



**STRONGER LOCAL VOICES
FOR HEALTH AND SOCIAL CARE**



**‘ENTER AND VIEW’ VISIT
Alder Hey
NHS Foundation Trust
17th August 2011**

This report is can be made available in alternative languages and formats including Easy Read, large print, Braille and audio on request

Hosted by
Liverpool Charity and Voluntary Services



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1.0 Introduction: Local Involvement Networks (LINKs) – Powers to Enter and View Services

1.1 Local Involvement Networks (LINKs) were established across England by the Local Government and Public Involvement in Health Act 2007.

1.2 LINKs are networks of local people and organisations, funded by Government and supported by independent organisations known as Hosts to promote and support the involvement of people in the commissioning, provision and scrutiny of local health and social care services. There is a LINK in every Local Authority area that has social services responsibility. In Liverpool the LINK is hosted by Liverpool Charity and Voluntary Services (LCVS).

1.3 LINKs were established to:

- give everyone an opportunity to say what they think about their local health and social care services – what is working well and what is not so good;
- give people an opportunity to monitor and check how services are planned and run; and
- provide feedback on what people have said about services, so that things can change for the better.

1.4 LINKs use a range of methods to enable them to say how local services could improve, such as:

- making reports and recommendations to commissioners and getting a reply within a set period of time;
- asking commissioners for information and getting a reply within a set period of time;
- going into some types of health and social care premises to observe the nature and quality of services; and
- referring issues to the local Overview and Scrutiny Committee and receiving a response.

1.5 To enable LINKs to gather the information they need about services, there are times when it is appropriate for them to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised LINK representatives to enter premises that providers own or control to observe the nature and quality of services.

1.6 In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts
- NHS Foundation Trusts

- Primary Care Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or NHS Trusts, Primary Care Trusts or Strategic Health Authorities to provide care services.

2.0 Reason for the visit

- 2.1 Liverpool LINK has now formalised the appointment of volunteer Health and Social Care Ambassadors (HASCAs) to each NHS Trust within its jurisdiction (i.e. the area covered by Liverpool PCT). Enter and View visits are one way of helping the HASCAs and other authorised LINK members who have undergone training and CRB checks to develop positive relationships with Trust officers and to start building a picture of the work of each Trust, with a view to making useful contributions to Quality Accounts commentaries and in a range of other ways.
- 2.2 The visit to Alder Hey Hospital was arranged with a view to providing Liverpool LINK members with an introduction to the structure and functions of the Trust and a chance to meet key staff with a view to arranging further visits in the future – particularly in relation to the Trust’s Quality Priorities.
- 2.3 Liverpool LINK Core Group members who took part in the visit were:
- 2.4 **JACQUI JONES** - AUTHORISED CORE GROUP MEMBER
Dr. ERIC TOKE - AUTHORISED CORE GROUP MEMBER
JOANNE HARRISON-SMITH - AUTHORISED CORE GROUP MEMBER
- 2.5 They were accompanied by Andrew Lynch from the Liverpool LINK Support Team.
- 2.6 The LINK visitors were welcomed by Dr. Richard Brown Assistant Director: Quality, Patient Experience, Equality and Engagement.

2.7 The purpose of the visit was to conduct a fact-finding exercise highlighting good practice and positive outcomes as well as asking questions about any potential changes or improvements that could be made and making recommendations where appropriate. LINK members would like to thank Alder Hey staff for their willingness to take part in the exercise and for being so generous with their time and input.

3.0 Feedback from meeting with Alder Hey NHS Trust Managers

3.1 The LINK Enter and View group were welcomed by various Alder Hey managers as listed here:

- Dr. Richard Brown, Assistant Director: Quality, Patient Experience, Equality and Engagement
- Karen Dawber – Director of Nursing
- Judith Adams- Chief Operating Officer
- Liz Grady -Health Promotion Practitioner
- Sheelaugh Greenslade,-PALs/Patient Information Manager
- Joanne McGrane- Acting Catering Manager
- Juanita Harrison -Ward Manger Burns Unit

3.2 The Enter and View Team received presentations from managers outlining the services provided by the Trust, the quality systems and plans. Information was also given regarding patient experience gathering systems and the PALs Service. There were also presentations on the improvements to Food and Public Health.

4.0 Feedback from the Tour of selected Services

4.1 Accident and Emergency Department

The Enter and View Team was then taken on a tour of specific services at the site Accompanied by staff. Accident and Emergency appeared to be working normally. The Enter and View Team observed that the service appeared clean and tidy. However, despite the obvious efforts made by the Trust to brighten up this facility, the general appearance was one of being tired and outdated. The Enter and View Team also discussed the issue of toy provision in the Accident and Emergency Department.

4.2 Physiotherapy Unit

Upon entering the Trust's new Physiotherapy Unit, which was opened earlier this year, the Enter and View Team was extremely impressed. The facility appeared bright, clean, spacious and child-friendly. The equipment appeared modern and up to date. The Enter and View Team discussed

the facility with staff and also talked about the patient feedback forms that are displayed in this facility and throughout the Hospital. It was noted the forms were also child friendly and were available in sufficient numbers. The Enter and View Team was also reassured that the forms are collected viewed and restocked on a regular basis.

4.3 Burns Unit

The Burns Unit was another of the facilities that appeared to be relatively modern and well equipped. The hygiene precautions were particularly evident here and the provision of individual rooms for the patients is excellent. The only element that was glaringly less than ideal was the fact that the parents room was not on the same floor as the ward and was also shared with other wards.

5.0 Conclusion/ Recommendations

- 5.1 The Enter and View Team asked regarding safeguarding: if the hospital staff are alert to safeguarding when young patients present with injuries? Hospital staff replied that they are very aware of the possibility of abuse and look at the patients history and if an injury is consistent with an accident to make a judgement. The hospital does have guidelines on this and they automatically refer to a health visitor if there are concerns.
- 5.2 The Enter and View Team questioned the quiet room being situated just off a very busy corridor which might be inappropriate if the person who needs to use it is very upset and they have to pass through this very busy area. The potential problem was recognised by staff but the need to have the quiet room in a visibly accessible place was seen to be an overriding consideration.
- 5.3 Regarding hygiene: The wards appeared clean; hand washes were available and adequately signposted, they were filled and people were observed to be using these consistently.
- 5.4 There were relatively few toys available in A&E, however the requirements around preventing infection restricts the types of toys which are suitable.
- 5.5 Regarding the general environment: It was evident that the main hospital building is now very old and showing its age. While there is no indication that this is a danger to patients, the Trust is well aware that the premises are far from ideal and has plans for a major rebuild. However, in the

- interim, the staff seem to be doing a good job with vastly out of date premises. The staff also demonstrated creativity in working around the difficulties regarding the building e.g. – a pager system being put in place to contact parents in the parents room which is on a different floor from the Burns Unit.
- 5.6 Parents Room facilities being shared between burns unit and other wards was observed to be less than ideal.
 - 5.7 Regarding information for patients and staff: The Notice Boards were very busy, with too much information to be easily read.
 - 5.8 The signage was generally rather confusing and could be improved. The Trust is, however, already aware of this and taking steps to rectify it.
 - 5.9 It was observed that information on the availability of translation services for those with English as a second language could be made more prominent.
 - 5.10 The Trust's Quality Account was made available on request, however, the existence and significance of the document could have been better signposted, so that patients could make use of it to learn more about the quality of the service.
 - 5.11 The Rehabilitation and Physiotherapy Unit stood out as a light and modern facility within the main hospital building.
 - 5.12 The presentations given to LINK members were very informative, the emphasis placed by the Trust on gathering and acting on the patient and family experience is particularly encouraging, and the Trust demonstrated a number of creative approaches to getting this feedback e.g. - setting out the promise to patients in a colourful and simple, child-friendly way and using a similar approach in the online feedback forms, feedback cards etc.
 - 5.13 Staff seemed open and transparent in responding to LINK questions.

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