

Walkabout Review Sheet

Name	Eddie Bloomfield NED, Joanna Kirchner Public Governor, Luke Mussett Membership and Engagement Officer
Date	16 April 2019
Visited	D'Arcy Ward Colchester Hospital
General appearance of the area	D'Arcy ward is in one of the more remote areas of the hospital. It is a small area with narrow corridors. We were told it may be the smallest ward in the hospital. The capacity is 29 patients and the Sister (Paula Shean) has made it her personal mission to maintain it as long as she can as a female only ward and has done so for some time. The patients are elderly and in most cases very ill. We were told about the developing trend for admissions to be older and sicker as people live longer. The ward staffing is 4 RN and 4 HCA per shift. The ward is due for a refurbishment and this was apparent. Whether this can overcome the natural constraints of the accommodation is questionable. The corridor area had a number of walking frames awaiting use or put away and it felt quite demanding for staff to move about in the cramped conditions. 50% of patients were affected by dementia and this was clearly a demanding ward. Reducing falls has been a priority for Paula and she has taken a proactive approach. Patients are allocated to rooms according to their risk of falling and a TABS monitor has been introduced for toilet using. This alerts staff once the patient is moving, another feature in reducing the risk of falls.
Feedback from Patients/Visitors	We spoke with one lady admitted to the hospital three days earlier with sepsis, and her husband who was visiting. They told us about being moved three times since admission, including once at midnight. However they had no complaints about the care which they said was very good. The husband noted that "the more ill you are the better the care". The patient looked comfortable, calm and relaxed.
Feedback from staff	We met Paula Shean the Ward sister since 2012. She began her career on D'Arcy ward in 2000 and had progressed through her training and promotion to Sister. She told us about the work done on falls to reduce the incidence and noted that in one recent month there had not been a single fall on the ward. She also told us about staff recruitment and how different nationality groups had pursued their careers at D'Arcy. We also met one of the RN staff who again had stayed with D'Arcy for most of her career. She said morale was good and that she had been well supported through recent ill health herself and that there was a good team spirit amongst staff. She also reported that the increasing age and illness of the patients had made the job more demanding. One change she regretted was the reduction in time staff had to help patients with some of the general wellbeing issues such as hairdressing. She also made the point that more staff wasn't necessarily the answer. It was more important to have good quality staff.
General feel of the area	Busy and demanding particularly given the physical constraints of the accommodation. There was a lot of movement which made us think about the risks of accidents, etc.
Any additional information	During our visit we were briefed in confidence about a number of disturbing incidents which we would categorise as bullying and harassment. One was on the ward some months ago when a locum consultant threatened a senior member of staff and left her in fear of

	<p>assault. This was reported at the time but it appears no action was taken until quite recently when the CMO heard about the incident and has asked for a report. The second incident related to what we understood to be ongoing harassment by e mail and in meetings from a member of the senior management structure outside of the ward. We encouraged the member of staff concerned to report both matters in full through the appropriate processes, and this report is being copied to the CMO and Chief Nurse for information as a result.</p>
Feedback for the report by ward staff	<p>Sister Shean: The walking frames in the corridor had just been taken out of the manual handling cupboard before the visit to give to the physiotherapists to remove from the ward.</p>