Visit to Worcestershire Royal Hospital

Wednesday 26\textsuperscript{th} November

Health Checkers Laura Gill and Scott Rooney made an unannounced visit to the Worcestershire Royal Hospital with Project Worker Sandra Hibbert.

They were able to meet with Rani Virk who is the Lead Nurse for Quality and Patient Experience.

They also met with one of the Liaison nurses.

They asked if they could visit wards that may have people with a learning disability being treated there.
Where they visited
Medical High Care and Short Stay Unit
Silver Unit
Avon 3 unit
Medical Assessment Unit

Medical High Care and Short Stay Unit

A patient with learning disabilities had been on the ward but they had gone to another hospital in Birmingham so Health Checkers were not able to speak to them.

One of the nurses was unsure at first what she would do if she had a patient with a learning disability. She didn’t know about the Liaison nurses role.

However she did say that she would make “reasonable adjustments” for people. For example if someone was in a moulded wheelchair they would find out the best way of making them comfortable.
They would find out by talking to parents, carers and other professionals to find out more about the person.

She said she would look at information such as their “About Me” book to find out more about the person.

**Silver Ward**

This ward is for patients who are at least 65 years old and who may be more frail and vulnerable.

People stay here for up to 72 hours and then are moved to other wards.

A person with learning disability could be here but were not on the day we visited.

**Avon 3**

We spoke to a patient there who had learning disabilities.

She was pleased with how she had been treated.
She said that the staff were kind and had “hearts of gold”.
She was able to listen to the radio.
Staff helped her with her personal care.
She felt they were respectful to her

However she had been given flowers but could not keep them on the ward.

The choice of food on the menu was good and included Vegan, low fat and Halal foods.
There was a choice of hot or cold drinks.

Nurses helped her to understand the menu.
Photos may have helped her to decide what to have.

There was a notice board on AVON 3 with photographs of the Liaison nurses.
There was information about Learning Disability Champions. We were told that they can be nurses or ward clerks.

There was information about Mencap and other information about Learning Disability.

**Medical Assessment Unit**

Health Checkers were able to speak with a patient there with learning disabilities. She needed help with eating.

She wore a red wristband. This showed staff that she needed help to eat. Her husband helped her with this when he was there.

**What was good?**

**On the wards**

There was information showing who the Liaison nurses were.
Health Checkers met one of the Liaison Nurses at the hospital. The Liaison nurse sees people as soon as possible after they have been admitted to the ward.

However there are no Liaison nurses at the weekend. If someone comes into hospital then they will not been seen by the Liaison nurse until the Monday.

There was information about Learning Disability Champions on the notice board. These are staff that have had some training in Learning Disability.

**Easy Read Leaflets**

In the entrance of the hospital there was a stand with information leaflets about cancer. They were not in Easy Read. The volunteer showed us some that she had in a separate
book which could be borrowed by people who needed them.

There was evidence on the wards of staff finding out about a patients likes and dislikes from their “About Me” communication book.

What could be better?

Information

In reception the direction signs to the wards were not easy to understand.
There isn`t always a volunteer to help someone find the way to go.

Health Checkers suggested having a large hospital wall map showing all the areas.
Health Checkers think it would be useful to have Easy Read information shown on a continuous loop on a large screen.

Health Checkers found a complaints leaflet in reception but it wasn’t in Easy Read.

Health Checkers noticed that there were lots of hand-wash signs in the reception of the hospital.

However many people walked past and did not use the hand-wash.

Car parking is still difficult for anyone visiting or attending the hospital.

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