

healthwatch

Nottingham & Nottinghamshire



Rampton Hospital

June 2019

Enter and View Visit
(CQC support)

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Overview

Service Provider	Nottinghamshire Healthcare NHS Foundation Trust
Name	Rampton Hospital
Address #1	Woodbeck
Town/city	Retford
County:	Nottinghamshire
Postcode:	DN22 0PD

Rampton Hospital is one of three high security hospitals in England and Wales. The Hospital's mission is to work with commissioners, patients, carers and staff to lead the development and provision of high quality, cost effective, secure forensic health care.

The Hospital provides quality services for approximately 340 patients requiring care and treatment in conditions of high security, through five clinical services.

- Mental Health Service
- National High Secure Learning Disability Service
- National High Secure Deaf Service
- National High Secure Healthcare Service for Women
- Personality Disorder Service

Three of these are national services; the sole providers of high secure care for women, deaf men, and men with a learning disability, in the country.

Survey Details

On 14th June 2019 Healthwatch Nottingham and Nottinghamshire undertook an Enter and View visit to Rampton Hospital, accompanying the CQC. Our team visited 6 wards.

We asked patients about their overall experience of the hospital, if they thought the staff were caring, whether they were treated with dignity and respect, whether they felt safe and if they felt safe and protected, and whether they felt confident to make a complaint. We also asked them what they liked, what they didn't like and what they would like to change.

Men's Wards - Aintree, Eden, Malvern and Erskine

Overall experience:

Positives:

- Food nice today, not always. They give me what I like.
- I have a goal to work towards
- Within the last 3 years there've been lots of changes. Now allowed games consoles in the rooms. Also new television systems. Food catering has improved a lot.
- It's open - not locked in room all day.
- Staffing levels are short if another ward has staff assigned to seclusion and our staff have to help out. Means we sometimes miss activities.
- I can get access to the outside most of the time. I think the food is good - a good mix of choices for me.
- Coming to Rampton is the best experience for me.
- "No longer cut off everyone and emotionally shut down. I am more level."
- Access to going outside very good.
- You do get enough to eat.
- I can visit the recreation hall & have social events. There are group activities to join into.
- This is a more therapeutic environment.
- We do get out - morning, afternoon and evening for fresh air. If the weather is good I do get out.
- Therapy helps me conquer anxieties. It is fantastic

Negatives:

- Nothing good about Rampton, it needs investigating. "The place is robbing me of my life".
- Don't like sports and watching films - not allowed to choose what I watch
- I don't agree with my diagnosis.
- I don't like that I am a long way from my family - don't visit me as often.
- Not much to do off ward - activities-wise due to lack of staff, particularly the last couple of years. Most of the time is spent on the ward.
- "If you don't get on with staff or patients then not going off ward can be challenging"
- 8.40 locked in room - miss interaction with the staff when locked up.
- Sometimes the days drag a bit - with not enough staff you don't have access to all the spaces
- Food can be a bit repetitive - especially at lunchtime. A four week menu.
- Sometimes there aren't enough staff to do activities.
- Staff can swap & change due to ward closures - this causes issues around routine, but I feel that they can change ward culture by their behaviours too.

Staff:

Positives:

- Staff are kind to you
- The help they give you - give you advice on things like anger. They do sessions (DVT) and speech & language - learning mindfulness that is helpful.
- I have a plan of what I will talk to my family about. The staff know and it's helpful to me.
- They help and support me with coping mechanisms
- I feel I have built good relationships with male staff.
- The support you get from the staff - they go out of their way to help me
- Nursing teams and psychologist teams are good - know how to handle how I am. They are patient and friendly.
- Staff are caring - they take you places (unknown) in the afternoon - activities where you sit down with staff nurse.
- They always listen and are willing to have a chat privately - if you're agitated or upset. They help me through my day if you're struggling.
- They help with reading and writing letters.
- The staff do think about my well-being.
- Some staff care, some in-between, some don't care.
- Some staff are really good - talking to me to help me cope.
- Those that care "you can feel it - you feel cared for."
- Staff are really caring & I can appreciate now how I am being treated. They ask me how I am, willing to talk one-to-one. Most staff are caring
- They show they care when they help me.

Negatives:

- Abused by staff sometimes when being restrained.
- I feel murderous towards the staff due to the treatment.
- A couple of staff - not on this ward - have been funny with me and I have put in complaints.
- Don't feel that there is enough staff to do everything. I'd like more staff so I can feel more occupied, visit the Recreation Hall.
- Staff can be funny with me - could be better but it's not bad. Their attitude to me can be difficult.
- Some like to show their masculinity and take the piss out of patients, so can feel like walking on eggshells.
- Poor care is if staff have a problem at home and they take it out on you.
- A couple of staff I don't trust - I need to get to know them before I can banter with them. Others, I just limit my contact with them

Dignity and Respect:

Positives:

- If you treat staff well, they treat you the same; that's the right way.
- Able to have a shower in private. We make calls in private.
- I have a private room with own things like CD player, TV, and pictures of family.
- Some staff do treat me well, some staff I don't like being around.
- I have my own room. Privacy to a reasonable extent
- I have privacy in my own room.
- The majority [staff] do treat me with dignity. They understand my particular need
- I have my own room - and they don't observe me when I am getting dressed, I appreciate that they knock and check on me every half hour, and pick up on my mood.

Negatives:

- Some staff I haven't got the time of day for - it's their attitude.
- I don't feel able to talk personal matters in front of other patients.
- When on the toilet staff can check you - it is embarrassing especially for patients with image problems. "They should knock on the door to check you are okay". The same with showers. Telephone - people can hear conversations; they are moving the phone to an even less private area.
- Some staff open door when I am in the shower and this "triggers me".
- For telephone calls it is in a central area and I have to be careful that I am not heard by other patients when talking.
- Telephone calls can be difficult with patients around, but recently they've told patients to move away.

Safety:

Positives:

- When I was feeling down, I was on the ward and was watched. It made me feel safe.
- I feel okay around the staff. You have to earn trust - they trust you; you trust them.
- Some of the staff understand my state of mind - they read my mood, know I am in a stable state of mind, and keep me safe if I'm not. I feel safe - I can get away [if I need to from contact with others] I easily get annoyed around other patients but the staff help me manage that.
- "Can't fault this." If you treat staff with respect they will respect you back. It helps you have a clearer head.

- I feel safe and protected (half-hour checks). The staff are always around and quick to intervene if there is trouble.

Negatives:

- Sometimes a problem with new staff - don't feel comfortable talking to them.
- I can get wary around other patients - I've had incidents. It's not as bad as it used to be, in my relationships with my peers.
- Feeling of safety up & down - I've been assaulted by other patients in Rampton. Therapies offered help me deal with this - but feel "on eggshells".
- Feel unsafe with some staff - I manage this by engaging in social interaction with them to help manage the anxiety I feel.

Involvement:

Positives:

- They will book appointments. You sign documents to show you agree with treatments. I'm involved
- Very much involved in my care. The doctor knows me, they really listen to me. They respect me - I feel I can tell them what I feel and they will help me.
- Fully involved in my care
- You can feed information to your CPN - you can check this information and feel consulted.
- We have a community meeting where we can put over things that we want. I do feel part of the therapy - I can talk about how I feel, make plans.

Negatives:

- I don't agree with my diagnosis. I can get very emotional/tense about paperwork around tribunals

Making a complaint:

Positives:

- I have seen an advocate on Blake Ward.
- I have spoken to CQC previously & service liaison.
- You've got advocacy or talk to staff. I feel confident most of the time, depending on how I feel. Being honest with each other helps staff help you.
- I use the advocacy service

- At first I didn't feel confident to make a complaint. First time I made a complaint there was mediation and I felt happier after. Recent complaint - spoke to advocacy and they've looked into it. I didn't want mediation this time and they've respected that. I know it's there when I need it - I know they'll listen to me.
- I put in a complaint 2 years ago and it was upheld.
- I know how to make a complaint - I've complained before and got on fine. Just not sure how far to go with a complaint - not sure when to take it further if I am not happy.

Negatives:

- No - every complaint I have made has not been validated.
- I have made complaints - staff can hamper your progress if you do, e.g. smaller portions of food", "being standoffish", "trying to push me".
- I've used the advocacy service & have support from them, but I feel that some of the information is withheld so as not to upset management.

Likes:

- I like best the help we get - they care.
- Being around the staff. Catering is good - much better [than it was]
- Some of the care team
- Feeling settled and able to have visits / meet family
- "It's a lot chilled out ward" Settled - one of the better wards.
- Therapy - "my team is absolutely amazing, second to none, life-changing"
- The support that I get, and I feel there is much more safety.
- It's much more freedom, not being locked up.

Dislikes:

- The monsters who live here (re: other patients) are not made to go on courses
- They are short-staffed here - (not necessarily seen as a problem as patient says they could take on staff who are not good and abuse people.)
- Have been secluded unnecessarily - staff are overreacting.
- Not a lot of food choice.
- I don't like being confined at night.
- Sometimes don't have enough staff to be able to get outside.
- Being so far away from home.
- Staffing issues - not enough staff when staff are taken away. Staff can be moved for a different ward's seclusion, means we lack staff.
- Staff attitude can be poor - they stare at you, and can really stare at you and whisper - even if this is not about you it can make you feel paranoid.

- The dynamics - with the other patients. “It can be very stressful as they take their problems out on you.”
- Not enough staff about.
- Food selection is repetitive.

Would change:

- Staff should carry body cameras to check what they are saying and doing.
- The courses are all stupid - I have done drug & anger management & I don't have these issues.
- More salads on the food menu.
- Move hospital to my home county.
- Staffing - not just shortage but some staff aren't made for this place (e.g. very nervous rather than being confident; have respect for patients' illnesses; being patient; understanding everyone is different)
- They should take staff conversations into the office.
- The selections and choices for meals need varying more.

Women's Wards - Ruby and Coral

Overall:

Positives:

- They have saved my life.
- Really good, they've got me out of segregation, never been known before. Slow process but they helped me do it.

Negatives:

- Not enough staff, makes it difficult to do things.
- No Involvement in activities.
- Think it's shit (in mittens and been in mechanical restraint all night so was not happy)

Staff:

Positives:

- Some good some bad, ward manager is excellent really supportive of other staff and patients
- Follow up on a physical issues was great, they were worried. I feel they look after me.
- Very fair but firm staff
- Most of the staff are alright
- Staff treat me well.
- Got a new named nurse. It will be good if I work with him, he will work with me.
- Some staff are really good.
- Staff are wonderful on this ward. Different staff day and night and they care for me the same.

Negatives:

- Staff are corrupt - they know how to upset people and wind them up
- Last night I got shouted at for self-harming. (Told us the staff swore at her). When they found out they were rude

Dignity and Respect:

All comments:

- Can't say I have privacy, I have to be watched in the toilet because of self-harm
- Treated very well.

Safety:

Positives:

- All staff make me feel safe.
- I feel very safe here. Been going through a bad patch and wanted to die. They have been there for me.

Negatives:

- Would feel safer if I was in segregation because of anxiety with other people.
- I don't feel safe - (told us it was to do with 1 patient who tried to hit her but wouldn't give details)
-

Involvement:

Positives:

- I get a say in what to do. Arts and crafts, woodwork, animals, outside in the garden. I go outside with the staff around the compound
- They always ask me about stuff (no examples given)
- I write a list for the ward rounds and discuss it and compromise

Negatives:

- I take part in activities but don't like it. Asked if there was something else she would like to do the reply was "I don't want to do anything"

Making a complaint:

- Everyone who answered this question told us they were confident to make a complaint and some people told us they had made one. Two people told us they weren't happy with the outcome.

Likes:

- Having things to do. Colouring is what I do, I don't like to go outside.
- Helping you get through problems, working through problems.
- Got some friends in here - some are supportive.
- I like my friends in the ward. Its friendly and we look after each other.

Dislikes:

- People's attitude to people in here is really crap. (assume this is other patients as already said staff treated her well)
- I don't like it outside because I'm a loner. I don't like to mix.
- Knowing my Dad lives down the road
- Lack of communication - they don't pass on what people are saying. Won't tell me when the mittens are coming off. I was told they would get back to me. Not keeping me in the loop. If something is decided they should tell you.
- Not having my freedom

Would change:

- More homely touches. More tables in the dining room
- We are constantly eating, we should be limited to what we eat
- I'd like to move on

One question was raised about 'consent to treatment' regarding antibiotics. This person said they were being forced to take them by injection. They didn't want them and she said couldn't say no or get a second opinion. We obviously couldn't answer that and told her to ask a member of staff.

What is Enter and View?

Enter and View is a power given to local Healthwatch through the Health and Social Care Act 2012. It enables Authorised Representatives of local Healthwatch to go into health and social care premises to see and hear for themselves how services are provided and to collect the views of service users at the point of service delivery. Service providers must allow our authorised representatives entry so long as it doesn't affect their provision of care or the privacy and dignity of people using their service.

Healthwatch Nottingham & Nottinghamshire has this power across the whole remit of health and social care services (with the exception of social care services for children under 18).

The Project Team

All members of the project team are Enter and View Authorised Representatives. These individuals went through a formal selection process, including the taking up of references, a Disclosure and Barring Service (DBS) check and an interview with a panel of Healthwatch staff. All received training over two days, which covered the role of an Enter and View Authorised Representative and how that would fit in with the visits we choose to carry out, confidentiality, safeguarding, equality and diversity and Dementia Friends awareness.

In addition to the Enter and View Authorised Representative training, all staff and volunteers in the Enter and View project team attended a training session regarding this visit specifically. The session covered the aims and objectives of the visit, contextual information about Rampton Hospital and a review of data collection tools and how to use these. We wanted to prepare our team as much as possible for when they attended Rampton hospital. For this visit, our project team was made up of four members of staff from Healthwatch Nottingham & Nottinghamshire.

We would like to thank all who spent time talking to our project team

We are grateful to Rampton Hospital for being supportive of our visit.

What is Healthwatch Nottingham & Nottinghamshire?

Healthwatch Nottingham & Nottinghamshire is an independent organisation that helps people get the best from local health and social care services. We want to hear about your experiences, whether they are good or bad.

We use this information to bring about changes in how services are designed and delivered, to make them better for everyone.

Why is it important?

You are the expert on the services you use, so you know what is done well and what could be improved.

Your comments allow us to create an overall picture of the quality of local services. We then work with the people who design and deliver health and social care services to help improve them.

How do I get involved?

We want to hear your comments about services such as GPs, home care, hospitals, children and young people's services, pharmacies and care homes.

You can have your say by:

 0115 956 5313
 www.hwnn.co.uk

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

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We produce regular newsletters that feature important national health and social care news, as well as updates on local services, consultations and events.

You can sign up to our mailing list by contacting the office by phone, email or by visiting our website.

Become a Healthwatch volunteer

We need enthusiastic volunteers from around the City and County to promote the Healthwatch message, to feed information to and from groups, and help us collect people's experiences. We also need specialist volunteers to help us to assess services through Enter and View and other projects.

Interested? Get in touch and we'll let you know what roles are currently available and what to do next.



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Company Registration Number: 8525544

Charity Number: 1159968