



healthwatch
Bradford and District

Elderly Care at Airedale General Hospital

Enter and View Visit



healthwatchbradford.co.uk

What did we do?

Healthwatch listened to concerns raised by members of the public and professionals in the community about the way elderly people with dementia were cared for on Ward 1 at Airedale General Hospital.

We used our statutory powers under the Health and Social Care Act 2012 to conduct an Enter and View visit to the ward.

Our trained and authorised volunteers spent time on the ward talking to patients and carers. This gave us a better picture of how people were being cared for and where improvements needed to be made.

(Ward 1 has been replaced by Ward 4)





What has changed?

Our Enter and View volunteers wrote a report after the visit which made recommendations for improvement. Since our visit, the hospital has made changes:

- A new family room has been created to make it easier for families and carers to spend time on the ward and support patients.
- More information is being provided to patients and carers about support in the community.
- Communication with carers and family members has been improved, with daily ‘walkabouts’ by staff to talk to families and discuss any concerns.
- Awareness of the ‘Butterfly Scheme’ has been increased, and the forms changed to include information about a patient’s language needs.



By working closely with the Trust and our Enter and View volunteers, Healthwatch found out more about the needs of local patients and carers. Our volunteers also learnt about the challenges the hospital faces caring for people with dementia on a general hospital ward, and the work the Trust is doing to address these challenges.

Our volunteers for this visit had experience of working with older people living with dementia and connections with local community groups; they helped ward staff to establish links with these groups in order to provide better support for patients and carers.

“Airedale NHS Foundation Trust acknowledges the work of Healthwatch and we are actively seeking to further enhance our care and the environments for patients with dementia, which will have wider benefits for other patients, carers and staff.”

Rob Dearden, Director of Nursing

Enter and View volunteers carry out visits when they have heard concerns about health or social care services, or when they identify examples of good practice that can be shared.

Tell us about your experiences of the health or social care services that matter to you or your family.

Your views will help Healthwatch see where services are doing well or need to improve, and could lead to an Enter and View visit.



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