



## Enter and View Report

Bradford Teaching Hospitals NHS Foundation Trust

Ward 17 - Children's Ward

Report published September 2015

### What is Enter and View?

Healthwatch authorised representatives carry out visits to health and social care services in our district, to see how a service is being run and make recommendations where there are areas for improvement.

### Key findings from our visit

- Good play area for younger children, however room for improvement for older children.
- Very good display on Friends & Family Test, easy to understand and eye-catching.
- We found people were happy with the menu choices available, but struggled to identify suitability for their dietary requirements.
- The child-friendly menu was available but not in use on the ward.
- We heard about some difficulties in monitoring food/fluid intake.

## Details of the Enter & View visit

<b>Date:</b>	<b>Visit 1:</b> 26 <sup>th</sup> February 2015 <b>Visit 2:</b> 1 <sup>st</sup> May 2015
<b>Authorised Representatives:</b>	Huma Malik, Bilaal Hussain, Hoshiar Singh, Muneeba Afzal
<b>Healthwatch Staff:</b>	Afsana Aslam, Development Worker
<b>Service visited:</b>	Bradford Teaching Hospital Foundation Trust, Bradford Royal Infirmary, Ward 17
<b>Provider Staff:</b>	Sara Szpara, Matron for Neonatal and Children's Inpatients and Debra Rawling, Ward Manager

## Why Healthwatch volunteers visited this service

The visit was organised as an opportunity to learn how health provider, Bradford Teaching Hospital NHS Foundation Trust (BTHFT), delivers children's services. Healthwatch young volunteers have previously undertaken a "walk about" on some of the young people's wards, including Ward 2, A& E Pediatrics and the Neonatal unit, to gather views about environment and listen to patients' views about the care they receive. During the walk about there were some concerns raised about nutrition and hydration.

This visit was organised as an opportunity to follow up some of the concerns raised during the walk about; Healthwatch representatives were given the opportunity to check what young people's experiences were on another children's ward, Ward 17.

## Purpose of the Enter and View visit

The focus of the visit on Ward 17 at Bradford Royal Infirmary was to gain a better understanding of what young people and their parents and carers feel about the nutrition and hydration received on the ward. This included looking at the menus and support provided by staff to ensure nutrition and hydration is maintained.

## How was the visit prepared and conducted?

The visit was carried out over two days. Visit one was led by two young representatives on Thursday 26<sup>th</sup> February 2015. Unfortunately volunteers were unable speak to many patients and carers on the day for various reasons (principally the age of the children and how unwell they were), and only received a small amount of feedback.

Healthwatch and Enter and View representatives decided it was important to carry out a further visit to try and speak to more people. A second visit was arranged and this time was

carried out by both a young representative and parent representative on Friday 1<sup>st</sup> May 2015.

Both visits were supported by Healthwatch staff and on arrival representatives were greeted by Debra Rawling, Ward Manager. The representatives were given an opportunity to spend some time with Debra and asked question to understand more about the service provisions on the Ward. The representatives then went to speak to some individuals who were inpatients at the facility, as well as speaking to some of the parents. Over the two visits, seven people shared their experiences of Ward 17. This report represents only the views of the patients we spoke to on the day of the visit.

All individuals that were spoken to were informed of the representative role with Healthwatch, the aim of the Enter and View programme and the reason of the visit. All participants gave verbal permission for the interviews to proceed and were assured of confidentiality and anonymity.

A prepared questionnaire for both staff, patients and families, and also some observation of the ward were used as a method for gathering feedback.



*Entrance to Ward 17  
at Bradford Teaching  
Hospitals NHS  
Foundation Trust*

## Introduction to the Service

On the first visit, 26<sup>th</sup> February 2015, two of the Healthwatch representatives spent some time with Debra Rawling, Ward Manager, to learn more about the activity on the ward.

Representatives found that the ward was a busy environment and it supported children of different ages and health needs. The ward supported children who have an illness, such as Cystic Fibrosis among others, which required them to stay in the hospital for a short duration.

On the ward, the age range of the patients was from babies to 15 years old. In some cases, there are a few young people who are over the age of 15 years old on the ward. This is usually while they are waiting for a space to become available on an adult ward.

The ward is made up of 25 beds which are spread across the Ladybird Wing and Bumblebee Wing. Six of the beds were private rooms which were called cubicles. These beds were in high demand and very popular among their patients. However, the children/babies who are very ill are given priority to those beds. Debra (Ward Manager) commented “There are never enough cubicles”.

There is a children’s play area which is supported by a play specialist, the role of the play specialist is to manage the playroom and bedside activities.

## Staff on the ward

Representatives learnt that there were 5 qualified nursing staff members who worked all day, and 4 qualified nursing staff who work on the night shift. Other members of staff include one housekeeper and a health care assistance who works during the day.



*Feedback from the ward's Friends & Family wall display*

## Meal times on the ward

The ward operated set meal times for breakfast, dinner and tea serving hot food. However, there was the option of having cold food which was offered to patients outside of meal times by the use of a trolley service which is available on the ward at regular times. The ward manager commented “There is not a great deal offered outside of meal times other than fruit, yoghurt and sandwiches”. The manager also told us there were provisions for snacks/food and drink outside meal times such as offering biscuits and juice/water.

Parents/Family members can bring in food for their children. However, there are restrictions on what they can bring in such as only cold food is allowed. This is because if the food is reheated, it may allow bacteria to get into the food, therefore causing infections to occur. This would be a concern Debra said, “We discourage reheating food on the ward”.

Fluid intake and output was monitored and recorded on a record sheet. In addition, the record sheet showed the staff what food they had to eat and their fluid balance.



*Feedback from the ward's Friends & Family wall display*

## Support with choosing the right foods

There is a child friendly menu which is used on the ward, which is hard back, colourful and has child friendly pictures. Debra told us that the menus were helpful in supporting children to choose the food which was available on the ward. She also recognised that there were improvements to be made to the menus. There was no key to identify dietary requirements i.e. vegetarian/ Halal/gluten free etc. “There are problems with the menus as they do not state if the food is Halal/ vegetarian or not Halal”. Debra Rawling

Children and young people from all ages on the ward are involved in making a choice about what they eat whilst they stay on the ward. If they are unable to make a decision then parents would usually make a choice for them. Food order forms are given out a day in advance and collected at the end of the day, along with details of meal choice for the next day. Debra informed us that the children could change the food they want on the day providing the meal was available at short notice and “The food was set to the child's dietary requirements”.

## What patients and carers said...

One young patient and his parents (from a white British background) talked to us.

When representatives asked for the patient's thoughts on the menu, the representatives were told *"the menu is easy to understand but I am not familiar with all foods on the menu."*

The boy's parents commented *"some dishes are in a foreign language and are difficult to understand"*, the parent went on to point at an item on the menu 'Keema' and asked his son if he knew what it was. At this point the young boy suggested some items would benefit from a brief description of such as 'Keema - minced meat curry'.

The boy continued to say *"The hospital food is quite good; I like some of the things on the menu."* He also said that he felt the staff did not ask if there was anything else that he would like because his parents were there to offer him support. He continued to say *"drinks are replaced once a day by staff but they do not remind you to drink, but my parents make sure I drink regularly."*

Finally the boy's parents raised concerns on there not being anything to indicate the patient's dietary requirements easily, *"he is diabetic, so there should be something like wearing a red band."*

The patient added that there should be more options for older children e.g. somewhere to sit outside. He also said the ward is not teenage friendly as there is a play area for young children but nothing for the older children to do.

### Another young girl said:

*"I don't like the food which is available. The food menu is easy to understand but the only halal option on the menu is rice and curry."*

### One parent who was with a young child under the age of 10 commented:

*"The menus are easy to understand. Also, the staff remind the patients about fluid intake."*

### A patient aged between 14-16 years old told us:

*"The staff are easy to talk to and it is easy to change the choice of food. You can eat freely between meal times and the staff will help with feeding if you need them to. The menus were easy to read and understandable and I recognise the foods that are listed."*



A family member of a child who was under 10 years old said:

*“We have only arrived today so we have not seen the menu yet but staff have given fresh milk for the little one. The hospital food is ok.”*

They also told us there were options available for snacks outside meal times and staff had asked the patient if they wanted a snack or drink regularly.

*“There is a halal option on the trolley and wide selections of food including rice, curries and sandwiches”*

The patient and the family member had not been given a menu yet and so Healthwatch representatives asked staff for one to be shared. When representatives asked staff for a child friendly menu they were told **“we have them, but we just use these.”**

Upon looking at the menu, the family member commented that it was understandable but quickly noticed that it did not specify if the food was halal.



A boy aged 11-13 years old was sleeping so we spoke to his mum.

She told us her child is identified as being gluten intolerant and is given a red band to wear. The staff provide ice water and juice which is regularly filled up and made available.

When representatives asked questions about the menu options and choices of food available the mother of the young boy said:

*“The menu is easy to understand. There are not enough options for gluten intolerant patients as the only thing he can eat from the menu is curry or jacket potato.”*

*“He is gluten intolerant and gluten free meals have not been sought by auxiliary staff even after requesting a meal I have been told it is not available.”*

The carer has to go out to buy snacks as there is no gluten free option available on the menu.

The mother felt staff were not approachable and there may be a communication problem between ward staff and kitchen staff as her concerns about the menu choice do not appear to have been resolved.

Representatives were told that that she had raised her concerns formally by letter regarding the lack of gluten free and vegetable options suitable for her child’s diet on a previous occasion when he was at the hospital for a period of 3 weeks which was over a year ago but still nothing appears to have changed.

The mother made a suggestion that the menu needs to be compiled according to the patient’s needs and communication with the kitchen staff needs to be improved.



A family member of a girl aged 14-16 spoke to us because the girl was not able to... This patient had fixed times for her food due to medical reasons. She had her meals using a PEG feed and is given protein and other essential vitamins.

The family member was concerned about the delays in meal times and fluid intake. Representatives were told the patient did not get meals on time and it was on occasions half an hour later.

The family member told representative she has to go all the way down to the nurse's station to remind staff or she has to keep pressing the buzzer to ask them for things.

She continued to tell representatives "due to her condition, she experiences a seizure when she becomes dehydrated, and that's when the staff pay more attention and monitor fluid intake."

The family member felt like the care on the ward was not good and when she needed help with the patient, staff will often say they are busy.



Children's play room on Ward 17



Section of Friends & Family display

## Observations

- Representatives observed staff being friendly and supporting a number of children in the play area and attending to their needs when required. One child became upset and tired; a nurse came to help and took her back to her bed, gave her something to drink and then helped the young child back to the play room once she felt well enough.
- Representatives observed one patient, a young girl who appeared to have a high level need of care due to her medical conditions, was placed on a four bedded bay close to other very young children.
- Representatives saw a young child who was unaccompanied walking into a four bedded bay. Representatives wondered if this was appropriate and what precautions were in place to ensure young children are not alone.
- Friends and Family Test wall - there was an interactive wall display using pictures and lots of colours where children could leave feedback about the service. There were no comments made about the menu or food options available on the ward.



*Bilal Hussain and Huma Malik with Ward Manager Debra Rawling*

## Conclusion

Healthwatch would like to thank the staff and patients for the warm welcome and time shared with the Healthwatch Enter and View Representatives. Our overall impression of Ward 17 is that it is a good unit with many positive features including the children's play area, on ward learning facilities (school) and the bright Friends and Family Test wall which use pictures to gather children's feedback. There were also complimentary comments made by patients and relatives.

Most patients and families were familiar with food choices on the menu however there were concerns about the limited options on the menu and lack of information for dietary requirements i.e. Gluten free or Halal options etc.

## Enter & View representatives' recommendations

### Questions:

- How are staff members made aware of the importance of monitoring fluid intake?
- Which staff groups are provided training for nutrition and hydration?

### Nutrition and Hydration recommendations:

- We were pleased to learn BTHFT Ward 17 have a child friendly menu which uses colour, images and large text. However we learned that this menu is not used very often. We recommend this menu should be used regularly to help children make choices about what they eat.
- We suggest the Trust look at ways they can improve the format of the menu so that children are able to make the correct choices for their dietary needs. At present an information key about diet needs is placed at the back of the menu. We recommend the Trust highlights diet requirements throughout the menus i.e. vegetarian, allergies or Halal. This will help children and families to make more informed choices.
- During our visit patients have suggested the Trust make available set menus for those who are gluten intolerant and diabetic. It is important communication between ward and auxiliary staff is improved to ensure people with conditions such as diabetes or those who are gluten intolerant are provided with a varied menu choice.

### Other recommendations:

- We appreciate the demand on BTHFT Ward 17 is high and the availability of private rooms (cubicles) on the ward are limited - which means some patients with high level needs are often placed on the four bedded bays. We recommend the Trust consider and explore opportunities to increase the number of private rooms to create a better environment and meet the care needs of patients who have a higher level of need.
- We recognise it is important to keep children and young people safe. Healthwatch suggest the ward consider the use of volunteers to help support the ward staff to accompany and supervise young children. Volunteers would need to have the necessary training in safeguarding children.
- During the visit some older children suggested there were no or little activities that they were able to take part in. We suggest the Trust look at ways of introducing activities which are suitable for older children who use the ward.

Authorised Representatives: Muneeba Afzal, Bilaal Hussain, Huma Malik and Hoshiar Singh

11<sup>th</sup> September 2015

## **More about Enter and View**

- Members of the public volunteer to become authorised representatives, carrying out visits on behalf of Healthwatch. They receive training to deal with sensitive situations and confidential information, and are checked by the Disclosure and Barring Service
- Healthwatch authorised representatives carry out visits to health and social care services in our district, to see how a service is being run and make recommendations where there are areas for improvement.
- Visits can happen if people tell us there is a problem with a service, but they can also happen when services have a good reputation - so we can learn about and share examples of what they do well.
- Any publicly funded service can be visited like care homes, hospitals, GPs and dentists.

## **Disclaimer**

- Our report relates to a specific visit to the service at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Bradford and District.

For more information about this visit and Healthwatch Bradford and District Enter and View activities please contact call 01535 665258 or email [info@healthwatchbradford.co.uk](mailto:info@healthwatchbradford.co.uk)