

## Llais Gwent Region – Visiting Report Nevill Hall Hospital – Ward 3/4 Treowen

July 2023



## **Accessible formats**

This publication is also available in Welsh.

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# 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 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 3/4 Treowen.

Our volunteer visiting representatives attended ward 3/4 Treowen at Nevill Hall Hospital on the 20th of June 2023. The purpose of this visit was to assess the level of people's satisfaction, the quality and effectiveness of the environment and see staff interaction with people staying on the ward.

To complete this visit, our volunteers engaged with people staying on ward 3/4 and noted their feedback using a survey.



# WHAT PEOPLE TOLD US



During this visit, volunteers spoke with six people who wanted to tell us their experience of staying on this ward. Ward 3/4 is a multi-bedded ward.

## 1.1 The ward:

Of the six 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 3/4 which allows friends and family to visit them.

## 1.2 Communication:

Most of the people we spoke to said that they did not have any communication issues whilst being on the ward and were able to communicate in their preferred language.

## 1.3 Staff:

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

Most people we spoke to felt that there were enough members of staff on the ward to meet their needs during the day and night. Some people did say that the ward could do with a few more members of staff.

## 1.4 Buzzers:

Most people we spoke to said that their buzzers were working and within reach if needed. If used, the buzzers were responded to promptly however when the ward is very busy there may be some delays.

### 1.5 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.

### 1.6 Personal care:

Toileting needs for people were being met and they were able to shower/wash as often as they wanted. Most 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.

### 1.7 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.

There is a day room on ward 3/4 however, most people were unaware of this nor that there is a family room or private area available to them to make and receive phone calls.

### 1.8 Boredom and isolation:

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

### 1.9 Mealtimes:

Most people told us that staff did not encourage hand hygiene before mealtimes, but that patients were supported to eat and drink.

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

They also said they had access to snacks during the day and night and they felt that their water jug was changed often enough.

Most people said that they were not given a choice about where they could eat their meals.

Six people gave us the following feedback about the food on the ward:

	Very Good	Good	Ok	Poor	Very Poor
Quality of food	3	2	1	0	0
Temperature of food	0	3	1	2	0
Presentation of food	1	4	1	0	0
Portion sizes	2	4	0	0	0
Choice of food	1	3	2	0	0

### 1.10 People's comments:

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

Comments:

*"Good care received."*

*"Good care."*

*"Usually good."*

*"Treated well."*

*"Staff caring and work hard. Mostly patients with dementia/stroke."*

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

Comments:

*"Communication – told going home then moved, no update. Confusing mental torment – better communication please."*

*"More physio."*

*"Difficult to access information on occasions on ward since last Friday and no updates since then."*

# RECOMMENDATIONS



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

- 1) Please share the positive comments throughout this report with the staff on ward 3/4.
- 2) Ensure that all patients receive ward information leaflets when being admitted.
- 3) Ensure that staff respond to buzzers in a timely way.
- 4) Ensure people on the ward are informed about what communal/family rooms and private areas are available to them.
- 5) Ensure people on the ward are encouraged to use hand hygiene before meals and throughout their stay.





## 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
4	

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
3	3			

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
	6	

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
Heterosexual/Straight	Pansexual	Other	Prefer not to say
6			



**Month and Year of Birth**

Jan 1950 - 60	Feb 1940 - 50	Mar	Apr	May	Jun
1	1				
Jul 1930 - 40	Aug 1940 - 50	Sept	Oct 1970 - 80	Nov	Dec
1	1		1		

**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

<b>White</b>			
Welsh/English//Scottish/Northern Irish/British	Gypsy or Irish Traveller	Irish	Other
<b>5</b>			<b>1</b>

<b>Other Ethnic group</b>		
Arab Any other	Prefer not to say	Other

<b>What is your religion or belief?</b>				
Buddhism	Christianity	Hinduism	Islam	Judaism
	<b>4</b>			
Sikhism	Atheism	No religion	Prefer not to say	Other
			<b>2</b>	

<b>Do you consider yourself to have a disability?</b>		
Yes	No	Prefer not to say
<b>6</b>		

<b>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?</b>		
Yes	No	Prefer not to say
<b>2</b>	<b>4</b>	

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

Yes	No	Prefer not to say
	<b>6</b>	

**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 necessities, and a small amount of disposable income, that I can save or spend on extras or leisure	<b>1</b>
I have just enough for necessities and little else	<b>2</b>
I don't have enough for basic necessities and sometimes run out of money	
I don't know/prefer not to say	<b>4</b>

## 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
<b>Protected characteristics</b>				
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			
<b>Other characteristics to consider</b>				
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 show that:

All public facing documents are available in Welsh & English.

Llais undertakes an Equality Impact Assessment for all public documents and show 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 show them as positive for Welsh translations.

Negative Impact – None