

Enter and View – Visit Report



Enter & View

Thistle Ward

July 2024

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Name of Establishment	Thistle Ward Newham University Hospital, Glen Road, Plaistow, London, E13 8S
Date of Visit	11 th July 2024
Healthwatch Authorised Representatives	Nicole Bello
Healthwatch Volunteers	Georgina

What is Enter & View?	<p>What is Enter & View?</p> <p>Under Healthwatch regulations there is a statutory duty on the providers of public funded health and social care services to allow Healthwatch authorised representatives to enter their premises. The role of the Healthwatch authorised representatives is to conduct visits to such services to capture the patient/customer/service users experience and make recommendations where there are areas for improvement or to capture best practice which can then be shared.</p> <p>Enter & View is the opportunity for Healthwatch Newham to:</p> <ul style="list-style-type: none"> • To have access to public funded health and social care premises to see and hear firsthand experiences about the service. • Observe how the service is delivered, often by using a themed approach. • Collect the views of service users/patients at the point of service delivery. • Collect the views of carers and relatives and those of staff members working in the service. • Observe the nature and quality of services. • Report to providers, the Care Quality Commission (CQC), the Local Authority, Commissioners, Healthwatch England and other relevant agencies. <p>Enter & View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation, so we can learn about the services on what is working and share examples of what they do well from the perspective of people who experience the service first hand. It should be noted that Enter & View is not the only way in which information can be obtained. The use of questionnaires, surveys and subject-based focus groups are other examples of ways in which Healthwatch Newham can gather relevant information.</p> <p>DISCLAIMER:</p>
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	<p><i>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</i></p>
Background	<p>Oral hygiene for adult inpatients highlighted by NHS Mouth Care Matters document Mouth Care Matters is a Health Education England funded project to improve oral health of adults in hospitals. The initiative aims to upskill nursing staff and allied health professionals so they can support vulnerable patients with mouthcare. The Newham Hospital website does not appear to include any advice on how to prepare for a stay in hospital. Mouth Care Matters Pack has a screening sheet for patients to ensure they are receiving mouth care if required.</p> <p>Mouth Care links to several other Trust policies:</p> <ul style="list-style-type: none"> • Privacy and Dignity Policy • Dementia Policy • The Mental Capacity Act • Supporting Staff and patients' language and communication needs policy • The Management of Dysphagia in Adult Inpatients (drinking, swallowing, eating problem). <p>Oral health is not only important to general health and wellbeing, but also an important part of holistic patient care. Mouth care can impact people's physical health, with poor mouth care being associated with an increased risk of hospital acquired pneumonia in both ventilated and non-ventilated patients, Xerostomia, or dry mouth which can impact patient nutrition and comfort, cardiovascular disease and diabetes. Poor mouth care can have a profound impact on comfort, dignity and overall experience in care settings.</p> <p>Personal Care in Hospital The NHS Constitution states that it provides high quality care that is safe, effective and focused on patient experience. The NICE Guidance for Patient and Service User Care suggests ensuring patients basic needs are met is a vital part of good quality care. Patients should receive the support to be as independent as possible and help them carry out everyday tasks particularly in hospital. The guidance outlines help with basic needs includes 'personal care' for example relating to continence, personal hygiene and comfort and should be asked regularly about what support you need. You should receive the support when you need it and with your privacy respected. (Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. Clinical guideline CG138 2012. https://www.nice.org.uk/guidance/cg138/ifp/chapter/Help-with-basic-needs)</p> <p>The patient experiences document is published by the National Clinical Guideline Centre Personal care as outlined above is one of the statements in the quality standard produced by NICE – set of 14 statements describing high quality care for patients in the NHS and is one of the recommendations (16) of the NCGC document and emphasises meeting their personal needs at the time of asking and ensuring maximum privacy in doing so.</p>

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Introduction	<p>The purpose of this Enter and View visit was to assess the quality of oral hygiene and personal care provided to elderly patients in Newham Hospital. This report aims to present our findings, highlight areas of good practice, and provide recommendations for improvement.</p> <p>Methodology Our assessment involved:</p> <ul style="list-style-type: none"> • Conducting direct observations within the ward. • Interviewing elderly patients using a structured questionnaire. • Engaging with staff to understand their practices and challenges. <p>What do we want to understand?</p> <ul style="list-style-type: none"> • How consistently are patients encouraged to observe oral hygiene – particularly those who are frail or with learning difficulties being encouraged to brush their teeth • How is oral hygiene managed for in-patients who are being fed through tubes. Anecdotally, we have heard instances that patients who eat through a tube can end up with a lot of white marks on the tongue and around the mouth which need to be cleaned regularly.
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Finding and Responses

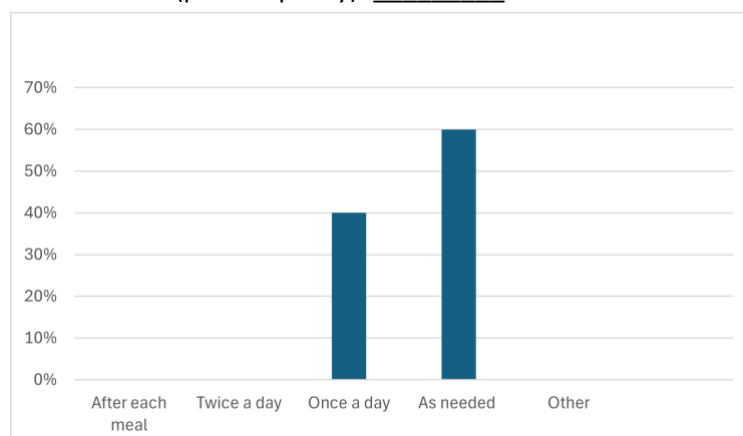
Patients Questionnaire –

During our visit we were able to gather feedback from six patients

1. Oral Hygiene Routine:

- How often are you helped with brushing your teeth or cleaning your dentures?

- ☐ After each meal
- ☐ Twice a day
- ☐ Once a day
- ☐ As needed
- ☐ Other (please specify): _____



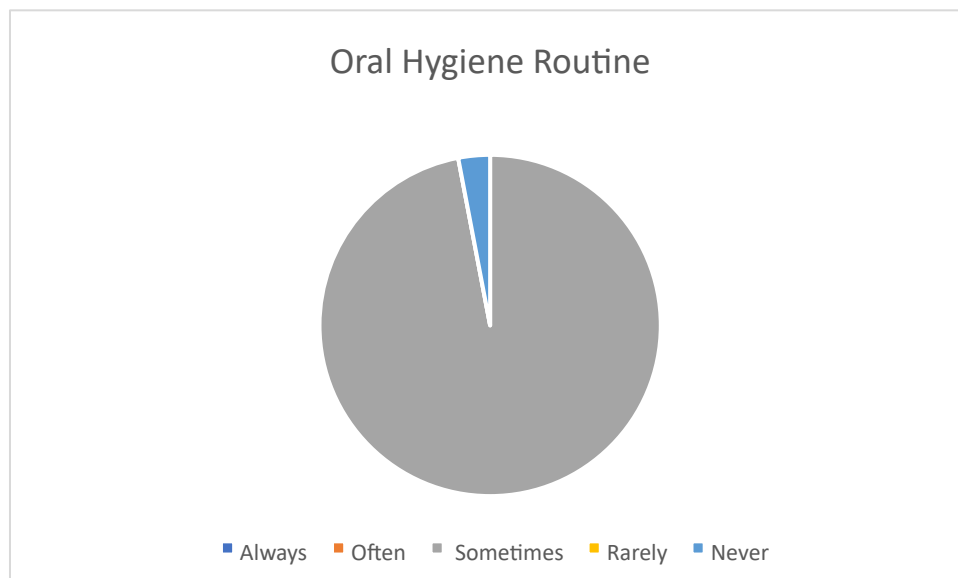
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Patients/carers were asked if they had assistance with Oral Hygiene during their stay:

- Do you receive enough help with brushing your teeth or cleaning your dentures?
 - ☐ Always
 - ☐ Often
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never

A significant number of patients stated sometimes they receive help with brushing their teeth or cleaning their dentures at least once a day.

Quotes: "They help me brush my teeth in morning, but sometimes I wish it was done after meal."

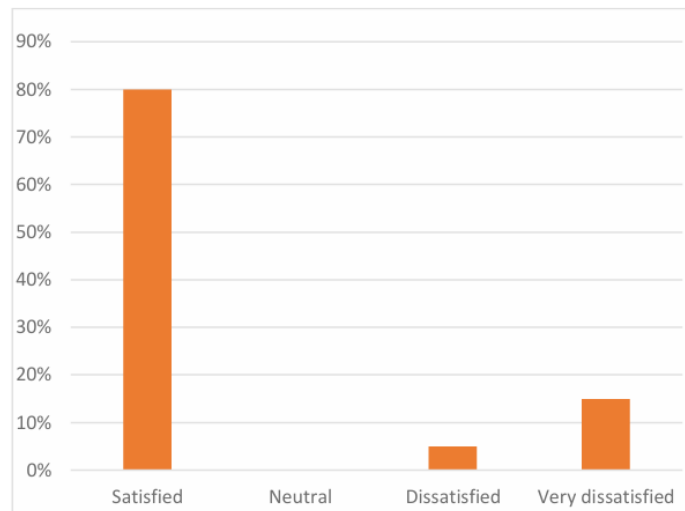


Quality of Oral Hygiene Care:

- Are you satisfied with the care you receive for your oral hygiene?
 - ☐ Very satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Dissatisfied
 - ☐ Very dissatisfied

Majority of patients/Carers were satisfied with oral care received during their stay in the hospital, while others were very satisfied, 5% of the patients were dissatisfied the remaining 15% were very dissatisfied.

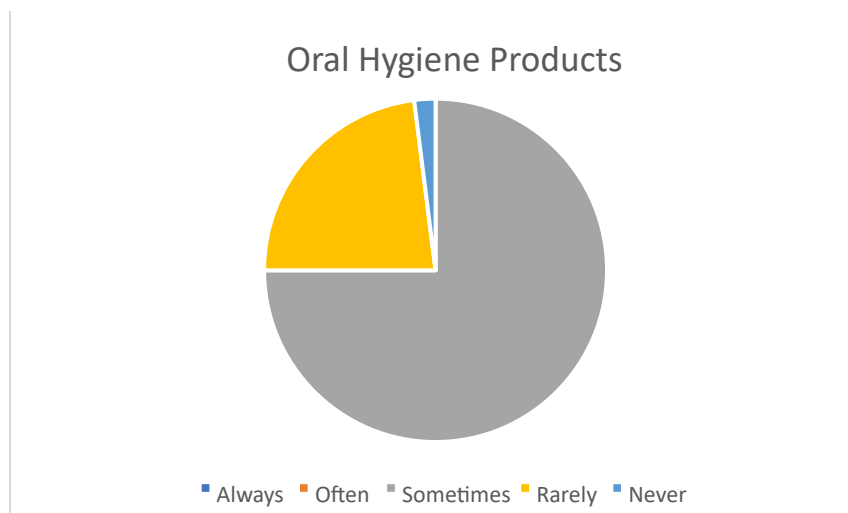
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Oral Hygiene Products:

- Are the toothbrush, toothpaste, and other oral hygiene products you need available to you?

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never



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Feedback on Oral Hygiene Care:

- Do you have any comments or suggestions on how your oral hygiene care could be improved?

“The hospital should make an effort to provide hygiene products on the first day of the admission, also to encourage patients to brush their teeth more often.”

Quality of Care:

- Observation: The thoroughness of oral hygiene care varied among staff.
- Patient Feedback: While some patients expressed satisfaction, others felt that the care could be more thorough.

Availability of Supplies:

Observation: Oral hygiene products such as toothbrushes and toothpaste were low in stock, and the hospital occasionally provided products to patients during the admission.

Patient Feedback: Most patients had access to necessary oral hygiene products, though a few mentioned occasional shortages. My family provide me with all my toiletries.

Quotes: "I always have my toothpaste and brush, but sometimes it takes a while to get a new one when it runs out."

Personal Care

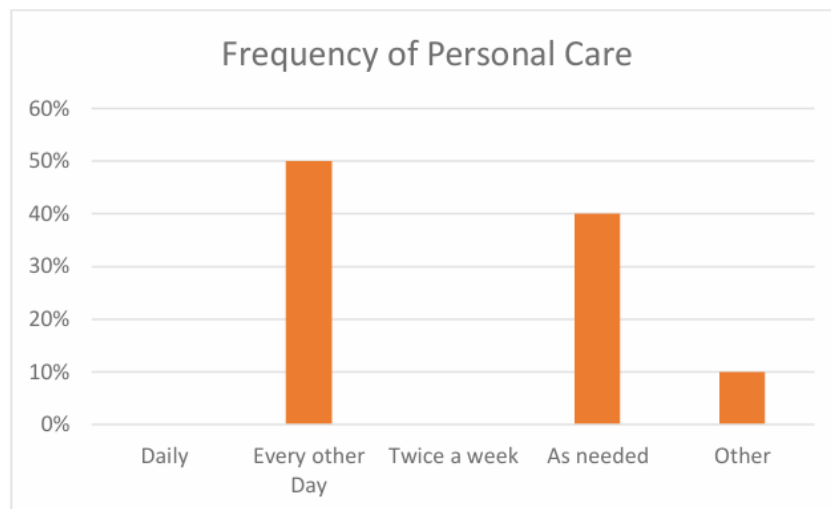
Frequency of Personal Care:

- How often are you helped with personal care activities such as bathing, grooming, and dressing?

- ☐ Daily
- ☐ Every other day
- ☐ Twice a week
- ☐ As needed
- ☐ Other (please specify): _____

We spoke with patients who had varying views on personal care. Most reported receiving personal care every other day by choice. Staff generally asked patients if they needed assistance and provided support, such as a change of gown and help with back scrubbing. Additionally, 40% stated they received personal care as needed. Meanwhile, 10% reported other experiences, including not having a shower since admission, declining staff offers, or feeling uncomfortable using the hospital toilet.

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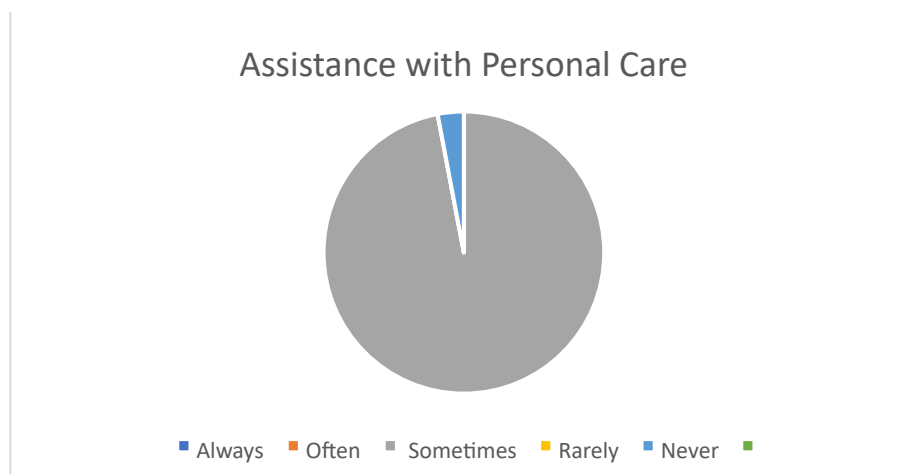


Assistance with Personal Care:

- Do you receive enough help with personal care activities such as bathing, grooming, and dressing?

- ☐ Always
☐ Often
☐ Sometimes
☐ Rarely
☐ Never

Most patients and carers stated that they sometimes received assistance with personal care when requested. However, 3% reported never receiving assistance.



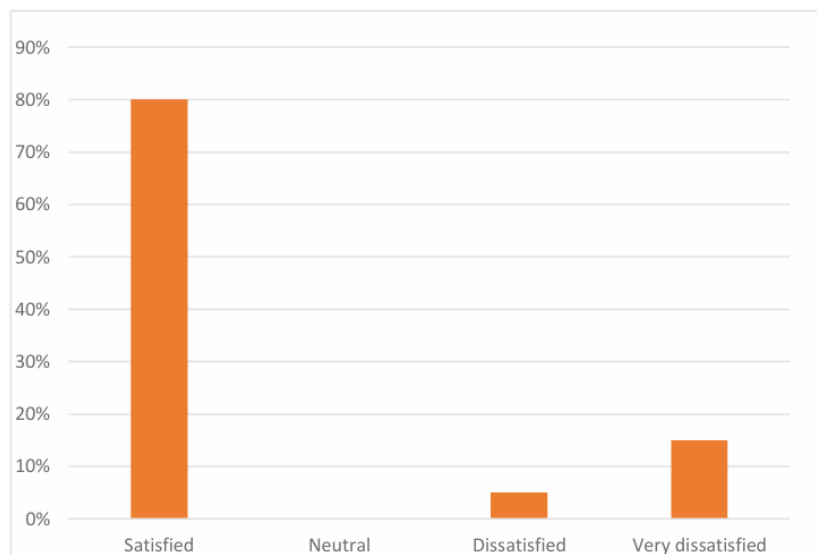
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Quality of Personal Care:

- Are you satisfied with the care you receive for your personal hygiene?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

We spoke with patients about the quality of personal care they received since admission. The majority (80%) were satisfied with the care provided. However, 5% expressed dissatisfaction, while 15% reported being very dissatisfied.



Personal Care Products:

- Are the personal care products you need, like soap, shampoo, and moisturizer, available to you?

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

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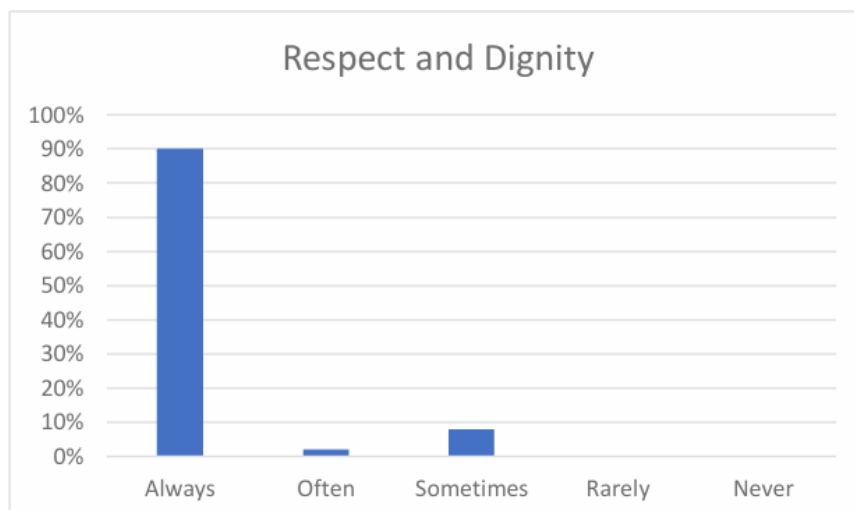
75% of patients and carers stated that the hospital sometimes provided personal care products, but not in sufficient quantities. 5% reported rarely receiving products due to shortages, while 20% brought their own from home due to the lack of availability in the hospital.



Respect and Dignity:

- Do you feel that you are treated with respect and dignity when you are being helped with personal care?

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never



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The majority of patients stated that they feel respected, and staff maintain their dignity. Before any task, staff ask for the patient's consent and explain the process.

Feedback on Personal Care:

- Do you have any comments or suggestions on how your personal care could be improved?

"There is a lot of improvement that should be done, nothing personal but general care".

Overall Satisfaction and Improvements

Overall Satisfaction:

- How satisfied are you with the overall oral hygiene and personal care you receive in this hospital ward/unit?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied



Observation: Staff generally treated patients with respect and dignity.

Patient Feedback: Most patients felt respected and valued during personal care activities.

Quotes: "They are always kind and treat me with respect."

Staff Feedback: We spoke with six members of staff during the visit:

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Staff Feedback	Staff Challenges and family feedback: <ul style="list-style-type: none"> What challenges, if any, are faced in providing oral hygiene care and personal care to patients? <p>“Confuse patient can be violent sometime”</p> <p>“Shortage of staff”</p> <p>“Too many bedbound patient”</p> <p>“Patient choice”</p> <p>“Confuse patients on NG tubes”</p> <p>“Time constraints”</p> <p>“Pink sponges not available, alternative not equivalent”</p> <p>"Staff issues"</p> <p>“Staff not spending much time with patients “</p>
Overall Satisfaction and Improvements	Overall Satisfaction: <p>On a scale of 1 to 5, how satisfied are you with the current oral hygiene and personal care practices in this hospital ward/unit? (1 = Very Dissatisfied, 5 = Very Satisfied)</p> <p> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 </p> <p>80% of staff rated 4 Satisfied, 10% rated 3 neutral 2 Dissatisfied.</p> <p>Areas of improvement:</p> <p>“Better oral care package”</p> <p>“Improve on shortage of staff, to help improve the care of patient”</p> <p>“Staff assisting with brushing teeth for patient”</p> <p>“Good mouth care swab”</p>

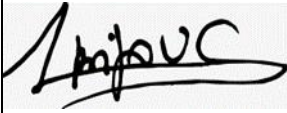
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	<p>Additional Comments:</p> <p>“To provide an admission pack with everything needed.”</p> <p>“More supplies like shampoo, conditioner, toothbrush, toothpaste, hair stylist”</p> <p>“Need to improve netter mouth care”</p>
General observation:	<p>“The ward is very clean”</p> <p>“Notice board up to date”</p> <p>“While in the room, we notice patients was left with a medication in the cup, without a nurse to administer, while asking the patient carer, she didn’t know if it was morning medication or afternoon.”</p> <p>“Patient food was left by his bedside while he was asleep”</p>
Recommendations	<p>Based on our findings, we recommend the following actions to improve oral hygiene and personal care for elderly patients in Newham Hospital:</p> <p>1. Enhance Oral Hygiene Care:</p> <ul style="list-style-type: none"> • Increase the frequency of oral hygiene care, ideally after each meal. • Provide additional training for staff to ensure thorough and consistent oral hygiene practices. • Ensure a steady supply of oral hygiene products and monitor stock levels regularly. <p>2. Improve Personal Care Assistance:</p> <ul style="list-style-type: none"> • Develop protocols to reduce waiting times for personal care assistance. • Encourage staff to spend adequate time on personal care activities to ensure thoroughness. <p>3. Staff Training and Development:</p> <ul style="list-style-type: none"> • Provide ongoing training for staff on best practices in oral hygiene and personal care. • Promote the sharing of best practices among staff to maintain high standards of care. <p>4. Feedback Mechanism:</p> <ul style="list-style-type: none"> • Establish a regular system for collecting and addressing patient feedback on oral hygiene and personal care. • Use patient feedback to inform continuous improvement efforts.

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Conclusion	<p>Our Enter and View visit to Newham Hospital highlighted both strengths and areas for improvement in the provision of oral hygiene and personal care for elderly patients. By implementing the recommendations outlined in this report, the hospital can enhance the quality of care and patient satisfaction.</p>
Provider Response:	<p>Thank you for forwarding the Enter and View report from the 11th of July 2024 with a focus on the quality of oral hygiene and personal care provided to elderly patients in Newham Hospital.</p> <p>The Hospital welcomes the report and has taken all the findings and recommendations very seriously with immediate review and implemented actions to address the concerns raised. This reply provides an overview of the work undertaken to deliver high quality and patient-centred care to improve outcomes and patient experience. All the positive comments have been communicated back to the team.</p> <p>The key area of concern from your visit was that not all patients received regular oral hygiene and assistance to carry out from our staff. It also acknowledges the need to enhance staff training and development around the importance of oral hygiene with emphasis around essential of care for hydration and nutrition.</p> <p>The hospital has already identified this as an area of concern and our associate director of nursing has implemented a quality improvement project across our adult inpatient’s wards. We also have reviewed our nutrition and hydration working group led by our lead dietician Gabby Ramlan which has resulted in better engagement from the wider multidisciplinary team and significant improvement with patient assessment in identifying patients that require support.</p> <p>Next steps for the hospital will be to incorporate improvements and outcomes within our overall consolidated patient experience and engagement improvement plan over the fourth come weeks. I would like to assure you that we will continue to monitor the overall performance of the nutrition and hydration through monthly reports provided by the team. We will also observe the quality of care provided in the department through patient safety and experience walkabouts via our ward 2 board programme.</p>

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Signed by Healthwatch:	 Nicole Bello
Date	11/07/2024