



LINK Visit to Warrington Hospital

Date of visit: 22-03-10
Wards visited: A8

LINK Members involved: Anne Turner
Pat Taylor

Hospital Staff involved: Michelle Lord - Matron for Quality
Janice Fagan - Ward Manager A8

Ward A8

Our particular interest in visiting this Ward was to look at the arrangements for feeding vulnerable patients; we therefore timed our visit at lunch time. We saw the meals being given out from the trolley and the green and red trays were explained. The Nursing Auxiliaries made sure that patients got the correct meal, the food for patients who needed help was left in the trolley to keep warm, or the carers dropped out of the serving round to do the feeding. The N.A.s completed the food and fluid charts, the trained staff being responsible for checking they were complete when they were doing the drug round.

We were impressed with a discreet chart near the Ward. We observed two patients being fed. One member of staff was standing feeding the patient over the cot side. The other staff member was sat on the arm of the chair again feeding over the cot side and not facing the patient. We discussed this with Janice Fagan, the Ward Manager who said she would bring it up at the next Ward meeting. Also, during our discussions with her, it was mentioned that staff from other departments, particularly Phlebotomists were seeing patients at lunch time. We did note two patients having blood taken while they were having lunch. We support the Ward Manager's efforts to stop this practice happening.

Recommendations

i) We would like to see patients being treated with dignity by seeing staff sat down with cot sides down facing their patient whilst feeding them.

ii) We support the Ward Manager efforts to ensure that Protected Meal Times for patients are respected by other departments. This needs to be taken forward to decision making groups to get compliance from the departments.

We were accompanied throughout the visit by Michelle Lord, Quality Matron and would like to thank her for the time she took in showing us round, answering our questions and taking note of our comments. We would also like to thank Janice Fagan, Ward Managers from Ward A8 for generously giving her time in the middle of a busy day and for the constructive discussions we had.

Anne Turner
Pat Taylor