



Shooting Stars
Group Meeting

Young
healthwatch
Northamptonshire

Young Healthwatch Northamptonshire and Shooting Stars Visit to Kettering General Hospital



April
2018





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Introduction

On Wednesday 3 April 2018, three members of Young Healthwatch Northamptonshire and two members of Shooting Stars¹ visited Kettering General Hospital to conduct an Enter and View² style visit in three different children's departments - Paediatric Emergency Department, Paediatric Outpatients and Skylark ward to give feedback to the hospital about the areas from the perspective of young people. Healthwatch Northamptonshire worked with Shooting Stars to include the perspective of young people with special educational needs and disabilities (SEND).

This is the second time that young people have reported their observations of Kettering General Hospital children's ward (the first visit to Skylark ward took place in 2016)³. However, it is the first time that Shooting Stars has taken part in this type of visit at a General Hospital. On the day of the visit the young people were accompanied by Healthwatch Northamptonshire and Shooting Stars staff, Kettering General Hospital's Head of Patient Experience and Involvement, the Head of Nursing for Children's Services and the Assurance Manager. Earlier in 2018 training was provided to prepare the volunteers.

Consistent with Healthwatch Northamptonshire practice, this report has been written by Young Healthwatch and Shooting Stars volunteers in their own words and expresses their own opinions. It is based on their own observations and those of the people they spoke to - 4 patients and their carers.

The content has not been altered by Healthwatch Northamptonshire, Northamptonshire County Council (who run the Shooting Stars group) or Kettering General Hospital, except for clarification.



¹ Shooting Stars are a group of young people with additional needs who represent other young people in Northamptonshire. These issues are fed back to help improve the services provided.

² Under the Healthwatch regulations, local Healthwatch organisations have the power to Enter and View providers so that our authorised representatives can observe matters relating to health and social care services. The purpose of the visit is to identify good practice that can be celebrated and shared with others, and to identify any issues about which service users feel concerned.

³ www.healthwatchnorthamptonshire.co.uk/resources/young-healthwatch-visit-kettering-generalhospital-report



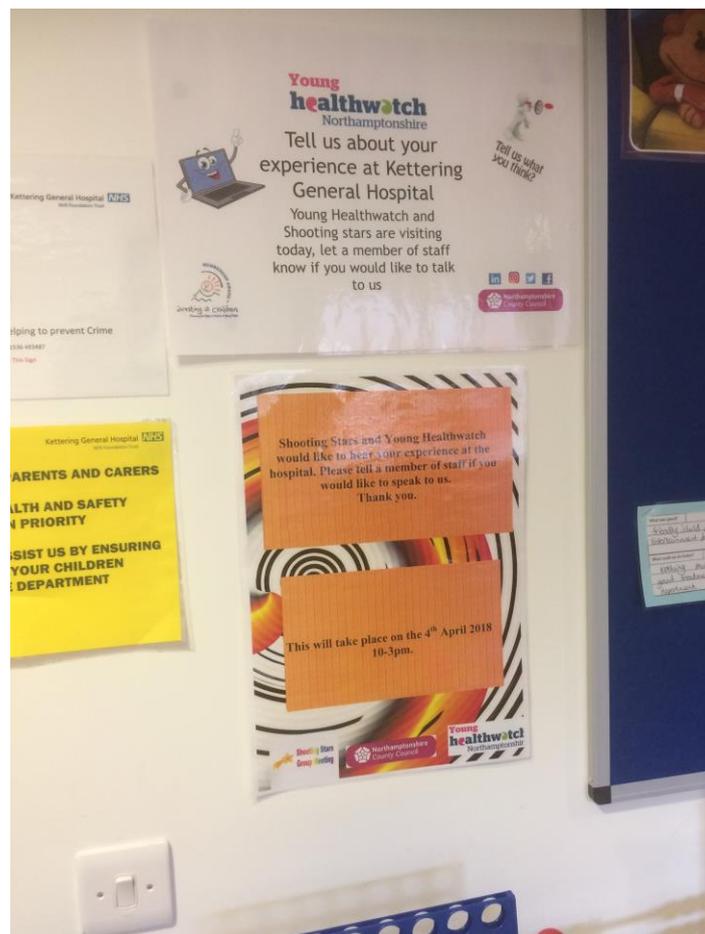
Preparation

During 2016, Young Healthwatch took part in an Enter and View training session to prepare for visiting the children's wards at Kettering General Hospital and Northampton General Hospital.

In October 2017 Shooting Stars took part in Young Inspectors training, this enabled them to know and understand expectations of services and to give them a clear understanding of what is expected from them when they enter a health or social care setting.

Healthwatch Northamptonshire held a refresher session for the young people that would be visiting Kettering General Hospital, including Shooting Stars in February 2018.

Members from Shooting Stars and Young Healthwatch designed posters that were displayed around the hospital on the day of the visit to inform the public of what we were doing.





Report from Young Healthwatch and Shooting Stars

Visit to Children's Accident and Emergency, Children's Outpatients and Skylark Ward, 4 April 2018

Children's Accident and Emergency

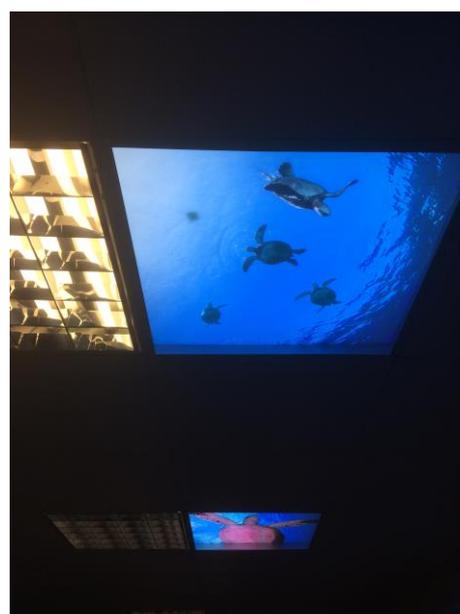


Welcoming:

The moment we entered the children's Accident and Emergency Department (A & E), we felt welcomed, as the staff were very friendly. We met Charlie and Sarah who are children's nurses. Charlie showed us around. One of the things that stood out were the personalised animated badges: they were bright with cartoon images on them to make the

staff look even more friendly - it was a small touch which makes a massive difference. It really brought some personality to the staff and made them appear much more approachable. The staff all seemed smiley and gave off good vibes.

The ward was very spacious, although there could maybe be 2 or 3 more beds fitted in. The atmosphere was very friendly and welcoming. Children's A & E is very calm and the room is sound proof. There are pictures on the ceiling (Sky Factory Tiles⁴). The purpose for this is a distraction for a child or young person when receiving treatment. This was a very well thought out idea as most of the young people's time at the hospital is spent on the bed so it's nice to be able to see serene and calming pictures of the sky on the ceiling.



⁴ <http://www.sky-factory.co.uk/products/luminous/>



Within the unit individual TV screens and a large TV were provided for entertainment purposes, so that it suited everyone. There were charging points for each bed so you wouldn't have to worry about your phone running out of charge. There were Starlight Boxes which hold various distraction toys. For example there are twiddlers for young people with mental health issues. There are also Nintendo DS Games for teenagers.



There was a mini playroom for younger children. This is very caring. However, we think there does need to be more available for older children as even in the mini playroom there didn't seem to be any books or toys suitable for teenagers.

Safe:

Whilst walking through the corridor, we had our attention drawn to symbols which led you to the department. They tell the patients to follow the symbols. There are no signs to state that there is a child and young person's A & E. However they could use something more appropriate such as footsteps on the floor as the symbols were quite high and the smaller children might find it difficult to locate.



Once outside the double doors leading to the ward, you have to ring the bell system which meant the nurse knew patients were waiting outside and make sure no children were at risk of running out. It was very secure and safe.



There are 2 medicine cupboards that are locked and high on the wall. The first cupboard is only single-locked which contains everyday medicines. The second cupboard is double-locked as it contains much stronger medication for example Morphine. All medicines have to be signed and documented twice a day. The locks are activated for only 12 hours in case the keys become lost or stolen. This is for security purposes. This



ensures only authorised staff can open the cupboards; if someone accidentally dropped the key on the way home, no one would be able to pick up the key and use it to take any medicines.

They used a Dyson fan which meant dust wasn't passed around the room but also that children can't get their hair and fingers caught in the blade. The fans are specialist so they don't cause bacteria and are easy to decontaminate for reducing the spread of infections.

Whilst we were there, a patient was leaving and the staff made sure to clean the bed and area as soon as they left - it was very efficient and shows staff are always aware.

Caring and involving:

The staff and surroundings were very welcoming. There are always two members of staff on shift at any one time and 4 beds in the Children's A & E. The room is very small, however the room and staff are very inviting and would make patients feel calmer. The name badges and ceiling tiles make it easier for nurses to care for patients.

Well organised and calm:

The ward has a very calming atmosphere and was very quiet for a children's ward. Information was clearly visible and labelled.





Children's Outpatients

Welcoming:

Helen who is a qualified children's nurse showed us around the outpatients department. As soon as we entered, we saw plenty of colour, lots of Sky Factory tiles and lots of engaging stickers on the walls. This area was slightly noisier as it was for children who only needed regular check-ups, but it was still very friendly and delightful for young people. There was a very big play area in the waiting room which again catered for smaller children. The outpatient department had smaller rooms where they did the examinations, each had a play table in, and the rooms were colourful and spacious. There was a TV available in the waiting room and seasoned themed decorations such as Easter eggs and bunnies. In fact Easter eggs were being handed out to some children which was sweet. The rooms were very clean and smelled pleasant.





Safe:

Before entering the ward there were hand sanitizers as well as hand moisturisers available for everyone who comes in, to minimise germs from spreading. The door was also locked and needed a special card to get in.



There were lots of child friendly signs up to show all the staff and what they did, which created a connection between the patients and staff, consequently ensuring the patients felt safe.

The consultant rooms had peak flows, thermometers and tape for measuring head circumferences available but no medication. There was no medication stored in the rooms expect for the medication room which was

locked; a passcode was required to enter the rooms and the medication was locked with the keys that were kept in the office, so only the staff had access to them. There is a special key to open the medication cabinet and fridge. The temperature of the fridge gets checked regularly and recorded on a sheet. The cabinets have expiry dates of every medication on display. They have a daily checklist and stock up to make sure they always have two of everything in case of an emergency. They had kits ready, on hand for emergencies. There was also a pod system to send urine samples. There was a digital clock and thermometer to make sure all the medicines were in the right condition.

There is a daily checklist for each consultant room to make sure that all areas and surfaces including toys are cleaned.

ROOM 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
CHECKS/CLEANING					
WHITE/MEDICAL TROLLEY					
CLEAN/RESTOCK DESKS/DRAWS					
RESTOCK PAPERWORK APRONS/GLOVES					
CLEAN ALL AREAS CHAIRS/BED/SURFACES WHITE ROLL					
TOYS					
EQUIPMENT					
NAME					

Caring and involving:

When children and young people arrive at Outpatients they are checked for their height, weight and blood pressure.



There are pictures of all staff that are on shift that day. The colour of the uniform identifies their role within the department.

Parents seemed very pleased with the care that they received. The patients also had access to free Wi-Fi.

The staff also had friendly nametags on and a certain nurse (Kimberly) had bunny ears on to go with the Easter theme, making her more approachable for the patients.



Well organised and calm:

Although Outpatients first gave us the impression of being a bit loud, it still felt calm and organised. In the admin office all children's and young people's files are kept for daily clinics, this is locked at all times.

The notes were all systematic and labelled. There were also sample pods which were used to send samples from one building to another quickly. The toilets provided had low sinks and toilets for children, there was even a breastfeeding area with chairs available, they could improve this by adding a breastfeeding chair or a rocking chair. On the walls there were cartoon versions of all the types of nurses children might see in the ward.

Children's Outpatients is also open on Saturdays.





Skylark Ward

Welcoming:

Skylark Ward is located on the second floor so there was no outdoor space for patients to get some fresh air. Before we entered the ward, there were statues of friendly characters that children may recognise and feel more at ease when entering the ward which can be a scary time.

The Skylark ward was one of the best that we had seen; it was bright and colourful but sophisticated, so it was focusing on all young people rather than just young children, which some wards can. The designs really were beautiful and it was actually designed by another young person as part of their university project.

This ward felt the most welcoming, not only were the staff nice, the ward had several interactive play areas and sensory rooms available for all ages, they even had a room called The Den for teenagers from

Year 7 and up where there are computer games, football table and space invaders to keep them occupied if they're feeling bored.



The Sensory Room is focused for the SEND young people that are on the ward. Skylark Ward looks after SEND young people up to the age of 19 years old. They are currently doing fundraising for a bed that will cater for SEND young people that access the ward. The cost of the bed is £7,000



The décor around the ward was more sophisticated than the other areas; it was appealing to all ages from 0 to 18 years olds and looked very sleek yet engaging. It was a dot/bubble theme and there was an inbuilt bug hunt - on some of the dots there were bugs and insects engraved so children could walk down the corridors to find as many bugs as they could; once again very engaging so children don't get bored. There was a waiting area with a very engaging play area. There was an interactive projector with games to play which detected your movements via your shadow, it was something fresh and engaging so children wouldn't feel time go by, they would be distracted for the time they waited. There were also toys for young children.



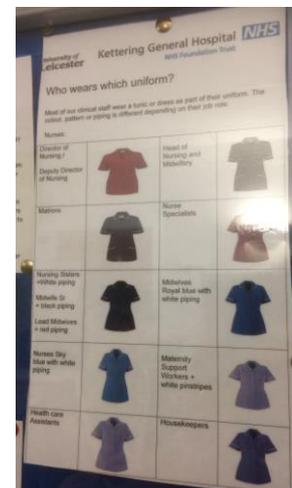
Safe:

To open the doors to enter the ward, there was an intercom and video system to thoroughly control who comes in and out of the wards - this is so no unauthorised strangers enter, and no children leave without alerting someone, it keeps the patients safe. There is a special ward for children with weaker immune systems and only 2 patients are allowed at a time.

On the wards the vertical blinds at the windows could cause possible injury to a child or young person.

Caring and involving:

In this ward there was a family room where parents could take showers, have coffee or tea, for free; there was a pull out bed, changing area and a feeding room. The family room had couches and information displayed throughout the room. The family room was spacious and warm. The only thing we would suggest is to put a donation box in the room for anyone who wants to contribute towards buying tea or milk for that room. As well as having a suggestion box where people can give their ideas on how to improve the service further or even show their appreciation for the good service they have received.





They also feed⁵ the patient as well as one parent but if they have extra food both parents can be fed. Each bed had a single pull out bed which was easy to pull out so parents can stay overnight in all the rooms except for the high dependency units.

A unique aspect of the hospital is their Wish Foundation which allows staff to nominate a patient to allow their wish to come true.

The play therapists really go out of their way to comfort the child. They are present to distract and talk to children during something as small as an injection, to carrying out a pre-op clinic session, and being present in the theatre. They explain the procedure suited to each individual using different methods such as

specialised dolls and PowerPoints presentations.

An outside space may help to stop feeling cooped up for those that might be feeling a bit bored.

Well organised and calm:

As we were walking through the corridor, there was one moment when one of the cleaners had left their cleaning supplies in the middle of the pathway near the crash carts so if there was an emergency, there would have been time wasted moving the cleaning supplies. When we were walking we had to dodge the cleaning trolley, in an emergency you'd want the corridors clear, so you can get to the patient as quickly as you can to have the best possible chances of helping.

All the beds had a curtain around them so there was privacy if needed.

Generally it felt quite calm and organised. They seemed to be able to manage all their patients and we didn't get a sense of chaos from any of the wards. A fact that was represented through the patients talked to, who said the staff were "attentive" and "fantastic", especially the nurses, who always paid extra attention to the patients.

⁵ One meal is provided for one parent/carer as well as the patient.



Patients' Voice

During our visit to Skylark Ward, we interviewed patients to see how their experience of the ward was and if they had any improvements they'd like.

One of the patients interviewed had been in the ward for one week, so far, and overall, said she found her time there good; the bed was comfortable, and the staff very friendly.



She said at first, she was scared when she came in, but the staff made her feel more at ease with their friendly demeanour and kind vibes. She also said that the wards can sometimes be a bit noisy and sometimes she had to ask more than once to have a test done, which she wouldn't be happy about, however she understood how busy the wards can get. We asked her about the Wi-Fi and she said that it would disconnect her a lot and she had to sign in to the network several times, so instead she resorted to tethering her hotspot - a more stable Wi-Fi connection would be helpful. She found the time she'd spent there good and didn't have too many concerns.



Another patient we spoke to had been in the ward for 2 weeks and 2 days, so far, and she described the staff on the ward as very friendly and helpful.

Her favourite aspect of the ward was The Den. She said she sometimes felt bored, she'd been reading books and playing board games. She also felt as if the doctors who came to treat her weren't as friendly as they could have been, she thought they were hard to talk to and came across as very busy; she would like more time with the doctors however she did understand they are on tight schedules. Also, regarding the food they serve, she felt like there could be more food on the plate, she wanted more quantity and more variety. She had been in hospital for quite some time and she had been given the same options of food every time and she wanted a change. Despite this, overall, she found her experience good.

We had the chance to ask a few questions to a family who had been at that unit for 3 weeks, and they rated the care from 1-10, 10 being excellent. They felt that the care the staff provided was a solid 10/10 and this was from a 17 year old. They rated the overall hospital a good 7 out of 10. They loved the fact there was free Wi-Fi and food that was more appropriate to children's choices such as pizza, they also had a lot of activities to take part in so they never got bored. The hospital also feeds one adult in addition to feeding the patient. The only negative thing was that the food menu had very little vegetable options in it and the waiting time was long.

Patients did mention that they wanted more variety in their food.

One of the patients had a little matching wolf who went through the same procedures as him, which was adorable.





Conclusion

Overall it was a great experience; all the staff were great, very welcoming and friendly.

The staff seemed happy, the patients appeared to be safe and well looked after. The hospital appeared to be clean and welcoming





Summary of findings

What worked well:

- Children and young people with SEND were well considered on Skylark ward.
- The staff were very friendly and happy.
- Security seems to be good - an intercom and video system to thoroughly control who comes in and out of the wards.
- Pictures of all staff that are on shift that day. The colour of the uniform identifies their role within the department.
- Medicines are stored safely and securely.
- Patients we spoke to on the day appeared to be happy.
- The areas we visited appeared clean.

Recommendations:

- Signs from the car park to children's departments need to be clearer.
- The walls in Children's Accident and Emergency could have more colour, as the walls at present are not colours that are relaxing.
- The use of something more child appropriate, such as footsteps on the floor to direct patients to the children's department in Accident and Emergency.
- Make books and games for older children available in Children's Accident and Emergency and Children's Outpatients.
- Provide all staff with name badges, consider fun ones. Younger children may struggle to read an ID badge that staff currently have.
- Work with patients to develop the food menus.
- Add a breastfeeding chair or a rocking chair to the breastfeeding rooms.
- Have a suggestion box where people can give their ideas on how to improve the service further or even show their appreciation for the good service they have received. Make one available in the parent's room too.



Response from Kettering General Hospital

Kettering General Hospital has put together an action plan to help them address the recommendations and will let Healthwatch Northamptonshire and Shooting Stars know when they have achieved them.

Recommendation	Action	Time-frame
Signs from the car park to children's departments need to be clearer.	Link together across Patient Experience Steering Group and Estates to inform trust wide discussion re. signage.	July 2018
The walls in Children's Accident and Emergency could have more colour, as the walls at present are not colours that are relaxing.	Liaise with Paediatric ED Matron and Head of Nursing to identify estates work issues.	July 2018
The use of something more child appropriate, such as footsteps on the floor to direct patients to the children's department in Accident and Emergency.	Liaise with Paediatric ED Matron and Head of Nursing to identify estates work issues.	July 2018
Make books and games for older children available in Children's Accident and Emergency and Children's Outpatients.	Inform hospital health play specialist team to establish what can be provided for young people in Paediatric ED and Outpatients.	July 2018
Provide all staff with name badges, consider fun ones. Younger children may struggle to read an ID badge that staff currently have.	Head of Nursing to raise as part of wider trust staff identification work. Paediatric ED Matron to source and cost child friendly ID badges and share with Head of Nursing.	July 2018
Work with patients to develop the food menus.	Raise at Patient Experience Steering Group and with hospital meal providers to ensure involvement of children and young people in the development of paediatric ward menus.	October 2018
Add a breastfeeding chair or a rocking chair to the breastfeeding rooms.	To cost and source breastfeeding chair.	October 2018
Have a suggestion box where people can give their ideas on how to improve the service further or even show their appreciation for the good service they have received. Make one available in the parent's room too.	Lead Nurse and hospital health play specialist to source and provide child and young person friendly suggestion boxes and source and provide an additional suggestion box for the parent's kitchen.	July 2018



About Healthwatch Northamptonshire

Healthwatch Northamptonshire is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

- We have the power to monitor (known as “Enter and View”) health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care.
- We report our findings of local views and experiences to health and social care decision makers and make the case for improved services where we find there is a need for improvement
- We strive to be a strong and powerful voice for local people, to influence how services are planned, organised and delivered.
- We aim to be an effective voice rooted in the community. To be that voice, we find out what local people think about health and social care. We research patient, user and carer opinions using lots of different ways of finding out views and experiences. We do this to give local people a voice. We provide information and advice about health and social care services.
- Where we do not feel the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of, are being heard, we have the option to escalate our concerns and report our evidence to national organisations including Healthwatch England, NHS England and the Care Quality Commission.



About Young Healthwatch Northamptonshire

Young Healthwatch Northamptonshire are a group of young people between the ages of 11 to 24 who are health and social care champions.

What we do:

- Look at local health and social care issues
- Give young people a voice for all aspects of health and social care locally.
- Work with professionals on the health and wellbeing of young people locally and nationally
- Set our own work plan
- Learn new skills
- Report back to the Healthwatch Northamptonshire Board

WE ARE ALWAYS LOOKING FOR MORE YOUNG PEOPLE TO JOIN US. PLEASE GET IN CONTACT



[Facebook.com/younghealthwatchnorthamptonshire](https://www.facebook.com/younghealthwatchnorthamptonshire)



[Twitter.com/YHWNorth1](https://twitter.com/YHWNorth1)



yhwnorthants (scan our code)



[yhwnorthamptonshire](https://www.instagram.com/yhwnorthamptonshire)



If you are a professional that wants to do some work with us please contact us on the details on the next page or email

younghealthwatch@healthwatchnorthamptonshire.co.uk

Young
healthwatch
Northamptonshire



About Shooting Stars

Shooting Stars are a group of young people from Northamptonshire between the ages of 13 to 25 years that have SEND (Special Educational Needs and Disabilities). We meet monthly and are supported by Children First Northamptonshire, Northamptonshire County Council.

What we do:

- Give our views to make improvements to local services in the area for other SEND young people
- Participate and support in consultations to allow other young people to have a voice about issues and services
- Interview professionals for Children First Northamptonshire to make sure only the right adults are chosen to work with us
- Learn new skills and training like recruitment and selection, how to inspect services and how to present

If you would like to become involved and attend a Shooting Stars meeting then please get in contact with the Participation Worker:

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Children First
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