



LINK Visit to Warrington Hospital

Date of visit: 22-03-10
Wards visited: EMU 2

LINK Members involved: Anne Turner
Pat Taylor

Hospital Staff involved: Michelle Lord - Matron for Quality
Carol Farrell - Ward Manager EMU 2

EMU 2

This second Emergency Medical Unit was opened relatively recently and accommodates female patients; if in an extreme case a male patient had to be admitted on a short term basis, they would be admitted to a side ward.

We were impressed with the toilet and shower areas which were clean and fresh, also with the sliding glass doors at the entrance to the Bays which afforded additional privacy.

We had particularly wanted to look at information for patients and availability of meals, bearing in mind the rapid turnover in the Unit.

There were a lot of leaflets on the display unit in the corridor, which was somewhat confusing, however it appears that information leaflets are being reviewed and will have a more corporate image. Reference to PALS is in most leaflets with some information as to how to make a complaint. We felt that the amount of information above the patient's bed was perhaps too much and could be simplified.

Our discussion with Carol Farrell, the Ward Manager mainly centred around nutrition, as the patients are admitted to the Unit at any time of the day or night and therefore can't always pre-book their meals. Nutritional Scores are done as soon as possible following admission, as are Risk Assessment Scores. If any patient is found to need a special diet, they are referred to the Dietician, the staff then arrange the required meals with the Kitchen. Sandwiches are available if necessary, one patient spoken to was admitted early Sunday morning and had had sandwiches and a drink. Mid-morning drinks are served by carers. The Ward Manager ensures that vulnerable patients are fed: she also helps with washing vulnerable patients in the morning, which is an excellent way of observing the condition of these patients.

The Ward Manager made reference to the portering situation. The Unit has dedicated porter cover during the day in view of the high admission and transfer rate, however, this is not available at night. As there are just two trained staff and two carers on duty at night, losing two staff to transfer patients is a problem.

Recommendations

i) We would like to see a review of the number of notices above Patient's beds



ii] We would support the Ward Managers request for 24 hour Porter cover. The situation at present results in nursing staff being used in an inappropriate way. We recommend this to be taken forward to decision making groups for action.

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 Carol Farrell, Ward Managers from EMU 2 for generously giving her time in the middle of a busy day and for the constructive discussions we had.

Anne Turner
Pat Taylor