

**AGENDA MANAGEMENT SHEET**

<b><i>Name of Committee</i></b>	<b>Health Overview And Scrutiny Committee</b>
<b><i>Date of Committee</i></b>	<b>05 September 2007</b>
<b><i>Report Title</i></b>	<b>Patient and Public Involvement Forum South Warwickshire General Hospitals - Inspection of Guy Ward, Willoughby Ward and Beaumont Ward, Warwick Hospital</b>
<b><i>Summary</i></b>	The Committee to note copies of documentation supplied by the Patient and Public Involvement Forum South Warwickshire General Hospitals in respect of an Infection Control/Cleanliness Inspection of Guy Ward, Oken Ward, Willoughby Ward and Beaumont Ward, Warwick Hospital, carried out on the 9th June 2007. Copy documentation attached.
<b><i>For further information please contact:</i></b>	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 9<sup>th</sup> May 2007

**Areas visited:** Guy Ward  
Oken Ward  
Willoughby Ward  
Beaumont Ward

Forum members: Vivian McFarlane ) Willoughby and  
Ron Grant ) Beaumont Wards

Madeline Hamper ) Guy and  
Jackie Prestwich ) Oken Wards

Accompanied by: Val Quelch, Hospital Hotel Services  
Toby Pryor, Manager ISS  
Caroline Robertson, Modern Matron

General remarks:

The areas visited are all surgical wards and Guy and Oken, as orthopaedic wards, always seem to be particularly busy.

The general appearance of the wards was bright and clean. Not surprisingly, there are never enough storage facilities, however, efforts had been made to reduce clutter and to ensure a clear pathway in both public and ward areas.

Guy Ward had two patients in single occupancy rooms who were being 'barrier nursed' because of infections. The infections had been a direct result of orthopaedic injury eg. organisms from soil where the patient had fallen. In Oken Ward three patients with MRSA were being 'barrier nursed' in single occupancy rooms.

Forum members noted the following:

**Beaumont and Willoughby**

Beaumont:

One toilet out of order  
No paper towels in kitchen area  
Sluicemaster was dirty  
No nurse's apron in container near ward bay entrance.

Willoughby:

- Skirting board near ward entrance was dirty
- Sluicemaster dirty around the rim
- Mirror in sluice splashed and dirty
- Dripping tap in C122 bay
- Toilet rim dirty
- Vacuum suction dusty
- One fan with dirt and fluff

## **Guy and Oken Wards**

Guy Ward:

- Bathroom – splash back under the sink needs screwing onto the wall
  - Commode wheels dirty
  - Some fluff on air vent
  - Umbrella hung up from a rail.

Oken Ward:

- Male WC - screw from disability rail needs screwing back into the wall.

In all wards there does seem to be plenty of Infection Control notices and posters advocating handwashing. However, the proliferation of notices on different topics can be counter productive and a very informative infection control notice for visitors pinned onto a door in Guy Ward was probably hardly noticed as visitors walked past the door into the ward.

Forum members would like to see some large notices (EG. Stop signs) at the entrance to wards drawing visitors attention to the use of handgels. During the inspection some visitors when questioned had not noticed the handgels. The young granddaughter of one patient toured the ward and insisted that every visitor had a "dollop" of handgel!

Forum members have, on previous occasions in other wards, also noted the rust marks on the floors made by the metal stands of the waste bins. This proves not easy to remove and we understand that the old bins are being gradually replaced and the new stands will not leave ingrained rust marks.

During our visits a forum member usually speaks to ward cleaners and asks them about their routine. It is worth noting that there are no cleaners available to any ward after 8pm. While appreciating that hospital wards are quieter during the night we hope that a way can be found to ensure that there are still some cleaning services available later in the evening.

The Forum intend to carry out a further 'spot check' of the wards in the near future to look at the improvements made relating to the hospitals Action Plan.

We would like to thank Hospital Hotel Services, ISS, the Modern Matron and members of staff from all the wards visited. They answered all our queries and gave of their time to show us everything we wanted to see.

Jackie Prestwich

Action Plan : Orthopaedic Unit – Guy and Oken Wards  
 Beaumont Ward  
 Willoughby

Date of Inspection: Wednesday 9<sup>th</sup> May, 2007

Dept	Problem Noted	Action Required	By Whom	Completion date
Guy Ward	Splash back under sink needs screwing back onto wall	Re fix to wall	Maintenance	June 07
	Commode wheels dirty in dirty utility	Clean wheels	Domestic/Nursing	10 <sup>th</sup> May 07
	Fluff on air vent	Clean air vent	Maintenance	17 <sup>th</sup> May 07
	Umbrella hung up from rail	Remove from rail(gone when rechecked)	Nursing	9 <sup>th</sup> May 07
Oken Ward	Problem with disability rail	Screw rail back onto wall	Maintenance	17 <sup>th</sup> May 07
<u>Observations</u>	Ward areas appeared bright and clean, lack of storage was noted but efforts had been made to reduce clutter.			

Beaumont Ward	Toilet at far end of ward was out of order	Awaiting new part to be fitted	Maintenance	10 <sup>th</sup> May 07
	No paper towels in Kitchen dispenser	Re stock dispenser	Domestic	9 <sup>th</sup> May, 07
	Sluice master was dirty	Clean outer parts of sluice master	Nursing/Domestic	10 <sup>th</sup> May 07
	Empty apron dispenser near ward entrance	Refill dispenser	Nursing	9 <sup>th</sup> May 07
Willoughby Ward	Skirting board near entrance was dirty	Clean skirting board	Domestic	10 <sup>th</sup> May 07
	Sluice master was dirty	Clean outer parts of sluice master	Nursing/Domestic	10 <sup>th</sup> May 07
	Mirror dirty in Sluice	Clean mirror	Domestic	11 <sup>th</sup> May 07
	Dripping tap in C122	Mend tap	Maintenance	
	Toilet rim dirty C122	Toilet rim to be cleaned	Domestic	9 <sup>th</sup> May 07
	Vacuum suction dusty	Clean dust from suction	Nursing	15 <sup>th</sup> May 07
	One fan found to be dusty	Clean fan	Maintenance	15 <sup>th</sup> May 07

### General comments

- There are generally too many notices around the Trust, these need condensing as forum members felt large numbers could be counter productive. **Infection Control are going to rationalize the poster around the trust**
- Forum members would like to see large STOP signs at all entrances - **This is being looked into and quote obtained**
- Forums members on previous occasions have commented on the rust marks surrounding the base of the sack holders, old bins are being replaced. **The trust are now buying bins with rubber feet, the metal will not then be on the floor**
- A note was made that at this moment in time there is no domestic service after 8.00pm.  
**The trust are going to provide a service until 10.00pm from Sept/Oct time 07**



PPI Forum South Warwickshire General Hospitals  
Inspection Checklist

**Ward/Dept. Visited:** Guy Ward and Oken Ward

**Date:** 9th May 2007

Area/Element Checked	(tick if checked)
External features/fire exits/stairwells	✓
Walls, Skirtings & Ceilings	✓
Windows	✓
Doors	✓
Hard Floors (washable)	✓
Soft Floors (carpets)	N/A
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



**PPI Forum South Warwickshire General Hospitals  
Summary Ward Scoresheet**

Ward/Dept. Visited	Guy	Oken	Willoughby	Beaumont																
	Warwick																			
<b>Cleanliness and Tidiness (score 0-5)</b>																				
Cleanliness	4	4	4	4																
Tidiness	4	4	3	3																
Waste Handling	4	4	4	4																
Smells	5	5	5	5																
Linen	5	5	5	5																
Toilets: cleanliness	4	4	4	4																
Toilets: environemnt	3	3	3	3																
Bathroom: cleanliness	4	4	5	5																
Bathroom: environment	4	4	4	4																
<b>Infection Control (yes/no)</b>																				
Hand Decontamination	YES	YES	YES *	YES																
Hand-wash basins	YES	YES	YES	YES																

**Scoring for 0-5 categories**

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

**Additional Notes/Best Practice Examples**

\* One doctor did not was/gel his hands. All other staff did.  
 Willoughby Ward has a good "Who's who?" notice board explaining ward personnel.  
 Oken Ward has a good Infection Control notice board which is easy to use.





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

Name of Hospital	Warwick Hospital
Ward/ Department	Beaumont and Willoughby Wards
Date and Time	Wednesday 9 <sup>th</sup> May 2007 – Afternoon

Forum Members Conducting the Survey	
Vivian McFarlane	
Ronald Grant	

Contact the Forum:  
✉  
PPI Forum South Warks General  
Hospitals  
c/o Forum Support Organisation  
4&6 Clemens Street  
Leamington Spa  
Warks, CV31 2DL  
☎  
01926 470522

## Cleanliness, Infection Control, Patient Dignity Inspection

### Pre Questions for Ward/Department:

1. How many times a day is clinical waste collected? 3 times a day.
2. How often are toilets cleaned? Twice a day.
3. How many cleaners are there to a ward? 1 to each ward.
4. How often are curtains changed around beds? Every 6 months unless soiling or infection necessitates earlier changing.

<b>PART ONE: HAND WASHING</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. All staff seen to wash their hands between caring for patients or between different caring tasks for the same patient. – See additional notes			
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	✓		

#### **Additional Notes:**

All staff, except one doctor, used hand gels and/or washed their hands. The doctor when asked by the forum member said that his hands had been washed in the operating theatre!

<b>PART TWO: GENERAL INFORMATION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		

#### **Additional Notes:**

One student nurse on Beaumont Ward knew about infection control but did not know the name of the link infection control nurse.

## Cleanliness, Infection Control, Patient Dignity Inspection

<b>PART THREE: THE WARD ENVIRONMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		
<b>Additional Notes:</b> * Willoughby Ward – fluff around the skirting board at the ward entrance.			
<b>PART FOUR: WASTE DISPOSAL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		
<b>Additional Notes:</b>			

## Cleanliness, Infection Control, Patient Dignity Inspection

<b>PART FIVE: LINEN</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		
<b>Additional Notes:</b>			
<b>PART SIX: SHARPS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Large yellow boxes for storing needles, blades and other 'sharps' are stored safely away from the public and out of reach of children	✓		
<b>Additional Notes:</b>			
<b>PART SEVEN: CARE OF EQUIPMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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 are dust-free	✓		
7. Telephones are clean	✓		
8. Surfaces are visibly clean and free of dust	✓		
<b>Additional Notes:</b>			
* Willoughby Ward – One fan had fluff around the blades and shields.			

## Cleanliness, Infection Control, Patient Dignity Inspection

<b>PART EIGHT: VISITOR AND PATIENT INFORMATION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Leaflets and/or posters are available to visitors explaining correct hygiene measures when visiting 'at risk' patients			- see additional notes
2. All patients are given a leaflet on MRSA on discharge		✓	
<b>Additional Notes:</b> There are many different notices. Consequently visitors easily miss any that relate to hygiene.			
<b>PART NINE: PATIENT DIGNITY</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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		✓	

## Cleanliness, Infection Control, Patient Dignity Inspection

<b>PART NINE: PATIENT DIGNITY cont.</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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?)	✓		
<b>Additional Notes:</b> One toilet out of operation on Beaumont Ward.			

### **Patient Comments:**

Patients commented that the staff was good at using the hand gels and at washing their hands. However they felt that the message about the hand gel use had still not got through to all visitors. {Visitors questioned on the day had not used them}

Patients thought that the food was good and the nursing care had been excellent. There were no complaints about ward cleanliness. One patient remarked that the cleaner had cleaned under the beds! Other patients noted that the telephone/TV was costly.



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

Name of Hospital	Warwick Hospital
Ward/ Department	Guy and Oken Wards
Date and Time	Wednesday 9 <sup>th</sup> May 2007 - Afternoon

Forum Members Conducting the Survey	
Madeline Hamper	
Jackie Prestwich	

Contact the Forum:  
✉  
PPI Forum South Warks General  
Hospitals  
c/o Forum Support Organisation  
4&6 Clemens Street  
Leamington Spa  
Warks, CV31 2DL  
☎  
01926 470522

# Cleanliness, Infection Control, Patient Dignity Inspection

## Pre Questions for Ward/Department:

1. How many times a day is clinical waste collected? Emptied or checked twice a day. Emptied when  $\frac{3}{4}$  full.
2. How often are toilets cleaned? Twice a day {morning and evening}
3. How many cleaners are there to a ward? 1 to each ward until 4pm. Then one shared until 8pm. No cleaners after 8pm.
4. How often are curtains changed around beds? Curtains cleaned every 6 months unless soiling or infection necessitates earlier changing.

<b>PART ONE: HAND WASHING</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		

### Additional Notes:

<b>PART TWO: GENERAL INFORMATION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		

### Additional Notes:

A very good infection control notice board on Oken Ward. This is easy to use.



## Cleanliness, Infection Control, Patient Dignity Inspection

Cleanliness, Infection Control, Patient Dignity Inspection			
<b>PART THREE: THE WARD ENVIRONMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	See additional note		
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	✓		
<p><b>Additional Notes:</b>  <u>Guy Ward</u> – In the bathroom the splash back under the sink needs screwing back into the wall. Some fluff on the air vent in the ceiling. There was a umbrella hung from a rail!   <u>Oken Ward</u> – Screw from disability rail in toilet was loose.</p>			
<b>PART FOUR: WASTE DISPOSAL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		
<p><b>Additional Notes:</b></p>			

## Cleanliness, Infection Control, Patient Dignity Inspection

<b>PART FIVE: LINEN</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		
<b>Additional Notes:</b>			
<b>PART SIX: SHARPS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Large yellow boxes for storing needles, blades and other 'sharps' are stored safely away from the public and out of reach of children	✓		
<b>Additional Notes:</b>			
<b>PART SEVEN: CARE OF EQUIPMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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 are dust-free	✓		
7. Telephones are clean	✓		
8. Surfaces are visibly clean and free of dust	✓		
<b>Additional Notes:</b>			

## Cleanliness, Infection Control, Patient Dignity Inspection

<b>PART EIGHT: VISITOR AND PATIENT INFORMATION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Leaflets and/or posters are available to visitors explaining correct hygiene measures when visiting 'at risk' patients - See additional notes			
2. All patients are given a leaflet on MRSA on discharge - See additional notes			
<p><b>Additional Notes:</b> There are many notes about different things so that hygiene notices are early missed. An excellent notice for visitors on infection control was in a place which they would be unlikely to see.</p>			
<b>PART NINE: PATIENT DIGNITY</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	✓		



# Cleanliness, Infection Control, Patient Dignity Inspection

PART NINE: PATIENT DIGNITY cont	YES	NO	N/A
<p><b>Patient Comments:</b></p> <p>Patients commented on the excellent nursing care they had received. There were no complaints about ward cleanliness.</p> <p>One diabetic patient complained about having to eat a diabetic menu because she did not do this at home!</p>			