

**Enter & View Visit to New Epsom & Ewell Cottage Hospital (NEECH) -  
Stroke Pathway**

Name and address of unit visited

NEECH. West Park, Horton Lane, Epsom, Surrey, KT19 8PB

Day, date and time of visit

Thursday 4<sup>th</sup> December 2014 at 11.30am

Authorised Representatives

Gareth Jones and Jagadish Chakraborty supported by Jane Shipp

Contact

Healthwatch Surrey 01483 533043

Service Provider

Central Surrey Health - Service commissioner Surrey Downs CCG

Met by Jacqui Quirke

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**

23 patients received stroke rehabilitation

14 patients were over 65 years

9 patients were under 65 years

5 patients were admitted from Epsom hospital, 1 from East Surrey hospital and 1 from Kingston hospital

18 patients went home, 3 to nursing home, 1 to acute hospital & 1 unrecorded

The average length of stay was 43.3 days

100% bed occupancy

#### **Activity year 2013/2014**

22 patients received stroke rehabilitation

7 patients were over 65 years

15 patients were under 65 years

15 patients were admitted from Epsom hospital, 3 from Kingston hospital, 2 from RSCH, 1 from ASPH and 1 from SGH

20 patients went home, 2 to a nursing home

The average length of stay was 60 days

97% bed occupancy

The change in the average length of stay reflects the effect of the introduction of early supported discharge which was just being implemented when the previous visit took place in 2012 with subsequent increase in complexity of patients seen in the inpatient rehab setting.

There is improved recording of where patients are admitted from.

### First Impressions - access

By car the parking is free. There is a bus service now that more houses have been built in the area. People use Dial a Ride and PTS. The hand wash had just run out at the doors into the Poplars building, the area was well lit, warm and clean. The NEECH building has no receptionist but there are clear directions to the other building (Poplars) where there is a receptionist. Receptionist was very welcoming and was expecting the Healthwatch Volunteer Authorised Representatives.



The Unit - newly refurbished.

Met by Pippa Savage, Ward Manager, the unit is on the ground floor. 20 beds are commissioned, 4 are for stroke rehabilitation. Visiting times are 11-12.30, 1.30-5.30 and 6.30-8.30 with meal times protected. A Doctor is present 5 days per week.

On the day of the visit all 4 of the stroke beds were being admitted to following the relocation back to the ward from Epsom Hospital. There is to be a small gym located in the ward, this is an improvement to the already very good facilities noted on the previous visit, a quiet room, sufficient equipment, OT kitchen, a day/dining room with a lovely view and access to a large gym.

A good selection of information leaflets was available including leaflets from the Stroke Association.

### Observations

The patients had their meals together in the dining room with staff present. There were menus on the tables for patients to choose daily, which they preferred rather than ordering in advance because they forgot what food had been ordered and did not really “fancy” it on the day.

### Pathway Experience

The therapy provision is 5 days per week, Monday - Friday.

Transition from the acute hospitals did not always have consistent accurate information about the patient being admitted for rehabilitation. A standardised process using a checklist with a telephone hand over between a senior nurse at the acute hospital and community hospital has been observed at another community hospital.

### Conversations with staff and patients

A male stroke patient wanted the Healthwatch volunteers to know that he was having a good experience and that a previous admission to Dorking Hospital (same provider) had also been good.

A stroke patient's relative was very happy with the care being received.

A stroke patient and relative attending an OP therapy session were very pleased that the service had moved back from Epsom Hospital commenting that the gym facility was the best in the area and "must not be lost".

### Example of good practice

The information folder by each bed was excellent with good information for patients, families and carers about the ward, clinical care, planning for discharge, giving feedback and community organisations that offer support.

### Recommendations

- The example of good practice, a bedside information folder, to be replicated in all the community hospitals in Surrey.
- The transition from acute hospital to be made safer with better communication to improve the pathway experience for patients and carers.
- Visiting times be replicated in all the community hospitals.

### Response from the Provider Central Surrey Health (Jacqui Quirke)

The Service Provider responded with 2 comments as a result of which, a minor amendment was made to the original report on a factual basis.