



DE MORGANNWG | SOUTH GLAMORGAN

CHC Visit Report (Announced)

**Lakeside Wing,
University Hospital
Wales**

15th July 2022

Accessible formats

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Your Community Health Council

Community Health Councils (CHCs) are the independent watch-dog of NHS services within Wales and we seek to encourage and enable members of the public to be actively involved in decisions affecting the design, development and delivery of healthcare for their families and local communities.

CHCs seek to work with the NHS and inspection and regulatory bodies to provide the crucial link between those who plan and deliver the National Health Service in Wales, those who inspect and regulate it, and those who use it.

CHCs maintain a continuous dialogue with the public through a wide range of community networks, direct contact with patients, families and carers through enquires, our Complaints Advocacy Service, visiting activities and through public and patient surveys, with the CHC acting as the "Public & Patient Voice" within Cardiff and Vale of Glamorgan.

Visit Overview

Two members of the CHC visited the Lakeside Wing, University Hospital Wales on Friday 15th July 2022 at 11:00am.

The purpose of the announced visit was for the visiting team to observe the environment, quality of service provision being provided on the Ward and to gather the views and experiences of the patients, carers and visitors whilst on the Ward and wider site.

As part of the visit, members of the CHC were able to speak with the following NHS Staff:

- ❖ Ward Manager
- ❖ Physiotherapist
- ❖ Ancillary Staff

Briefing Information

Management Arrangements

The Lakeside Wing, University Hospital of Wales (UHW) is a part of the Medicine Clinical Board and sits within the Integrated Medicine Directorate. The area is managed by a Ward Manager.

Introduction

The Lakeside Wing provides 2 services. On ground floor A there is a transitional care unit which provides care and discharge planning to patients who no longer need to be in an acute hospital bed as they are medically fit to discharge but final discharge plans are awaited e.g. A package of care start date.

Lakeside Wing Ward 1 and 2 consists of a 50 bedded rehabilitation area (29 patients on Ward 1 and 21 patients on Ward 2). Where patients from the acute Wards at UHW can be provided with rehabilitation and discharge planning by a multidisciplinary team. The patients would be medically stable or fit but in need of rehabilitation before discharge. The Lakeside Wing is for Adult Patients from Medical, Surgical and Speciality areas, that are medically stable / fit and in need of rehabilitation and discharge planning.

Capacity

The Ward has 22 beds on TCU, 29 beds on Lakeside Wing Ward 1 and 21 beds on Lakeside Wing Ward 2 and is currently working at full capacity. The Wards are commissioned for winter capacity but have been open since December 2020 and did not close during the summer months due to bed pressures and COVID 19 management needs in the acute setting.

Capacity can increase due to lack of available beds and to support effective management of COVID-19. Capacity can be restricted by staffing levels. There are concerns in relation to Lakeside Wing Ward 1 and 2. (50 beds) This area is additional capacity, which is now able to substantially recruit to, continues to support the increased demand of patients for admission. Due to the continued operation of this area this has put added pressure on the nursing and medical team within the medicine clinical board as the registered nursing establishment for the area has never been realised despite extensive efforts to recruit.

Band 6 posts have been offered when only band 5 posts were needed to enable recruitment which has been partially successful but there are still

registered Nurse vacancies which causes the Ward to rely on temporary staffing to cover shortfalls which does not always occur.

TCU (22 beds) The Ward is also additional capacity even though commissioned but the model of care for this area is different from other areas and is established for 1 registered Nurse (band 6) per shift supported by band 3 health care support workers. There was a successful recruitment of band 6 registered Nurse but all were internal candidates which depletes other areas of band 5 registered Nurses which is harder to backfill. There has been partial success with the band 3 recruitment so unfilled vacancies are reliant on temporary staffing band 2 healthcare support workers to cover which then means the Ward model of care is not covered as expected.

Full occupancy has been maintained on Lakeside Wing Ward 1 and 2 and TCU but until the first week of March there was an extra Ward open in Lakeside Wing offering a further 28 beds, with the same remit as Lakeside Wing Ward 1 and 2, to support bed pressures.

Staffing

The Wards' Nurse staffing levels are:

Lakeside Wing Ward 1

Day - 5 Registered Nurses on the Early and 4 Registered Nurses on the Late and 4 Healthcare support workers

Night - 3 Registered Nurses and 3 Healthcare support workers

Lakeside Wing Ward 2

Day - 3 Registered Nurses and 3 Healthcare support workers

Night - 2 Registered and 2 Healthcare support workers.

There are also 14.50 WTE Dietetic support workers assigned and agreed in the nursing establishment to support the nutritional and hydration needs of the patients.

TCU

1 Registered Nurse and 5 band 3 Healthcare support workers both day and night.

The medical cover for the ward also includes:

1 consultant led Medical Team per Ward

Consultant

Registrar

F1 and SHO

The Ward is currently running with the following staff vacancies:

Lakeside Wing Ward 1 and 2

Band 5 14.40 - remained unfilled for up to 12 months

Band 2 4.80 - has fluctuated with starters and leavers. But has been supported via UHB central recruitment.

TCU

Band 3 12.79 - Since January 2022, advert now out to recruit permanently to these posts.

This situation is alleviated by shifts requested via temporary staffing. Staff have been offered enhanced overtime. Staff shortages discussed daily with Lead and Senior Nurses at morning huddle. Site based risk assessment undertaken and staff moved accordingly.

Nurses deployed from clinical Nurse specialist service, and other specialities such as Radiology, LED, Stroke, Frailty and Home Ventilation team but this reduces ability to undertake and deliver specialist tasks as a Specialist Nurse role.

In addition to the above core staffing, the Ward is also supported by Physiotherapists, Occupational Therapists, Speech and Language Therapists, Dieticians, Palliative Care, Diabetes specialist Nurses, Pharmacy, Phlebotomists, Liaison Psychiatry for Older People (LPOP), Integrated Discharge Service and Rehabilitation Liaison Nurses, but has had difficulties at times with all services due to sickness but overall well supported.

Ward based volunteers are being reintroduced in a phased manner. The Ward also supports the Kickstarter programmes. Volunteers support with virtual visiting, befriending and interaction with the patients while they are on the Ward.

Opening/Operating Arrangements

The Wards' opening/operating arrangements are as follows:

- ❖ Operating 24 hours per day
- ❖ Mealtimes are 08:15am, 12:30pm and 17:00pm
- ❖ Currently visiting is by appointment only due to Covid-19. Or in agreement with Ward / Deputy Sister in special circumstances such as patient requiring support with care or palliative patients.
- ❖ The Ward also facilitates visiting for patients who are end of life, patients with cognitive impairment and patients who need assistance with nutritional needs if family want to assist.

Environmental Improvements

The Ward is a new build, it was only handed over to our estates department February and all snag work undertaken. This work was to correct any issues such as leaks, or window closures were repaired. Some flooding issues from sinks are to be addressed but are in hand.

There are planned works to include relaying of vinyl as the floor has cracked due to settlement.

The Ward currently has no outstanding maintenance requests that could be considered urgent.

Initiatives

Kick-start admin support has been introduced. Dietetic support workers are in place 7 days a week on all Wards to provide nutrition and hydration support to patients.

Concerns

Registered Nurse staffing levels are an ongoing concern but are unlikely to resolve due to national shortage. Healthcare support workers vacancies are likely to resolve shortly due to a successful recruitment drive.

Supplementary Information

Lakeside Wing was originally built during the pandemic to accommodate patient demand. Ground floor A and B Wards and the areas on first and second floors were built to field hospital specification.

Lakeside Wing Wards 1 and 2 were built to a higher specification to accommodate winter pressure beds.

Patient Engagement

Members were able to talk to five Vascular / Rehabilitation patients. One patient had their operation to repair stroke damage which was delayed several times and was now categorised as “amber” by clinicians. Ward conditions had been cold at night but obviously had improved with the recent weather. As this patient lived alone the carer/advocate was able to visit, but at one stage was obliged to leave provisions outside the building. No concrete plans were in hand to allow an eventual return to their own home.

One patient had been resident for five weeks following an amputation. They were generally in good spirits and had the advantage of consistent family support. No issues about food, treatment, or comfort but they did report one incident that greatly upset them when a staff member used a demeaning word. The patient was given the CHC advocacy details in the event they wished to make a complaint.

Another patient felt generally content, but stated very clearly that the greatest threat to adequate patient care was the acute shortage of clinical staff. Some agency Nurses were good – some were poor. One of the latter was witnessed wiping a patient’s mouth with a bed sheet.

Other points raised by a patient included no access to a call bell, and staff didn’t always turn up, resulting in anxiety/bed wetting. Patient also waiting for a care package to be agreed.

In summary, four out of five patients stressed the lack of staff to provide adequate care.

Environment

The Lakeside Wing is a new build situated to the south of the main Concourse entrance. Although it is a distinctive looking building, the signage isn't clear or easy to read with just a small notice attached to an adjacent building. The Wings' entrance is alongside the covered walkway leading to the Concourse but, again, its' location is not obvious.

The visit took place on a hot, stifling day and most ground floor windows had been (securely) opened in the absence of any air conditioning. A few patients were resting outside, accompanied by staff. Inside, the foyer was clean with appropriate signage and Covid-19 precautions. The reception area was busy, clean, but cluttered with various bits of equipment and boxes stored on the floor. There was no visible information about visiting times but verbal confirmation that the previously restricted one appointment per week had recently been relaxed to allow two visitors per day.

Three of the staff listed on members' briefing papers were absent (in part due to testing positive for Covid-19) but members were welcomed by a very helpful Ward Manager who was able to locate five patients willing and able to converse with us. The Ward contained a four-bed area suitable for patient interaction. Patient status was above each bed plus side tables, and drinks. Fans were in operation. A large TV was switched on but not being watched. Several patients were using wheelchairs and, under proper supervision, were allowed to travel around the Ward and outside. The general atmosphere was calm with busy ancillary staff interacting well with patients. Tea was being offered to patients earlier in the visit, and later, the lunch trolley offering the option of hot meals. The catering operation appeared well managed.

Interaction with Staff

Mainly with the Ward Manager who was helpful and professional. Also, brief interaction with ancillary staff and a Physiotherapist who all had a positive approach and a shared sense of humour with patients.

The most shocking statistic gleaned was that only a third of the clinical staff posts were occupied by permanent staff. An individual also mentioned that "enhanced overtime" payments for permanent staff had been removed by the Health Board, yet agency staff continued to be paid at the higher rate.

Summary of Visit

Positive Findings

1. A very busy Ward with positive staff attitudes and good interaction between clinical/non-clinical staff with patients.
2. Ward kept clean and cool in the hot weather.

Negative Findings

1. Some clutter in the reception area possibly indicating lack of adequate storage space.
2. Frustration exhibited by patients at the delays in treatment.
3. Patient care is at risk, given the lack of a full complement of permanent staff.

Recommendations

1. Improve signage directions to the Unit.
2. Health Board Estates to consider how to increase storage facilities on site.
3. Whilst members fully appreciate that there are chronic understaffing issues within the NHS, Lakeside Wing appears particularly affected with the associated risks to patients. CHC to ask the Board's Chief Executive to undertake an urgent review of this area.

The visiting team would like to thank the family members and carers who gave their time to speak with them during the visit. Thank you also to the staff for their time and assistance in an interesting and informative visit.