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Llais Gwent Region Visiting Report

Nevill Hall Hospital – Crickhowell Ward 4/2

July 2023



Accessible formats

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office:

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BACKGROUND



Llais is an independent statutory body, set up by the Welsh Government to give the people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally, and nationally.

As part of our annual plan, Llais Gwent Region has stated our commitment to undertake face-to-face ward visits and to gain feedback from people at the point that they are receiving care.

On 20th June 2023, our volunteer visitors attended Crickhowell Ward 4/2 of Nevill Hall Hospital in Abergavenny. The purpose of this visit was to establish the level of people's satisfaction whilst staying on this ward.

To complete this visit, our volunteers engaged with people on this ward and noted their feedback using a survey.

This report recounts what people told us about their experience of staying in Nevill Hall Hospital, Crickhowell Ward 4/2.



WHAT PEOPLE TOLD US



Our visiting representatives spoke with five people when they visited Crickhowell Ward 4/2.

1.1 The ward:

Most people received an information leaflet on arrival to the ward and felt that the leaflet explained everything they needed to know. Also, everyone was happy with the visiting hours that enable family and friends to visit.

1.2 Communication:

Some people told us they had communication issues on the ward. However, everyone was able to communicate in their preferred language.

1.3 Staff:

Most people told us that staff introduce themselves before providing care, although one person told us this did not happen, as staff were *“too busy.”*

It was pleasing to note that everyone we spoke to felt that the staff on ward 4/2 were friendly and helpful. Also, people felt listened to when decisions were being made about their care and treatment (this also applied to their relatives/representatives)

Some people did not feel that there were enough staff on the ward during the day to meet their needs. One person told us *“They work hard, but a minute stretches to 30 minutes”*. In common, people also felt there were not enough staff during the night, although, two people said staffing on the ward was *“better at night.”*

1.4 Buzzers:

All the people we spoke to on this ward had a working buzzer and were able reach it. It was positive to note, when used, their buzzers were responded to promptly. One person told us *“If it gets busy, I just have to wait.”*

1.5 Comfort:

People staying on this ward told us they felt comfortable, and they had enough pillows and blankets. Although, one person told us if they get cold, the blankets *“are not thick enough”*.

People also told us that they were encouraged to get up and move around safely.

1.6 Personal care:

People told us they were able to shower, wash, and wash their hair as often as they wanted. Although, one person told us they did not feel they could wash their hair as often as they would like, as they are only able to wash it when they shower.

People told us they were able to perform oral/dental hygiene when they wanted.

One person told us they felt their toileting needs were not being met because there are not enough toilets, *“men and women must share three toilets.”*

1.7 Facilities on the ward:

Everyone had a television in their bay but did not have access to daily newspapers or a radio. One person told us they could not purchase a daily newspaper as there is *“no trolley service.”*

1.8 Boredom and isolation:

Most people knew the ward had a day room, or communal room that they could use. However, there seemed to be confusion about the following:

- Activities in which they could participate.
- If there was a visitor's room, they could use.
- If they had access to a private area that they could use to make phone calls.

Two people told us they felt bored and lonely on this ward, this could be impacted by having no activities to participate in, or not knowing there is a communal room that they can use.

1.9 Mealtimes:

We asked people to rate the following:

	VERY GOOD	GOOD	OK	POOR	VERY POOR
Quality of the food	1		3	1	
Temperature of the food	2	1	1		1
Presentation of the food	3	1	1		
Portion sizes	3		2		
Choice of food on the menu	3	1	1		

One person who rated the quality of the food as “*poor*” was due to the potatoes and sausages “*having too much salt on them.*” However, we were told that “*the food is better than anywhere else, including restaurants!*”

Everyone told us they always received the meal they ordered and were happy with the level of support they received to eat and drink. Although, two people told us they were not given a choice of where they could eat their meals.

Most people told us that they were encouraged to use hand hygiene facilities before meals and everyone told us they had access to snacks during the day and night, and their water jugs were changed often enough.

1.10 People's comments:

We asked, *"What has been positive about your time on the ward?"*

Comments:

"Haven't been here long enough, but everything is clean, nice and looked after well."

"Very positive"

"No complaints at all"

"Happy with everything"

"Very good company, good staff and nurses"

"Happy with it all, best hospital I've been in!"

We also asked people to tell us if they had any suggestions that could improve their stay on the ward.

Comments:

"The chairs they sit in, in the day are uncomfortable."

"Just old fashioned"

Conclusion:

In conclusion, people on Crickhowell ward 4/2 gave our volunteers positive feedback about their stay. However, the findings highlight areas where improvement is needed such as:

- Staff being available throughout the day and night to meet the needs of people staying on the ward.
- People having communication issues, this should be highlighted to ensure people are able to communicate effectively.
- Activities for people to participate in where possible.
- Making people aware of the day room, communal room, or private area that they can access.

RECOMMENDATIONS



Llais Gwent Region would like Aneurin Bevan University Health Board to consider the following recommendations:

- a) Llais Gwent Region would like the positive comments given throughout this report to be shared with staff on Crickhowell ward 4/2.
- b) Ensure that people staying on this ward are aware of the communal/day rooms they can use as well as any private area that can be used to make phone calls.
- c) Ensure there are provisions in place for people who have communication issues, to ensure they can communicate effectively.
- d) Review the feedback within this report regarding staffing levels during the day and night on the ward.
- e) To consider where possible, offering activities for people on this ward to become involved with. This could reduce people feeling bored or lonely during their stay.

Appendix 1 – Equality and Diversity Survey Results

The number of people who filled in the Equality & Diversity questions: five.

What is your preferred language?	
English	Other
5	

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
	4			1

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
	5	

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
Heterosexual/Straight	Pansexual	Other	Prefer not to say
5			

Month and Year of Birth

Jan	Feb	Mar	Apr 1940-50	May	Jun 1930-40
			1		1
Jul	Aug	Sept	Oct	Nov 1930-50	Dec 1940-50
				2	1
Miscellaneous					

What is your ethnicity?**Asian or Asian British**

Bangladeshi	Chinese	Indian	Pakistani	Other

Black or Black British

Bangladeshi Chinese	Indian Pakistani	Other

Mixed

Asian and White	Black African and White	Black Caribbean and White	Other

White

Welsh/English//Scottish/Northern Irish/British	Gypsy or Irish Traveller	Irish	Other
5			

Another Ethnic group

Arab Any other	Prefer not to say	Other

What is your religion or belief?

Buddhism	Christianity	Hinduism	Islam	Judaism
	2			
Sikhism	Atheism	No religion	Prefer not to say	Other
				1

Do you consider yourself to have a disability?

Yes	No	Prefer not to say
1	2	

Do you look after, or give any help or support to a family member, friend, or neighbour because of long term physical disability, learning difficulty, mental ill-health, or age-related problems?

Yes	No	Prefer not to say
3	2	

Are you currently pregnant or have you been pregnant in the last year?

Yes	No	Prefer not to say
	5	

Which of the following best describes your financial status?

I have more than enough for necessities, and a large amount of disposable income, that I can save or spend on extras or leisure	
I have more than enough for necessities, and a small amount of disposable income, that I can save or spend on extras or leisure	3
I have just enough for necessities and little else	1
I do not have enough for necessities and sometimes run out of money	1
I do not know/prefer not to say	

Appendix 2

Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by Llais' policy/activity/report or that it will have no affect at all.

Impact	None	Negative	Positive	Comments
Protected characteristics				
Age	X			
Disability	X			
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	X			
Other characteristics to consider				
Welsh Language			X	Reports & surveys are available and published bilingually
Other Languages		X		Reports & surveys can be published in a required language on request
Human Rights	X			
Poverty level	X			
Persons with dependents	X			
Rural residence	X			
Gypsy, Roma, and traveller communities	X			
Digitally vulnerable	X			

Risk assessment

Are there any risks arising from the implementation of this policy?

N/A

What measures are in place to manage or remove these risks?

N/A

Welsh Language

This document/policy/report has been assessed in line with our Welsh language requirements for standards:

37,38

69,70,71

In coming to our impact determination, we can evidence that:

All Llais public facing documents are available in Welsh & English.

Llais undertake an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

Outcome

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69-71 - We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations.

Negative Impact – None