

Appendix C

REPORT TO HOSC

Healthwatch Barnet carried out an Enter and View visit to Thames Ward, part of the Dennis Scott Unit at Edgware Hospital, in April 2013, and the report was submitted to the October Health Overview and Scrutiny Committee.

Healthwatch Barnet subsequently received informal feedback from three sources (separate people as far as we are aware, consisting one of one patient, one relative and an anonymous caller) about the Ward and Unit.

The comments we received and the prompt and detailed response Oliver Treacy, Service Director for Barnet, Enfield and Haringey Mental Health Trust were as follows:

Person 1 Thames Ward: There is a lack of physical and other activities for patients. This means that patients are often left for most of the day with nothing to do.

Response from BEH MHT:

- A new occupational therapist has been appointed and recruitment is taking place for another activity co-ordinator.
- There is an established programme of activity run by the Occupational Therapist, Drama Therapist and activity co-ordinator. Activities include Tai Chi and funding is being sought for gym equipment. Patients have access to a large garden for basketball, tennis and football.

Person 2 Thames Ward: The care plan focuses on medication and does not include other aspects of care that contribute to mental wellbeing such as physical activity, diet and activities. There is no continuity in following up on the actions in the care plan, with therapists or GPs once the patient has been discharged. Visitors have to use the ward toilets which isn't appropriate for the patients.

Response from BEH MHT:

- A nutrition screening tool is completed for all patients to support assurance on dietary matters.
- A new dietician for two days a week has been appointed after a period of several locums. Staff are aware they can refer patients to the Dietician.
- All wards have Smoking Cessation Advisors, patients have smoking cessation assessments and advice.
- A Psychologist carries out detailed assessments and therapies on the wards - there are Group and individual psychology sessions on wards.
- There are 72 hour formulation meetings and consideration given on all occasions on the involvement of carers and families. Carers and families are also considered and when consented to by the patient will be invited to CPA's /significant reviews.
- Once patients are discharged GPs are informed within 24 hours of the discharge. Care Coordinators (where allocated) then coordinate the care of patients.

- There are toilets in communal areas on all wards and these are accessible to patients, visitors and staff (staff have a toilet in staff changing room).
- Toilets in the bedroom areas are not accessible to visitors and are for patient use only.

Person 3 Dennis Scott Unit: Meals only contain one vegetable. There is no fresh air or recreational activity for patients. Patient dignity is not respected.

Response from BEH MHT:

- Meals given to patients have been developed with dieticians to ensure appropriate nutrition and include vegetables, salad and fruit. The meals are rotated on a three-weekly basis.
- All areas have access to fresh air and patients are allowed either escorted or unescorted time off the ward and/or access to the enclosed Garden at agreed times.
- The weekly Patient Experience returns that show high levels of satisfaction in relation to dignity and respect of patients being met.

We also received concern from a local resident about the level of suicide incidents in mental health wards. Oliver Treacy provided Healthwatch Barnet with information about self-harm incidents. Healthwatch Barnet sought further guidance from Maria O'Dwyer, Barnet Clinical Commissioning Group Director of Integrated Commissioning, who stated that the Barnet data showed that self-harm and suicide were below the national averages.

Healthwatch Barnet does not intend to take any further action, relating to this feedback from residents. As has been its approach to date, Healthwatch Barnet Enter and View Planning Group will continue to gather information on residents, patients and relatives experiences and will follow this up if any further feedback about the quality of services is received.