

AGENDA MANAGEMENT SHEET

<i>Name of Committee</i>	Health Overview And Scrutiny Committee
<i>Date of Committee</i>	28 March 2007
<i>Report Title</i>	Patient and Public Involvement Forum South Warwickshire General Hospitals - Mary Ward - Inspection Report
<i>Summary</i>	A copy of the report is attached for information.
<i>For further information please contact:</i>	Phil Maull Senior Committee Administrator Tel: 01926 412834 philmaull@warwickshire.gov.uk

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

Infection Control/Cleanliness Inspection on 8th November 2006

Mary Ward (Warwick Hospital)

Forum members:

Madeline Hamper
Vivian McFarlane
Jackie Prestwich

Hospital Staff:

Val Quelch - Hotel Hospital Services
Ronata Crompton - ISS
Val Smith - Ward Manager

Mary Ward has usually been known as a medical ward and it was recently changed to admit chest patients who previously were admitted to Whittaker Ward. Forum Members were interested to see the ward changes and arrangements that had to be made to accommodate the chest patients.

The Ward Manager showed members the new kitchen which means that kitchen equipment does not now have to be stored in the corridors. There is also a side room that has negative air pressure which is needed to isolate patients with very serious chest complaints such as multi-drug resistant T.B.

Main concerns noted:

1. Dripping elbow tap in Bay 1. Mary Ward
2. Dripping elbow tap in Men's bay
3. Armchair in men's bay with tear on the arm on the left side
4. Dried urine around the cover of the sluicemaster in the negative pressure sluice room
5. Sputum in sink in bathroom in Bay 1 (a patient had been spitting in the sink although provided with his own sputum pot). This was cleaned immediately
6. Floor badly marked in the bathroom in Bay 1. This has been caused by the frame from the oxygen cylinder
7. One dusty fan in Bay 1
8. Wall at the corner of the men's bay damaged. This had probably been bashed by a trolley

9. There is a shortage of shelves in the sluice room which serves the negative pressure room.

General Remarks:

This is a bright and friendly ward with a ward cleaner who works hard to promote a clean environment. The ward appears to have a calmer atmosphere than the 48 hour ward.

Unfortunately at the end of the visit members were disconcerted to see a young doctor put her foot onto the desk at the nursing station, roll up a trouser leg and "pick" at an itchy sore (a bite) on her leg. This is not best infection control procedure and the ward manager was quite rightly very displeased. Hopefully this incident can be used for young doctors as an example of what not to do on a ward.

There is plenty of evidence that the handgels are used and visitors are now using them more and even reporting to the nurses when a handgel dispenser is empty.

No patient, when asked, had any complaints about the cleanliness of the ward and all commended the nursing staff for their kind and caring attitude.

We would like to thank all members of the hospital staff who took time to explain the changes and answer any 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	Mary Ward
Date and Time	8 th November 2006, 1.45pm

Forum Members Conducting the Survey	
Madeline Hamper	Vivian McFarlane
Jackie Prestwich	

Contact the Forum:
✉
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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	✓		
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	✓		
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	✓		
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	*1		
3. Bath is cleaned after use	✓		
4. Bathrooms are clean and clutter-free	*2		
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			
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	✓		

All showers – no baths

Patients are offered wipes before each meal

*1 - One spot of fluff on floor outside men's bay

*2 - Some equipment stored because of lack of space

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			
Some curtains clean but 'tired' looking. Window curtains to be changed to blinds.			
PART SIX: SHARPS	YES	NO	N/A
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	YES	NO	N/A
1. Nursing and medical equipment is visibly clean	✓		
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	YES	NO	N/A
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	✓		
PART NINE: PATIENT DIGNITY	YES	NO	N/A
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	✓		
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		✓*	
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*There is a window in the door which can be closed to screen patient

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?)			

Patient Comments:

Sanichairs are used. Cleaned by ward cleaner

Members spoke to patients in each bay. All patients commented that their clinical treatment had been good and they had no complaints about ward cleanliness. They all expressed concerns about the hospital's future and said that they would not want to be treated in Coventry.

One patient remarked that she had seen three complete ward cleans during her stay and these had been done very thoroughly. She had been a patient for two weeks and hoped to be home before the fourth ward clean! (A full ward clean does cause disruption to seriously ill patients although a clean ward is certainly to their advantage).

Several patients commented that they found the teatime sandwiches difficult because they were hard to swallow and caused even more coughing (Mary Ward is a chest ward)

All Patients asked, said that the staff were very kind and friendly.

Action Plan – Mary**PPI Forum Inspection on Wednesday 8th November, 2006**

Department	Noted Problem	Action	By Who	Completion Date
Bay A	Dripping elbow tap	Repair	Maintenance	Dec 06
	Badly marked floor in bathroom caused by oxygen cylinder	Look into removal of this mark, maybe from outside flooring company.	Hotel Services / Maintenance	Company called out awaiting second visit
	Dusty fan	To be cleaned	Maintenance	Nov 06
	Sputum in bathroom sink (a patient had done this just prior to visit)	This was cleaned as visit continues. No further action on this point required	-	On the day
Side Room 4/5	Dripping elbow tap	Repair	Maintenance	Dec 06
	Tear on the left hand arm of the chair	Repair or replace	Ward /Hotel Services	
	Corner of the wall damaged	To be repaired	Maintenance	
Negative pressure side room	Dried urine around the cover of the sluice master	To be cleaned (this was cleaned on the same day)	-	On the day
	Shortage of shelves in sluice room area	To be looked into putting up of shelves	Ward / Maintenance	On going

General Concerns: At the end of the visit members of the team were disconcerted to see a young doctor place her foot on the desk at the nurses station, roll her trouser leg up and 'pick' the bite on her leg. This was not best infection control procedure. Val Smith as ward manager was not pleased and spoke to the doctor concerned.

General Comments: The team felt the ward was bright, friendly and calm with a ward domestic who works hard to promote a clean environment.

There is plenty of evidence that the hand gels are being used by staff and visitors with visitors reporting to staff if a dispenser was empty. No patient, when asked, had any complaint about the cleanliness of the ward and felt the nursing staff all had a kind and caring attitude.



PPI Forum South Warwickshire General Hospitals
Inspection Checklist

Ward/Dept. Visited: Mary Ward

Date: 8th November 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 (Original with signature available from Forum Support Organisation)

Name Jackie Prestwich