

Enter and View report

West Mendip Hospital
Glastonbury

27 April 2023



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About Healthwatch Somerset

Healthwatch Somerset is the county's health and social care champion.

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. This report is an example of how your views are shared.

Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the unitary local authority area of Somerset Council.



What is Enter and View?

One of the ways we can meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action.

During these visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, and by talking to people using the service, including patients, residents, carers and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

This report is an example of how we share people's views, and how we evaluate the evidence we gather and make recommendations to inform positive change, for individual services as well as across the health and care system. We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England and any other relevant partners based on what we find during the visit.

Details of the visit

Service visited: West Mendip Hospital, Glastonbury.

Visit date: 27 April 2023

Visit overview and about the service

This visit links into our work around 'Pathway 2' beds where patients are discharged from an acute hospital into a care home or community hospital to receive rehabilitation before returning home. [Read our April 2023 report](#) evaluating people's experiences of being transferred from hospital to ongoing care.

West Mendip Hospital wards provide 36 beds. These beds host a mixture of patients: some are on Pathway 2 and being re-abled to return home, some are likely to be Pathway 3 and moving into long term care and some are end of life patients.

Patients are placed following consultation with the Matron and Senior Ward Sister, taking into consideration the patient mix and staffing.

Most patients arrived on the ward from Musgrove Park Hospital. One patient came from the Royal United Hospital at Bath, and one came from hospital in Harrow.

Patients benefit from an on site team of physiotherapists and occupational therapists.

There is an allocated social worker based at the hospital. This enables social care input where relevant.

Once patients have reached a level of readiness to return home, therapists refer them to the Discharge to Assess (D2A) service to ensure smooth transition back into their home.

How the visit was conducted

The ward was told about the visit in advance, so they were expecting us. Information was collected from observations and discussions with patients, relatives, and staff, against a series of agreed questions.

The visit was carried out by five Authorised Representatives.

We spoke to the Senior Ward Sister and the Matron who gave us an overview and detail of the wards, staffing and patients. We spoke to a member of the therapist team. And we were able to speak with 11 patients and two visiting family members.

Healthwatch Somerset Authorised Representatives

- Sheila Burridge (Staff member and lead Authorised Representative)
- Richard Corp (Volunteer)
- Helen Hancox (Volunteer)
- Carole Parker-Wilkinson (Volunteer)
- Jennie Flory (Volunteer)

Disclaimer

This report relates to this 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 the Lead Enter and View Authorised Representative who carried out the visit on behalf of Healthwatch Somerset.

Key findings

- The environment appeared calm and orderly, and the staff were all very welcoming.
- Staff appear kind, they know the patients and we witnessed good interaction between them.
- Although patients are encouraged to do much for themselves, there is still a sense of them being waited on at their bedside, for example, with their drinks and meals.
- We particularly liked that each patient has a personal 'about me' information board on the wall behind their bed.
- Several patients were confused about when they had arrived at West Mendip Hospital and whether the discharge process from the acute hospital had gone smoothly.

Observations and findings

Physical environment

The ward is accessed by a bell system through a security door. We were welcomed into the reception area and staff were expecting us.

The environment appeared calm and orderly. The staff were all very welcoming. One of our team said: "The most polite staff I've ever met in a hospital."

The wards are light and airy with a pleasant outlook overlooking trees. One patient said: "It is lovely I can watch the squirrels in the trees."

The dayroom has a large TV and comfortable chairs. Also a dining table - one patient was eating her lunch while we were there.

During our visit the day room and other communal areas were being decorated in a royal coronation theme.

A white board in the dayroom displays the date and interesting facts related to that date.

Interactions

Staff appear kind, they know the patients and we witnessed good interaction between them.

There is an activities co-ordinator and patients can choose to take part in activities. Patients were listening to music while in the dayroom.

We observed that patients had personal items such as knitting sets and puzzle books beside their bed. One patient had a daily newspaper.

The team of therapists support patients to regain confidence and mobility. One patient told us: "Each day I go down to the gym. I've been getting my confidence back walking and climbing stairs."

There is a 'get up and get dressed' ethos and patients who are able are encouraged to wash and dress themselves.

Each patient has a personal 'about me' information board on the wall behind their bed. This enables staff and visitors to immediately see information about the patient, including their progress towards getting home.

What patients told us

We were told the staff are kind and get to know the patients: “The staff are very kind, they know me”; “She knows which biscuits I like and how I take my tea”; “They’re looking after me very well.”

Patients told us how good the food was.

Patients are able to choose whether to go to the day room or sit by their beds: “I can choose to stay here by my bed, I can have my meals here too.”

Patients said the community hospital felt different (in a positive way) from the acute hospital: “The staff have more time to check on me and to get me ready for going home”; “I was in a ward with dementia patients at Musgrove and didn’t sleep well. But here I get a better sleep and the food is good.”

We asked the question ‘what matters most to you’ and overwhelmingly people wanted to get back home. Although one patient told us ‘the food and the attention from staff’ mattered most.

Acknowledgements

The Healthwatch Somerset Enter and View team would like to thank the Matron, Senior Ward Sister and staff for welcoming us into the hospital and allowing us unlimited access to speak to patients and staff. Our thanks also to the patients and visiting family members who spoke to us about their experiences.

Provider response

Peter Harvey, Matron for West Mendip, Frome and Shepton Mallet Community Hospitals told us: “Thank you very much for this report, it is very positive and encouraging. The thing we could improve on is ensuring the patients and families are aware of what stage we are at in discharge planning. It was a pleasure to have you and your team on the ward.”

Contact us

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