



How St. Andrew's Hospital in Northampton can be better



EasyRead report of 'Make your voice count'.
Enter and view report, St Andrew's Healthcare,
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We want to say thank you to everyone who helped us with this report:



- the patients at St Andrew's

- the staff at St Andrew's



- the managers at St Andrew's



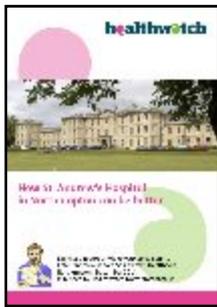
- Together for mental wellbeing



- Healthwatch Northamptonshire people who went to St Andrew's and wrote this report.



(There are some words in this that can be hard to understand. They are printed in **blue bold**. Then put in easy English at the back)



1. Why did we do this report?



St Andrew's Healthcare has a hospital in Northampton for people with mental health problems.



People at St Andrew's either have:

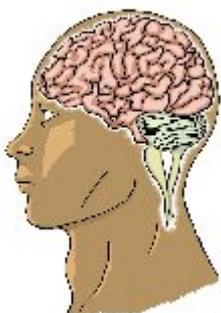
- mental health problems



- a brain injury



- dementia



- other problems with the brain and nerves.



It is a **secure mental health service**.

Almost all the patients at St Andrews have been **detained**.



There are wards for children and young people ages 13 - 18.



There are 700 places at St Andrew's, Northampton.

Patients come from all over the United Kingdom and Ireland.

Hardly any people in St Andrew's come from Northamptonshire.



Healthwatch Northamptonshire keeps an eye on health and social care in Northamptonshire.



The point of view of a patient or person who use the services is important. That is how we try to think about places.



We have a legal right to go into places we might be worried about or because we just want to hear about the care.



We went in to St Andrew's because we were worried about how good care for patients is.



The Care Quality Commission wrote a report that said care in some parts of the hospital was not good.



They also said that the care on one of the wards for young people was not good enough. They have visited St Andrew's again and are writing another report now.



2. What we did

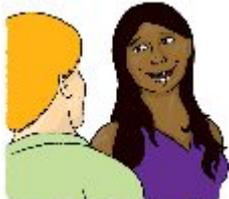
healthwatch
Northamptonshire



We went to St Andrew's for 2 days in August 2014. There was a team of 6 people:

- 4 people from Healthwatch Northamptonshire

together
FOR MENTAL WELLBEING



- 2 people from Together for mental well being.



We asked questions that had been written by Together for mental wellbeing with help from people with mental health problems.



We went to 9 wards and watched what was happening. We visited all the different sorts of wards.



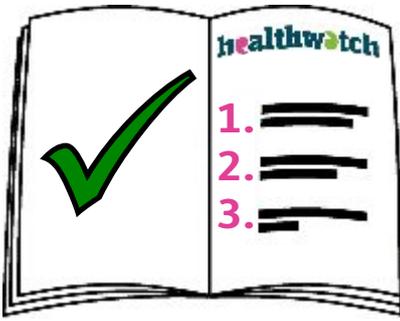
We spoke to 44 patients from 13 wards. We spoke to some patients on their own. Some patients we spoke to in small groups.



We spoke to staff and managers on the wards.



We met senior managers at the end of the 2 days. We told the managers what we had found out.



3. What we found out and what needs doing



Good things

- **Care** - Some patients said the care they got was very good



- **Being involved** - Most patients go to their ward meetings. These are meetings on every ward.



St Andrew's say they have a plan to do this better.



- **Respect** - Most patients said they are often treated with respect.

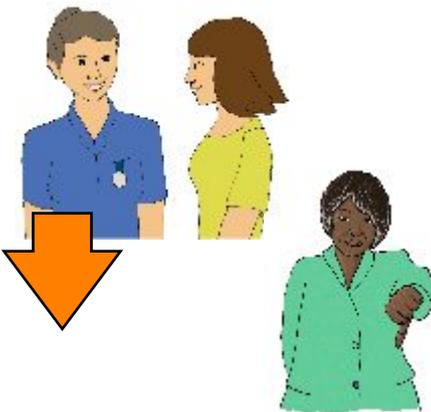


Things not good enough

- **Feeling safe** - most patients said they feel safe most of the time. A few patients told us they never feel safe. They say there are fights and shouting on the wards.



St Andrew's needs to make a plan to try to make all patients feel safe all the time. Patients must help them make the plan.



- **Number of staff** - this was the thing that worried patients the most. Not enough staff on duty means:

- patients do not feel safe



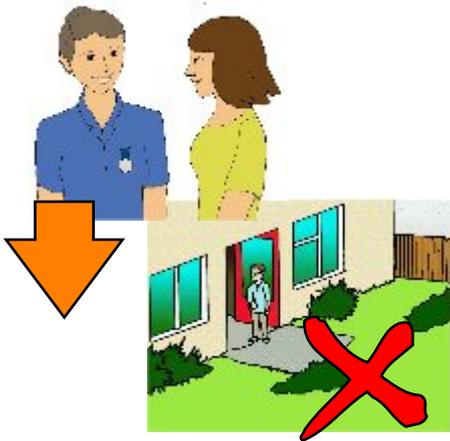
- care was not good



- patients who are allowed to, cannot always go outside in St Andrew's gardens.

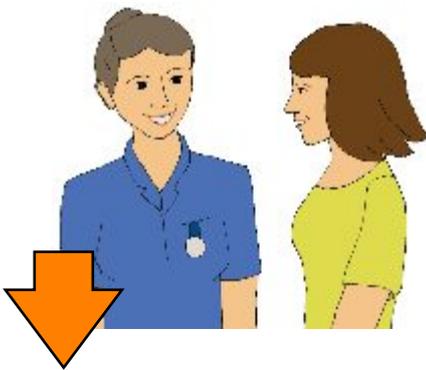


St Andrew's have told us they ask patients if they feel safe. We have asked to see what patients have told St Andrew's. We have asked St. Andrew's to check to see if patients feel safer with more staff.

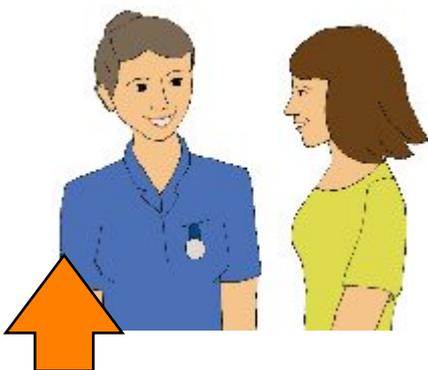


We want to know whether patients, who are allowed to go outside into the grounds or do other things, are able to do these things if there are not enough staff.

St Andrew's will check.



- **Staff** - we think there are too many staff who have not worked with **detained** patients before. There are not enough nurses.



St Andrew's says it is trying to get more nurses.



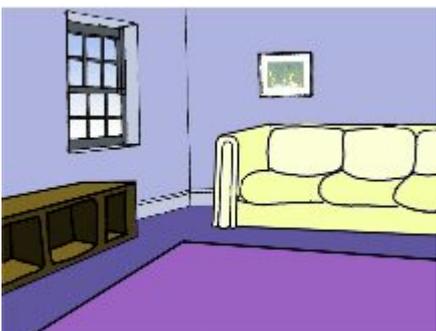
- **Physical health** - a few patients said St Andrew's ignores what they need for their physical health.



The NHS needs to look at complaints about physical health at St Andrew's.



- **The wards** - some of the old wards are not good places to be in. There are plans to build new wards.



St Andrew's needs to make the old wards nicer to be in before they close. St Andrew's needs to look at more furniture on the wards. They need more than just sofas and chairs, while at the same time making sure patients are safe.



- **Care plans** - most patients said they are asked about their care plans. **But** some of them said they are not asked, but want to be asked. Patients who want to be asked about their care plans should be asked.

St Andrew's needs to often check that care plans are kept to. They will check that patients have agreed to their care plans.



Other things St Andrew's needs to do

- We are asking St Andrew's to tell us how many patients ask to change their care worker. And how many patients are given a new care worker.



- 7 people died at St Andrew's last year under the age of 75. Dying before the age of 75 is an early or "premature" death. St Andrew's needs someone who does not work with them to look at these deaths.



They need to find out if they could have done anything to stop the deaths.



- The charity Rethink wrote a report about stopping early deaths in **secure mental health services**. St Andrew's needs to ask Rethink to talk with all the bosses about this.



- St Andrew's needs to look at how patients can support each other more. Other patient groups can help them.



- not many patients thought the ward meetings changed things. They felt what they said at the meetings was ignored.



- some patients did not think they were always treated with enough respect. They said that not all staff were good at respect.

4. Hard words

secure mental health service - this is for people who may hurt themselves or other people. It is to keep these people safe. They cannot go out unless a doctor agrees.

detained - this is when people with mental illness are put and kept in hospital. They do not have to consent (agree) to this. They can be given treatment, like tablets, without their consent.

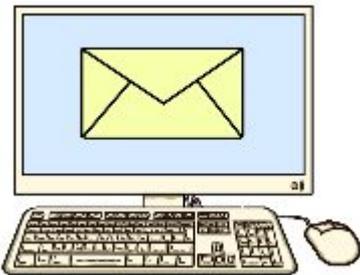


4. How to get in touch

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