mins or constantly depending on assessed needs.

We raised issues regarding the kitchen area. The area was kept locked. The area looked rather dirty and untidy. We were told kettles were not allowed due to the dangers of hot water; however there was a kettle and teabags in the kitchen, with a cup of tea which looked like it had been made in the kitchen recently. The outside areas, while being secure were also nicely kept and would encourage people to use them; there was a smoking area and a poster showing smoking times.

Care and Welfare of People Who Use Services When we entered the ward there seemed to be a nice atmosphere with staff and patients interacting and mixing well. All patients were treated with dignity and respect in our presence. Patients seemed happy on the ward there was a great deal of chatting among the patients and staff who seemed to get on very well together.



We were told all patients have a Care Plan, which the patient and a carer/relative if applicable, is involved in. The ward had a number of activities including a pool table, a whole raft of board games, dominoes, TV and a computer with no internet facility, patients on the day of the visit were using these. One patient was playing dominoes with a member of staff another was in the computer room and a number around the pool table.

Meeting Nutritional Needs Menus are changed regularly for patients, with the involvement of the patient's council. At the time of our visit there were some patients on special menus due to religious and dietary requirements, these were being catered for. We also saw there was a wide range of fresh fruit available at lunch time.

On Rosewood the kitchen was locked so patients couldn't help themselves to food. Patients had a locked draw each in the kitchen for snacks but these were limited to twice a day, due to nutritional reasons and certain medications side effects of weight gain. There was a tea/ coffee machine that patients could use at their leisure all day.

Cleanliness and Infection Control The kitchen in the ward was unclean and untidy. The communal toilet and assisted bathroom was clean.

All bedrooms had on suite facilities.

The dining area on the women's ward had crumbs and food on the floor and on the tables.

There was a great deal of clutter about throughout the communal areas.

There were rotas up on Rosewood Unit, for the ladies to help with the cleaning.

All patients do their own washing of clothes on a rota basis under supervision.

There were lockers for all the patients on the ward in the communal area.

Cooperating With Other Services There were GPs and nurses in the facility for the patients. Patients went into the community for Dentistry. Podiatry and other community services visit the unit if needed.

Management of Medicines on the ward were excellent. We were shown the medicines dispensed method. In the corridor area there was a dispensary with a stable door. When medication is being dispensed all areas i.e. lounge area is shut off, patients are individually escorted to the dispensary and medication is dispensed on a one to one basis.

What Patients Told Us A comment from one of the patients "It's alright, sometimes, it's better than other places I've been in."

Staffing Patients on the ward seemed relaxed. The Site Manager/Ward manager and Charge Nurse knew all the patients and staff names on the wards. On entry to both wards the Site Manager knew patient's names and chatted to them, which we felt, was both impressive and very positive. The interaction between staff and patients was good, with all staff talking and listening to the patients. The cleaners also knew all the patients and were seen talking to them. The patients seemed comfortable talking to staff, there was constant interaction whilst we were present. Staff seemed very happy and relaxed in the environment.

What Staff Told Us

"Best place I have worked", "I feel very much supported"

"I love working here".



Healthfield (Men's medium secure ward)

Safety and Suitable of Premises We witnessed staff using systems to ensure keys were managed properly i.e. keys to the ward were locked away in a coded secure box. All staff carried keys on them in a pouch round their waists, which we felt was good practice as it wasn't imposing to the patients. It was apparent that staff looked vigilant at all times

Staff carried alarms in case of an incident, and staff we spoke to knew the correct procedure if alarms went off.

The facility outside of the ward e.g. the reception area was very clean and tidy. There was an abundance of information in an information stand. Hand gel was evident outside the ward. We were shown round the ward by the Ward Manager. The Ward had a comfortable feel to it.

Bed rooms had on suite facilities all bedrooms were off limit during the day this was for security reasons and also so patients would socialise and take part in activities in communal areas. Bedrooms were not locked at night but a staff member sat in a glass annexe in the corridor during the night. All bedrooms had a small window with blinds so staff could check on them during the night without them being disturbed, patients were checked on either every hour, 15mins or constantly depending on risk assessment.

Cleanliness and Infection Control The kitchen in the ward was very tidy and clean there were no kitchen appliances on view and it was unlocked.

The communal toilets and assisted bathroom was clean.

All bedrooms had on suite facilities.

The dining area on the ward was clean.

The communal areas were much uncluttered tidy and clean.

All patients do their own washing of clothes on a rota basis under supervision.

Management of Medicines on the ward was excellent. We were shown the medicines dispensed method. In the corridor area there was a dispensary with a stable door. When medication is being dispensed all areas i.e. lounge /communal areas are shut off, patients are individually escorted to the dispensary and medication is dispensed on a one to one basis.

Meeting Nutritional Needs Menus are changed regularly for patients, with the involvement of the patient's council. At the time of our visit there were some patients on special menus due to religious and dietary requirements, these were being catered for. We also seen there was a wide range of fresh fruit available at lunch time.

Patients have a take away meal treat once a month.

Care and Welfare of people who use services When we entered the ward there seemed to be a nice quiet atmosphere with staff and patients interacting and mixing well. We were told all patients have a Care Plan, which the patient and a carer/ relative if applicable, is involved in. A community meeting was talking place on the ward when we entered. All patients were taking part and staffs were actively listening to their views. All patients were treated with dignity and respect in our presence.

Staffing The interaction between staff and patients was good, with all staff talking and listening to the patients. A mutual respect was apparent.

The patients seemed comfortable talking to staff, with one patient asking staff if he could go into his bedroom to get his cup for a drink.



Cooperating with other services The cooperation we received from all staff whilst we visited on the ward was excellent. There were GPs and nurses in the facility for the patients. Podiatry and other community services visit the unit if needed.

Recommendations

Rosewood Ward Kitchen to clean and tidy
Rosewood Ward Communal area clean and tidy

Authors of Report

Elaine Packer Warrington Link Manager
Katie Lightfoot Community Engagement Officer