

**Warrington LINK
Report on Visit to Ward A8, Warrington Hospital**

Visiting Team

Anne Turner
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Staff in Attendance

Matron
Ward Manager

The general environment was welcoming, very tidy and giving first impressions of a well run ward.

The Ward Manager and Matron were very keen, approachable and realistic. They provided extremely good and well documented evidence of ward management. The following was discussed.

Infection Control

The introduction of a new Clinical Observation Tool provided evidence of all the continual audits and action plans to meet all guidelines and targets. Evidence of all audits were readily available and shown e.g. hand washing, uniform compliance and cleaning. Evidence of cleaning and taping of commodes after use was seen as we walked round the ward. Staff carried alcohol hand rub. Hand wash facilities were good. Alcohol hand rub was available outside and inside the ward.

There was a large amount of good information re: infection control outside and inside of the ward. Lifestyle and healthcare information leaflets were available on the ward.

Patient Care

We discussed how improvements could be made for identification of meals where assistance was required. It was suggested that colour coded trays would be a good idea and for meal trays to be put in order of bays for more efficient distribution. The ward used a check list requiring a signature for all patients admitted to ensure that all risk assessments, referrals and care plans had been undertaken for each patient. Evidence of these assessments was seen at the bed side. Privacy and dignity was to a good standard and there were curtains to all beds on the wards.

There was evidence that food charts were used and observation of patients during meal times by qualified and unqualified staff. Lists of patients on special diets and those requiring help was displayed for staff giving out meals. A new record sheet has been devised and is now in use when transferring a patient by means of a telephone handover, to ensure that all relevant patient information and care needs are documented. There was also evidence of the ward's robust action plan around incidents and complaints.

Staffing

The staffing of the ward was discussed and it was reassuring to hear that when using agency staff a clear protocol was in place for feedback on their performance.

It was good to hear that one to one nursing was used for patients requiring it. A clear set criteria supported by documentation was used to justify the ward going over budget for using this service. The Ward Manager put patient safety first.

Staffs were sometimes used from other wards in cases of emergencies and in extreme cases beds would be reduced in discussion with management. Incident forms were also used on occasions of staff shortage, when staffing levels weren't sufficient to meet all care.

One concerning factor was that the Ward Manager was not supernumerary on the ward. This resulting in her being under a great deal of pressure trying to balance running the ward efficiently and giving good patient care. It was suggested that a tool should be used to ensure that there was adequate staff ratio to patient care.

There was evidence of all staff having PDP's. A shift overlap in the afternoons provided time for training updates and E Learning. Night staff do rotate to days. All staff undertake a two day mandatory training including infection control.

In Conclusion

Walking round the ward and talking to patients provided us with the evidence to support what was shown to us in the office. The ward including patient areas, toilets and bathrooms etc were very clean and tidy. Equipment was in good order. There were comment books at both ends of the ward.

In summarising two things should be looked at in further detail outside the control of the ward.

1. The Ward Manager should be supernumerary requiring more money into the ward budget for this.
2. Colour coding of trays for vulnerable patients.

The visit to the ward was a very pleasant experience and a good relationship was made with the Ward Manager, staff and the Matron who made us feel very welcome.