

AGENDA MANAGEMENT SHEET

Name of Committee **Health Overview And Scrutiny Committee**

Date of Committee **29 November 2006**

Report Title **Patient and Public Involvement Forum
South Warwickshire General Hospital's -
Cleanliness/Infection Control Report for
Maternity & Women's Unit**

Summary The finalised report and completed inspection
proformas arising from the inspection of the South
Warwickshire General Hospitals 48 hour ward and
new 'Super Ward' by the PPIF South Warwickshire
General Hospitals are attached for information.

***For further information
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Action Plan – Super Ward and 48 Hour Ward
From PPI visit on the 14th September, 2006

Department	Noted Problem	Action	By Who	Completion Date
Superward -Fairfax	New Bathroom - Door	Needs sanding at Top and Bottom	Estates	
	- Bath	Needs new plug	Estates	
	- No mirror or Shelf	To be purchased and put up	Estates	
48 hour - Nicholas	Shower/WC between bays B & C	Ceiling tile to be replaced	Estates	
	- Ceiling Tile cracked			
	-Rusty Seals on floor	Edges need re sealing	Estates	
	-Looking tired	Needs re dec	Estates	
	Bay C - Missing Hand gel on bed	Replace	Nursing	
	General Drip stands were dusty	Clean stands	Nursing	
	- Fans were dusty	Clean fans	Estates	
	Toilet - Full urine bottle was found	Removed immediately by staff	Nursing	

General Concerns: The larger bays in the super ward are giving cause for concern due to lack of toilet and shower facilities. It means on occasions mixed sexes within these bays, therefore patients have to pass through opposite sex Bay to use facilities.

Patient and Public Involvement (PPI) Forum
South Warwickshire General Hospitals.

Infection Control/Cleanliness Inspection on 14th September 2006

Reconfigured 39 bed ward including the 48 hour ward

Forum members:

Gemma Davis
Madeline Hamper
Vivian McFarlane
Jackie Prestwich

Hospital Staff:

Mark Rowlands } Hospital
Val Quelch } Hotel Services
Maggie Haight } Modern Matron
Julie Clinton } Ward Manager

This particular visit was organised because of the Forum's concerns about the size of the reconfigured 'superward' and the speed with which the changes were executed.

It is a very busy ward and consequently does not seem particularly peaceful. However, Forum members were pleased to see the space between each bed was good as each bay contains 6 beds (3 each side). It would be very concerning indeed if more beds were added so that there were 8 beds in each bay!

Obviously a lot of work had been done and the Ward Manager, who had only been in post for one week, must be congratulated for the work she has done in such a short time to improve the environment. The Ward Manager also explained further positive changes that would be made to improve the ward.

The following concerns were noted and discussed with staff in the meeting at the end of our visit.

Main concerns noted:

1. New bathroom had a door which still needed sanding
2. Bath in new bathroom needed a new plug
3. Mirror and shelf needed in new bathroom
4. 48 Hour Ward bathroom needed towel rails/hooks and shelf

5. Shower/WC between bays C and D was "tired" looking and in need of some repair. (Rusty flooring seal and rusty cracks beneath the washbasin. Ceiling tile cracked)
6. Handgel missing from one bed in bay C
7. Some drip stands and fans were dusty and are on the list to be cleaned
8. There was a full urine bottle in one toilet which was removed immediately
9. One particular cause for concern is the difficulty faced by the patients of two six bed bays (at the Oken Ward end). The new configuration means that in order to visit the bathroom, patients of one sex have to cross through a bay which has patients of the opposite sex. This is far from ideal and members of the Forum hope that a solution can be found so that this situation does not continue

General Remarks:

During the visit members spoke to patients in all of the bays. All patients commented that the level of cleanliness was good, the food good and the nursing care was excellent. Some patients had also closely watched to see if clinical staff had washed their hands and used the 'gels'. They were pleased to see that this had been done but felt that visitors to the wards were still not using the 'gels' enough.

It has certainly not been an easy task for staff to make such a big change in the configuration of wards workable. However, we would like to commend the Hospital Hotel Services and nursing staff for their hard work. We look forward to our follow up visit when we will be able to see further improvements.

We would also like to thank all members of staff who took time to explain the changes and answer our concerns.

Jackie Prestwich

PPI Forum South Warks General Hospitals



PPI South Warwickshire General Hospitals Inspection - Cleanliness, Infection Control, Patient Dignity

Name of Hospital	Warwick Hospital
Ward/ Department	48 Hour Ward (Newly reconfigured 39 bed ward)
Date and Time	14 th September 2006, 2-4pm.

Forum Members Conducting the Survey:	
Gemma Davies	Jackie Prestwich
Madeline Hamper	Vivian McFarlane
Other Person Accompanying:	
Mark Rowlands and Val Quelch – Hospital Hotel services Dept.	
Julie Clinton – Ward Manager	
Maggie Haight – Modern Matron	

Contact the Forum:



PPI Forum South Warks General
Hospitals
c/o Forum Support Organisation
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Cleanliness, Infection Control, Patient Dignity Inspection

PART ONE: HAND WASHING	YES	NO	N/A
1. All staff seen to wash their hands between caring for patients or between different caring tasks for the same patient.	✓		
2. Liquid soap or alcohol gel available at all sinks	✓		
3. Paper towels available at all sinks	✓		
4. Hand washing basins are easily accessible	✓		
5. Mixer taps available at all sinks		✓	
6. Elbow control taps available at all sinks		✓	
7. Staff seen to use correct hand washing techniques	✓	(Except for 2 students)	
8. Poster showing correct hand washing techniques on display by at least one sink	✓		
9. No wrist watches and/or rings with stones worn by staff carrying out patient care		Staff are told not to wear them	
10. Staff wear aprons and gloves when handling dirty linen	✓		
PART TWO: GENERAL INFORMATION	YES	NO	N/A
1. Staff wear a clean disposable apron when handling all bodily fluids	✓		
2. Staff questioned have received training on infection control	✓		
3. Staff can name their infection control nurse		There are 2 infection control link nurses	
4. Staff know where to find the ward's infection control manual	✓		
PART THREE: THE WARD ENVIRONMENT	YES	NO	N/A
1. Ward furniture is clean and in a good state of repair	✓		
2. Ward is visibly clean and free from dust and dirt	✓		
3. Bath is cleaned after use	✓		
4. Bathrooms are clean and clutter-free	✓		
5. Cleaning materials are available for cleaning the bath	✓		
6. Toilets are clean and free from items of equipment	✓		
7. Wipes and/or other sanitisers are available for staff and patients to clean toilet between use		Wipes are used. There are no other sanitisers	
PART FOUR: WASTE DISPOSAL	YES	NO	N/A
1. Information about waste disposal policy is on display to staff	✓		
2. Waste bags are not over-filled and are capable of being secured	✓		
3. There are foot operated bins in working order for clinical waste	✓		
4. Waste bags are stored away from the public	✓		
5. Incontinence aids are disposed of immediately after use	✓		

Cleanliness, Infection Control, Patient Dignity Inspection

PART FIVE: LINEN	YES	NO	N/A
1. Linen is segregated into colour-coded bags	✓		
2. Bags are not over filled and are capable of being secured	✓		
3. Bags are not stored in public areas	✓		
4. Curtains are visibly clean and in good repair	✓		
PART SIX: SHARPS			
1. Large yellow boxes for storing needles, blades and other 'sharps' are stored safely away from the public and out of reach of children	✓		
PART SEVEN: CARE OF EQUIPMENT			
1. Nursing and medical equipment is visibly clean			
			One drip stand needed cleaning
2. Bed frames are dust-free	✓		
3. Bed lamps are dust-free	✓		
4. Bed curtain rails are dust-free	✓		
5. All fans are dust-free		✓	
6. Bedside televisions and are dust-free	✓		
7. Telephones are clean	✓		
3. Surfaces are visibly clean and free of dust	✓		
PART EIGHT: VISITOR AND PATIENT INFORMATION			
1. Leaflets and/or posters are available to visitors explaining correct hygiene measures when visiting 'at risk' patients	✓		
2. All patients are given a leaflet on MRSA on discharge			There is a leaflet behind each bed
PART NINE: PATIENT DIGNITY			
1. There are enough and suitable separate washing and toilet facilities to ensure privacy and dignity on a mixed ward	✓		
2. There is adequate space between each bed	✓		
3. There are curtains around the area where the patient is examined/treated			Some curtains are single all round curtains. Others are in two sections
4. If other patients are screened off by curtains, each patient is reached without passing through another patient's dignity zone	✓		
5. If the area is also used for storage (e.g. clinic room on a ward) the patient is suitably screened when members of staff enter when a patient is receiving treatment?	✓		
6. There are hand-washing facilities in the toilet itself or adjacent to the toilet	✓		

7. There is a curtain to shield the door of side rooms used for infection control purposes to prevent a member of staff opening the door and exposing patient to public view	Some side rooms have curtains – others do not
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Cleanliness, Infection Control, Patient Dignity Inspection

PART NINE: PATIENT DIGNITY cont.	YES	NO	N/A
8. There is toilet paper in the toilet	✓		
9. Its possible to raise the toilet seat (men's toilets only) and leave it raised with any disabled modifications in place to avoid soiling	✓		
10. There a raised toilet seat available	✓		
11. The commode is cleaned between each patient (or is the pan emptied only?)	Pan emptied and cleaned		

Patient Comments:

Forum Members spoke to patients in each bay. All patients spoken to thought that the wards were clean and the hospital food was good.

One patient commented that the ward was busy and noisy and there was no "peace and quiet".

Another patient noted that a lot of people were using the toilets and it depended who had been before whether the toilet was tidy or not!

All patients commended the nursing staff for doing an excellent job and being kind, caring and helpful



PPI Forum South Warwickshire General Hospitals
Summary Ward Scoresheet

<i>48 Hour Ward</i>													
Ward/Dept. Visited													
Cleanliness and Tidiness (score 0-5)													
Cleanliness	4												
Tidiness	4												
Waste Handling	4												
Smells	5												
Linen	5												
Toilets: cleanliness	5												
Toilets: environemnt	4												
Bathroom: cleanliness	5												
Bathroom: environment	4												
Infection Control (yes/no)													
Hand Decontamination	Yes	Two students did not use the handgels											
Hand-wash basins	Yes												

Scoring for 0-5 categories

- 0 - Not applicable
- 1 - Unacceptable
- 2 - Poor
- 3 - Acceptable
- 4 - Good
- 5 - Excellent

Additional Notes/Best Practice Examples	
<p align="center">Good to see extremely tidy notice boards. Good size and space between each bed.</p>	



PPI Forum South Warwickshire General
Hospitals Inspection Checklist

Ward/Dept. Visited: 48 Hour Ward

Date: 14/09/2006

Area/Element Checked	(tick if checked)
External features/fire exits/stairwells	✓
Walls, Skirtings & Ceilings	✓
Windows	✓
Doors	✓
Hard Floors (washable)	✓
Soft Floors (carpets)	✓
Ducts, grills & vents	✓
Electrical fixtures & appliances	✓
Toilets & bathroom fixtures	✓
Patient equipment	✓
Odour Control	✓
Furnishings & Fixtures	✓
General Tidiness	✓

Signature Signed original is available on request _____

Name Jackie Prestwich _____