

Inpatient and Community Survey 2017

Acute Inpatient Services – Report Summary

Introduction to the ward

- 89.2% of inpatients were made to feel welcome on arrival by staff
- 35.9% of inpatients said staff definitely knew about the previous care they had received
- 43.2% of inpatients were told completely about the ward routine on arrival



89.2% of inpatients were made to feel welcome on arrival by staff

We will:

Make sure that staff orientate service users to the ward effectively, taking into account service users' specific needs.

About the ward

- 97.8% said they did not share a sleeping area with opposite sex
- 75.0% said they were never bothered by noise at night from staff
- 54.5% said they always felt safe in hospital
- 60.5% said the hospital food either very good or good
- 70.5% said hospital ward or room very clean
- 46.7% said toilets and bathrooms very clean
- 43.9% said hospital staff definitely helped them keep in touch with family
- 54.5% said they received all the help needed from staff with their home situation

We will:

Take further action to make service users feel safer while in hospital

Look at why a quarter of service users say there are high levels of noise from staff at night.

Look at way we can make sure service users' families and others close to them are as involved and kept in contact with as much as the service user wants them to be.

Review food quality to increase satisfaction levels

Review the frequency and quality of the cleaning within toilets and bathrooms

Hospital Staff

- 52.4% said their psychiatrist always listened carefully
- 46.5% said they were always given enough time to discuss condition and treatment

- with psychiatrist
- 47.7% said they always had confidence and trust in the psychiatrist
- 67.4% said they always treated with respect and dignity by psychiatrist
- 62.2% said nurses always listened carefully
- 56.8% said they were always given enough time to discuss condition and treatment with nurses
- 55.6% said they always had confidence and trust in the nurses
- 68.9% said they were always treated with respect and dignity by the nurses

We will:

Look for ways to improve communication between service users and clinical staff to improve patients' confidence and opinion that they are treated with respect and dignity by psychiatrists.

Care and Treatment

- 57.5% said the purposes of their medications were explained completely
- 43.6% said they were told completely about the side effects of the medication
- 66.7% said they were always given enough privacy when discussing condition or treatment
- 37.8% said they were definitely involved as much as wanted in decisions about care and treatment
- 31.0% had had talking therapy if wanted
- 50.0% definitely found talking therapy helpful
- 31.1% said there were enough activities were available all of the time on weekdays
- 22.2% said there were enough activities available all of the time in evenings and on weekends
- 59.5% definitely felt there was enough care taken of their physical health



57.5% said the purposes of their medications were explained completely

We will:

Continue to use and adapt the person-centred approach to meet the needs of individual patients so that all patients have the opportunity to be involved in decisions about their care at the level they wish.

Your rights

- 48.0% said that their rights were explained completely when sectioned,
- 61.1% said they were made aware of how to make a complaint if they had one
- 48.9% did not feel unfairly treated for any of the reasons given

We will:

Investigate reasons for service users feeling unfairly treated while in hospital.

Leaving Hospital

- 80.5% said they were given enough notice of discharge from hospital
- 76.7% said their discharge not delayed for any reason
- 52.5% said that our staff took their home situation into account completely
- 74.4% were given an out of hours phone number
- 81.6% were given information about getting help in crisis

- 93.0% have been contacted by the mental team since discharge
- 83.3% were contacted by the mental health team within one week of discharge

We will:

Review our discharge procedures to make sure that all service users have information about an effective, local, out-of-hours phone number before they leave the ward.

Make sure a service user's home situation is fully taken into account on discharge.