



Llais Gwent Region - Visiting Summary

Ysbyty Ystrad Fawr – Oakdale ward

August 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 annual plan, Llais Gwent Region has stated our commitment to undertake face-to-face ward visits and to gain feedback from people at the point that they are receiving care.

On 2nd August 2023, our volunteer visitors attended Oakdale ward of Ysbyty Ystrad Fawr in Caerphilly. The purpose of this visit was to establish the level of people's satisfaction whilst staying on this ward.

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

This summary recounts what people told us about their experience of staying in Ysbyty Ystrad Fawr, Oakdale ward.



WHAT PEOPLE TOLD US



Our visiting representatives spoke with eight people when they visited Oakdale ward.

1.1 The ward:

Three people received an information leaflet on arrival to the ward and felt that the leaflet explained everything that they needed to know. Everyone was happy with the visiting hours that enable family and friends to visit.

1.2 Communication

One person told our visiting team that they had communication issues on the ward as they were deaf. However, everyone was able to communicate in their preferred language.

1.3 Staff:

Overall, people gave positive feedback when we asked them questions about their interactions with staff on Oakdale ward. People found the staff friendly and helpful, and staff introduced themselves before they provided care. Although, one person told us that *“some [staff] don’t speak!”*

Everyone felt listened to when decisions were made about their care and treatment (this also applied to their relatives/representatives).

People on Oakdale ward felt that there was “mostly” enough staff during the day and night on this ward.

1.4 Buzzers:

It was pleasing to note that everyone our visiting team spoke with on this ward, had a working buzzer and were able to reach it. Buzzers were responded to in a timely manner when used.

1.5 Comfort:

Most people on this ward felt comfortable and had enough pillows and blankets. People were encouraged to get up and move around safely.

1.6 Personal care:

People told us they were able to shower and wash their hair as often as they wanted. Although two people told us they felt they could not shower or wash as much as they wanted, because they were not able to do this independently yet.

1.7 Facilities on the ward:

People had their own electronic devices in their single bedded bay, which also meant they had their own television and radio. People had access to daily newspapers if they wanted them.

1.8 Boredom and isolation:

Three people told us they were aware there was a day room or a communal room that they could use. However, there seemed to be confusion as to whether there was a private area or room that they could use to make phone calls.

People told us there were no activities on this ward they could participate in.

Four people told us that they did not feel bored or lonely whilst staying on Oakdale ward. However, others told us they sometimes felt this way.

1.9 Mealtimes:

We asked people to rate the following:

	VERY GOOD	GOOD	OK	POOR	VERY POOR
Quality of the food	4	2		1	
Temperature of the food	2	2	1	2	
Presentation of the food	2	3	1	1	
Portion sizes	3	2	2		
Choice of food on the menu	2	2	2	1	

One person told us there is *“plenty of choice”* to choose from on the menu, but sometimes the quality of the food is not good.

Someone who rated the quality, temperature, presentation, and the choice of food as “poor” told our visiting team this was because they did not like the food on Oakdale ward.

Most people always received the meal they ordered and were happy with the level of support they received to eat and drink. Although, three people were not given a choice of where they could eat their meals.

People were encouraged to use hand hygiene facilities and they told us they had access to snacks during the day and night. Also, people felt that their water jugs were changed often enough.

1.10 People’s comments:

We asked, *“What has been positive about your time on the ward?”*

Comments:

“Made me better!”

“Good caring.”

“The daily Physiotherapists have improved my mobility significantly.”

“Starting therapy promptly.”

“Especially the Nurses, meeting people and the Doctors.”

“Staff marvellous and friendly. Support is there.”

“The amount of care they give you, when available.”

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

Comments:

“No, they’ve been marvellous.”

“Nothing I can think of.”

“Boredom relief.”

“Day room would have been nice. Sometimes when they [staff] are busy, you have to wait.”

“I have to repeat myself with different doctors and staff.”

“Not everyone has been so helpful.”

RECOMMENDATIONS



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

- a) Please share positive comments given throughout this report with staff on Oakdale ward.
- b) To consider offering activities for people on this ward. This could reduce boredom and loneliness during their stay in hospital
- c) To ensure people who have communication issues can access appropriate support, to ensure they can communicate effectively.
- d) To ensure people staying on this ward are aware of the communal/day rooms they can use as well as private areas that they can use to make phone calls or have private conversations.

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
7	

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
3	4			

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
	3	

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
1			
Heterosexual/Straight	Pansexual	Other	Prefer not to say
6			

Month and Year of Birth

Jan	Feb 1930-50	Mar	Apr	May 1930-50	Jun
	1			1	
Jul 1930-50	Aug	Sept	Oct	Nov	Dec 1940-60
3					2

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, Roma, or Irish Traveller	Irish	Other
7			

Another Ethnic group

Arab Any other	Prefer not to say	Other

What is your religion or belief?

Buddhism	Christianity	Hinduism	Islam	Judaism
	7			
Sikhism	Atheism	No religion	Prefer not to say	Other

Do you consider yourself to have a disability?

Yes	No	Prefer not to say
6	1	

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
	7	

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

Yes	No	Prefer not to say
	6	

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	1
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	3
I have just enough for basic necessities and little else	
I do not have enough for basic necessities and sometimes run out of money	
I do not know/prefer not to say	2

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, Roma, 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