

Llais Gwent Region – Visiting Report

Nevill Hall Hospital – Ward 3/1

July 2023



Accessible formats

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office:

01633 838516

gwentenquiries@llaiscymru.org

Llais Gwent Region,

Raglan House,

William Brown Close

Cwmbran

NP44 3AB

www.llaiswales.org

www.llaiscymru.org

BACKGROUND



Llais is an independent statutory body, set up by the Welsh Government to give the people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally, and nationally.

As part of our local plan, Llais Gwent Region are committed to undertake several face-to-face ward visits, to gain feedback from people at the point that they are receiving care.

This report recounts what we heard from people about their experiences at Nevill Hall Hospital, ward 3/1 Orthopaedics.

Our volunteer visiting representatives attended ward 3/1 Orthopaedics at Nevill Hall Hospital on the 20th of June 2023. The purpose of this visit was to establish the level of people's satisfaction, the quality and effectiveness of the environment and observe staff interaction with people staying on the ward.

To complete this visit, our volunteers engaged with people staying on ward 3/1 and noted their feedback using a survey.



WHAT PEOPLE TOLD US



During this visit, volunteers spoke with five people who wanted to tell us their experience of staying on this ward. Ward 3/1 is a multi-bedded ward.

1.1 The ward:

Of the five people we spoke to, no one was given an information leaflet when they were being admitted onto the ward.

Overall, people were happy with the visiting hours on ward 3/1, which allows friends and family to visit them.

1.2 Staff:

People told us that staff were friendly, helpful, and reported that they were able to communicate in their preferred language with no communication issues.

People on this ward spoke positively about staff, they felt staff listened to them and/or their relatives when making decisions about their care.

The people that we spoke to felt that there were enough members of staff on the ward to meet their needs during the day and night.

1.3 Buzzers:

Most people we spoke to stated that their buzzers were working and within reach if needed. If used, the buzzers were responded to in a timely manner. One person told us that they were unable to use theirs, but staff were on the ward door all the time should they need to call someone.

1.4 Comfort:

The people we spoke to reported that they were comfortable and had enough blankets and pillows. They also told us that they were encouraged to get up and move around safely, where possible.

1.5 Personal care:

Toileting needs for people were being met and they were able to shower/wash as often as they wanted. People told us that they could wash their hair as often as they like as well as being able to meet their oral/dental hygiene needs.

1.6 Facilities on the ward:

Everyone we spoke to reported that they had access to a television in their room/bay but that there were no provisions in place to access a radio or newspapers. We were told there used to be a shop on site that people could purchase newspapers from, but this has since closed.

There is a day room on ward 3/1 however, most people were unaware if there was a family room or private area available to them to make and receive phone calls.

1.7 Boredom and isolation:

A few people stated that they were bored or lonely whilst on the ward and most people were unaware about what activities were available on the ward.

1.8 Mealtimes:

People told us that staff encouraged hand hygiene before mealtimes and that people were being supported to be able to eat and drink.

Most of the people who completed the survey told us that they always received the correct meal that they ordered.

The people who completed the survey stated they had access to snacks during the day and night and they felt that their water jug was changed often enough.

Most people stated that they were not given a choice as to where they eat their meals.

Five people gave us the following feedback regarding the food on the ward:

	Very Good	Good	Ok	Poor	Very Poor
Quality of food	2	2	1	0	0
Temperature of food	2	3	0	0	0
Presentation of food	3	2	1	0	0
Portion sizes	2	3	0	0	0
Choice of food	2	3	0	0	0

1.9 People's comments:

We asked, "What has been positive about your time on the ward?"

Comments:

"Nurses are very good. Don't see the doctors much".

"Nurses are fine".

"Nice and clean and fresh"

"Nurses are excellent".

We also asked people to tell us if they had any suggestions that could improve their stay on the ward.

Comments:

"Missing the shop for newspapers".

"When will I be told when I'm going home".

RECOMMENDATIONS



Llais Gwent Region would like Aneurin Bevan University Health Board to consider the following recommendations:

- 1) Llais Gwent Region would be pleased if the positive comments throughout this report could be shared with the staff on ward 3/1
- 2) The Health Board is asked to ensure that all patients are given ward information leaflets when being admitted.
- 3) The Health Board is asked to ensure, where possible, that people can access to newspapers and radios to enhance their wellbeing whilst on the wards.
- 4) The Health Board is asked to ensure that staff make people aware of what activities are happening on the ward, as people told us they felt bored or isolated whilst staying on ward 3/1.
- 5) The Health Board is asked to ensure people on the ward are made aware of what family/private rooms and areas are available to them.



Appendix 1 – Equality and Diversity Survey Results

The number of people who filled in the Equality & Diversity questions:

What is your preferred language?	
English	Other
2	

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
1	1			

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
	2	

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
Heterosexual/Straight	Pansexual	Other	Prefer not to say
2			

Month and Year of Birth

Jan 1940 - 50	Feb	Mar	Apr	May 1930 - 40	Jun
1				1	
Jul	Aug	Sept	Oct	Nov	Dec

What is your ethnicity?**Asian or Asian British**

Bangladeshi	Chinese	Indian	Pakistani	Other

Black or Black British

Bangladeshi Chinese	Indian Pakistani	Other

Mixed

Asian and White	Black African and White	Black Caribbean and White	Other

White			
Welsh/English//Scottish/Northern Irish/British	Gypsy or Irish Traveller	Irish	Other
5			

Other Ethnic group		
Arab Any other	Prefer not to say	Other

What is your religion or belief?				
Buddhism	Christianity	Hinduism	Islam	Judaism
	2			
Sikhism	Atheism	No religion	Prefer not to say	Other
		1		

Do you consider yourself to have a disability?		
Yes	No	Prefer not to say
3		

Do you look after, or give any help or support to a family member, friend, or neighbour because of long term physical disability, learning difficulty, mental ill-health, or age-related problems?		
Yes	No	Prefer not to say
	5	

Are you currently pregnant or have you been pregnant in the last year?

Yes	No	Prefer not to say
	3	

Which of the following best describes your financial status?

I have more than enough for necessities, and a large amount of disposable income, that I can save or spend on extras or leisure	
I have more than enough for basic necessities, and a small amount of disposable income, that I can save or spend on extras or leisure	1
I have just enough for basic necessities and little else	1
I don't have enough for basic necessities and sometimes run out of money	
I don't know/prefer not to say	

Appendix 2

Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by Llais' policy/activity/report or that it will have no affect at all.

Impact	None	Negative	Positive	Comments
Protected characteristics				
Age	X			
Disability	X			
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	X			
Other characteristics to consider				
Welsh Language			X	Reports & surveys are available and published bilingually
Other Languages		X		Reports & surveys can be published in a required language on request
Human Rights	X			
Poverty level	X			
Persons with dependents	X			
Rural residence	X			
Gypsy and traveller communities	X			
Digitally vulnerable	X			

Risk assessment

Are there any risks arising from the implementation of this policy?

N/A

What measures are in place to manage or remove these risks?

N/A

Welsh Language

This document/policy/report has been assessed in line with our Welsh language requirements for standards:

37,38

69,70,71

In coming to our impact determination, we can evidence that:
All Llais public facing documents are available in Welsh & English.
Llais undertakes an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

Outcome

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69-71 - We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations.

Negative Impact – None