

Report Following the LINKs Final 'Enter and View' Review Visit

13 November 2012

The Brent Local Involvement Network (LINKs) carried out an "Enter and View Visit" on 19 December 2011 which involved a detailed inspection of the three in-patient rehabilitation wards at Willesden Centre for Health and Care (WCHC). The building is owned and maintained by NHS Brent (the PCT) and the wards are run by Ealing Hospital NHS Trust. As part of the visit the LINKs members met with patients, ward visitors and staff. LINKs used certain Care Quality Commission (CQC) outcomes as a framework to conduct the assessment. The LINKs team reported that patient feedback regarding staff was positive and that patients felt they were treated with dignity and respect. The visit however highlighted some issues around cleanliness and maintenance.

As an outcome of the visit an action plan was drawn up and a programme of work was instigated to address the issues identified in the report. Ealing Hospital NHS Trust worked closely with NHS Brent and its facilities management contractor to make changes and LINKs returned on 29 March 2012 to review the action plan and gain assurance that improvement measures had been put in place.

On 31 October 2012 LINKs carried out a final review visit at Willesden Centre for Health and Care. The updated action plan (attached) was shared and discussed with LINKs, as were the measures that had been introduced over the last few months to achieve high standards of cleaning and maintenance. These were evidenced through monthly audits presented by Estates and Facilities personnel. Some of the key changes made include:

- the introduction of Housekeepers has assisted in the improved performance of Ward Domestic Staff
- the appointment of an Operations Manager, Hospitality Manager and Reception and Administrative Manager has clarified clear and accountable responsibilities
- daily, weekend and evening supervisors has made a big difference to the responsiveness of the facilities services to the wards' needs
- A programme of refurbishment has addressed the maintenance issues
- There are improved displays of the menus on offer for patients and their visitors
- LINKs have been involved with food tasting and the process of offering culturally sensitive food on the wards.

Both Ealing Hospital NHS Trust and the NHS Brent facilities contractor have worked closely with LINKs and responded robustly to the issues raised at the Enter and View Visit. Progress against the action plan has been tracked through internal governance meetings. An open tour of the wards with LINKs members helpfully demonstrated the improvements and changes that have been made. LINKs made some helpful comments on the progress that has been achieved and these comments will be fed back to staff and into the action plan.

The Trust takes the care we provide and the environment in which it is provided very seriously and we hope that the open and transparent way in which this process has taken place sets a good example for other healthcare providers.

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