

Enter & View Visit to Woking Community Hospital - Stroke Pathway

Name and address of unit visited

Woking Community Hospital. Heathside Road, Woking, Surrey,
GU22 7HS.

Day, date and time of visit

Wednesday 17th December 2014 at 11.30am

Authorised Representatives

Gareth Jones and Jagadish Chakraborty supported by Jane Shipp

Contact

Healthwatch Surrey 01483 533043

Service Provider

Virgin Care

Disclaimer

Please note that this report relates to findings observed on the specific date as above. The report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time

Purpose of the Visit

To revisit the provision of in-patient stroke rehabilitation in community hospitals as changes have taken place following the Stroke Pathway Report in 2012.



Pathway Activity Information

Activity year 2011/2012

66 patients received stroke rehabilitation

32 patients were over 65 years

34 patients were under 65 years

Patients were admitted from ASPH and RSCH

48 patients went home, 11 to nursing home, 6 to acute hospital & 1 unrecorded

The average length of stay was 47 days

17% of total number of beds are for stroke

Activity year 2014/2015

44 patients received stroke rehabilitation

26 patients were over 65 years

20 patients were under 65 years

Patients were admitted from ASPH, RSCH, and FPH

37 patients went home, 1 to nursing home and 6 to acute hospital

The average length of stay was 37 days

36% of total number of beds are for stroke

First Impressions - access

There is good access to the hospital by public transport with a train station nearby. There is a car park for those travelling by car that charges. The receptionist asked if they could help and were expecting Healthwatch visitors.

The Unit

Since the last Enter and View visit carried out by Healthwatch Surrey the service provision for the hospital has been taken over by Virgin Care. The unit has been relocated and refurbished within the hospital and now has 20 beds. Approximately 50% of the patients on the unit have had a stroke. The unit is made up of a mixture of 4 bedded rooms and 8 single rooms. Visiting time is limited to 2-4.30pm and 6.30-8.30pm. A doctor is present in the unit from Monday to Friday at 9.00am to 5.00pm.

It was observed that lighting in the unit was not very bright and storage seemed to be a problem with clutter in central areas. None of the rooms



have ensuite facilities. There is a gym for individual therapy and accessible outside space.

There are nursing staff vacancies but these shifts are mostly filled using bank staff and minimal agency staff. Staffing levels have remained good during the transition to Virgin Care.

Information for carers was available on the unit, but looking at the website it was not easy to extract the details of this community hospital from related websites that seemed to be mostly about Virgin Care. The Stroke Association has a once per week drop in session starting where carers will be encouraged to register for support.

Observations

During the visit it was observed that the bathrooms are completely white with no contrasting colours which would aid those patients who are visually impaired or have dementia. It was also noted that there was no signage and the door frames in the unit were also not painted contrasting colours.

Pathway Experience

Upon referral from an acute hospital, the patient is visited and assessed by a doctor from the Bradley Unit within five working days. Other patients might be referred directly by community teams. The waiting time for a bed is on average 2 weeks.

The therapy provision is 5 days per week, Monday - Friday from 9.00am to 5.00pm. This includes services from occupational therapists, physiotherapists, and speech and language therapists. There is also access to a psychologist and access to a dietitian.

Therapy equipment is purchased from budget and occasionally via trust funds and donations.

Discharge of patients may be delayed due to waiting for care packages and when ramps are requested from social services. Equipment required for discharge comes from Millbrook and takes between zero and up to a maximum of five days to be delivered. There can be long delays in discharging a patient when rehousing is required.

Of the stroke patients at the unit, 95% go home with support and 2-5% are discharged to nursing homes. After patients have been discharged they are seen at outpatient review.

Recommendations

- Consider improving signage and using contrasting colours to create a dementia friendly environment
- Maintain an uncluttered environment
- Consider ways to improve the discharge process by limiting delays caused by waiting for equipment, care packages and ramps.

Response from Service Provider Virgin Care (Susan Joyce)

Equipment can be delivered between 0 - 5 days dependent upon the urgency of need.

The unit does not accept patient with a diagnosis of dementia.

Report reviewed and authorised by:

Robert Hall

Enter and View Co-ordinator, Healthwatch Surrey