Walkabout Review Sheet

Joanna Kirchner Public Governor for Colchester David Miller Public Governor for Rest of Suffolk Luke Mussett Engagement OfficerDate13 May 2019VisitedMedical Daycare UnitGeneral appearance of the areaThe Medical Daycare Unit is a standalone unit within the Emergency Assessment Unit. It comprises a long corridor which starts with waiting and assessment areas and then leads to treatment rooms and finally a bed area for up to 14 patients. It is used for overnight bedding even though the unit officially closes at 10.00pm. We met the Sister in charge Lindsay Lacanlale. She has been in post for 18 months having previously been the Deputy. Typical daytime staffing of the unit is 5 RNs and 3 HCAs. Another HCA has been requested. Bank staff are employed overnight. The area was busy but tidy and uncluttered. It was clean in appearance.Feedback from Patients/ VisitorsWe spoke to four patients in the Returners Unit ie patients previously treated in the Unit and asked to return for various reasons. Praise for the staff and the care provided was unanimous. Outstanding and brilliant were terms used by the patients in this context. One patient previously treated at a London hospital was particularly vocal about how much better everything was at Colchester. One patient mentioned having been irritated by others talking when she stayed overnight in the unit. The same patient had also stayed in Nayland ward and found the bathrooms to be in a poor state. There were mixed views about food ranging from no problem and fine through to disgusting. One patient mentioned domission) and had been admitted to the unit oawait further test results. She and her family had nothing but praise for the care she had received.Feedback from staffThere were no particular complaints or criticism	N	
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