

Service User and Carer Engagement Event

5th November 2020

Outcome Report



Overview of Engagement Event

Nightingale at Whiteabbey Overview

The Covid-19 pandemic has impacted health systems globally and continues to present a significant challenge in the absence of a proven vaccination. In Northern Ireland, Belfast City Hospital Tower Block was designated as the Nightingale hospital for the first wave, becoming a regional critical care hub. In anticipation of a second surge in Covid-19, one which will coincide with usual winter pressures, the Chief Nursing Officer was tasked with leading a project to consider if there was a need to develop a further regional Nightingale facility to help increase bed capacity to ease potential pressures on HSC.

In September 2020 the Minister for Health announced that Whiteabbey Hospital would become a second Nightingale facility for Northern Ireland in preparation for a second wave of the coronavirus pandemic. This will be a regional service operating as Enhanced Nursing and Therapies Rehabilitation and Step Down unit, providing extra bed capacity to aid the flow of patients from acute care.

Service User and Engagement event Overview

An engagement event took place, using Zoom technology, on 5th November 2020 with over 30 service users, carers and representative groups. The session involved a presentation of the Nightingale facility at Whiteabbey Hospital and presentations from a panel of project team members. There was then an opportunity for participants to ask the panel questions and provide suggestions. Further comments and feedback was gathered through a feedback survey via SurveyMonkey.

The key discussion points, questions, comments and feedback from this session are outlined in this report.

Acknowledgement

We would like to extend our sincere appreciation to everyone who participated in the engagement event. Your valuable contributions, questions and insights will help to inform communications and planning for the Nightingale facility at Whiteabbey Hospital.

Questions and Answers from Service Users

Questions about service users

What is in place for psychological therapy for patients and families?

Psychological support is recognised as being essential and there is provision for psychological support within the workforce. The Northern Trust have been exercised to ensure this support is there for patients and it is one of the areas the Management Board and the Northern Trust will be keeping a very close metric on.

What steps have been taken to ensure that information for patients and carers is in an accessible format?

We are in the early stages of developing a patient leaflet and would very much welcome the help of RNIB. We will be reaching out to anyone who would be happy to review the information leaflet.

What are the operating times of the rehabilitation service?

Unlike traditional rehabilitation, in Whiteabbey, rehabilitation will be conducted seven days a week to maximise the capacity within the unit. Some rehabilitation will start before 9am and extend beyond 5pm, as sessions will be incorporated into the patient's normal day.

What support will be provided for those who are homeless and/or have addictions?

There are a number of senior social workers who will be working in the Nightingale. We have made extra provision for support through the Housing Executive and a mental health liaison team will also in-reach to the Nightingale.

How will the Nightingale support virtual visiting for families?

At the ward level we have tablets that will support virtual visiting. We are currently developing a model of working with families and building regular contact with family members into therapy goals. This will also be built into the regular workings of the team.

Questions and Answers from Service Users

Questions about staffing

What hours will Advanced Nurse Practitioners be available?

Dalriada Urgent Care will be present during the day working alongside the ANPs and it is expected that ANP's will be in site until 8/8.30pm.

GPs will be available if called to the unit. Please note, this is not provided through out of hours as it is a separate contact with Dalriada Urgent Care.

To begin with, there will be two ANPs on one ward. All nurses have been trained in NEWS2 and should a patient deteriorate, they are skilled in identifying this and there are protocols in place to act upon.

Where are the staff for Whiteabbey being recruited from?

There are some nursing staff already in Whiteabbey who will take up roles. There are also a number of staff on the waiting list for Whiteabbey and one person who has asked for a transfer. In addition, a recruitment campaign is currently running on social media.

What is the nursing-staff ratio to patient is?

There will be a staff to patient ratio of 1:1.4

Questions and Answers from Service Users

Questions about the ward

How will the wards be structured in regard to infection prevention?

Provision of accommodation is a combination of single rooms and multi-bedded bays. A typical ward has 5 single rooms and a number of 5 or 6 bedded bays depending on space. Emphasis has been on providing good ventilation so there is a dilution of anything in the air that would increase the risk of infection.

The cohorting of patients is a clinical decision. In terms of infection prevention, there are increased wash hand basins and bathrooms. We are also mindful of how we place people in wards according to gender. Currently, we are trying to keep it single gender bays in Whiteabbey, but this may prove challenging and there may be instances where clinical need outweighs this preference.

When will the three wards be up and running and what will this mean for the total number of beds that will be available for patients?

Total number of beds is 95

- There are two 28-bed wards and a 23-bed ward
- 16-bed ward which is running as our current GP lead rehabilitation ward.

On the 20th November, the 23-bed ward will open. We however do not expect all 23 beds to be occupied on Day 1. The opening of the remaining two 28-bed wards will depend on demand and workforce availability. As such, we are uncertain as to when these wards will open but from a physical point of view they will be ready from December.

Have there been any improvements to the ventilation of the Ward 2?

Yes, the ventilation throughout the block is all interconnected and a new ventilation plant has been installed in the roof space. Additional cooling has also been installed to provide additional comfort during the summer months.

Air changes will be consistent throughout the whole block. There will be 6 air changes per hour which is the recommended level which should be provided for ward-based patients.

Feedback from Survey | Statistics

We received 15 Responses from the feedback survey following the Service User and Carer Engagement session

Attendees rated how informed they were on the Nightingale facility (out of 10)

4/10

Before the event



8/10

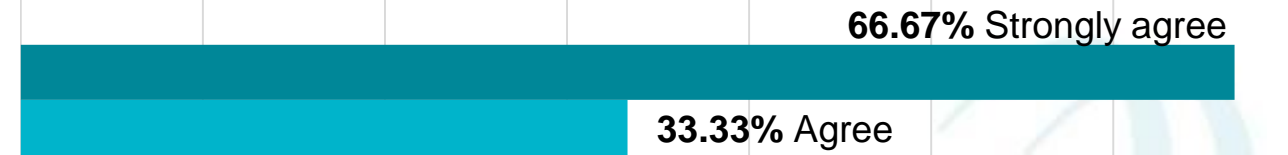
After the event

Do you agree with the following statements?

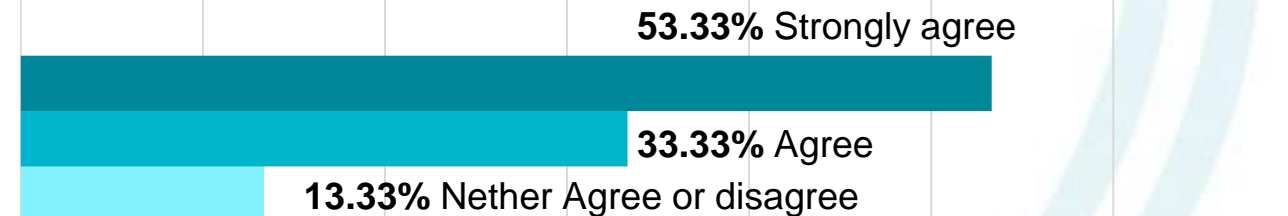
I found questions from attendees were satisfactorily answered



I found the presenters and panel were well informed



I found the format of the session engaging



Feedback from Survey | Comments

Feedback on the Nightingale facility

staff involved gave me great confidence that they will do all in their power to provide the best care for the patients and staff

great to see such innovative work

It sounds like it will be an excellent facility and enormously valuable

Feedback on the Service User Event

Everyone involved showed great knowledge of the project, they were keen to answer questions and open to suggestions and feedback, all questions had been answered.

A clear and informative presentation

An excellent informative meeting. Many issues raised and good to hear that panel were willing to take these forward in their planning. Thank you for organising this Session.

Next Steps | Your suggestions

How would you like to be kept involved?

Attendees comments that they would like to be kept informed via Zoom where possible on some of the following areas:

- Updates on progress with the facility
Staffing and workforce
- Any future developments
- Safety
- Communications between families and patients
- Progress and patients are admitted and treated
- Identifying the successes of the systems in operation
- Lessons learned

Specific Questions following on from the session



it would be helpful to know if there any time scale with regards when this might be stepped down

Will covid positive patients be in the same ward as recovering covid patients?

What will happen to the patients who would have attended / been admitted for rehab following for example fractures etc. Where will they now go ?

Concern re use of Dalriada OOH doctors as this is already an exceptionally busy service and will be even more so for service users in the months ahead .

Enquiring as to what extent the health and social care planners involved were confident that if a large number of critical rehabilitation staff contracted Covid would there still be enough related staff available to adequately provide professional care should there be a massive surge of Covid patients during the winter months?

Next Steps | Our plan

We will ensure that the feedback you have provided is shared across the Nightingale Project team in addition to the following steps:

We have uploaded an FAQ (frequently asked questions) document on the Northern Trust website. This will be kept up to date on an iterative basis. We will use the questions you raised in the session to inform upcoming updates.

We have shared the slides used in the presentation as well as the Admission and Exclusion Criteria as requested in the session

We will reach out to those individuals and organisations who offered support and insight in the planning and communications of the Nightingale facility. We appreciate the offer and welcome the support.

We will keep you informed of any updates with the Nightingale facility, including any potential engagement sessions or interaction to be arranged for the next phases of the Nightingale at Whiteabbey

Additional information



Frequently Asked Questions
for Nightingale at Whiteabbey

http://www.northerntrust.hscni.net/site/wp-content/uploads/2020/10/Nightingale_WAH_Public_FAQs_20201109.pdf



Presentation Slides
from the Service User event

Check your inbox for the email sent following up from the event