

Foundation feedback



Welcome
from the Editor



Spotlight on...

Care of the Older

Sue Elphick talks to Matron Jane Evans and Ward Managers Michael Graham and Norah Barr

In this, the 9th edition of Foundation Feedback, the newsletter published by the Countess of Chester Hospital, we hope to show you developments in the hospital generally and specifically how older patients are cared for with dedication, kindness and respect.

Each edition focuses on different departments and services in a hospital which is continually working to offer the best in patient care and treatments.

The editorial team would like to receive your comments on the content of Foundation Feedback and if there is a service at the Countess you would like to hear more about we will try to include this in a future edition. There is also a questionnaire on the back page of the newsletter. We do need your feedback!

We would like to thank all our members for their support. If, however, you are reading this and you are not a member but would like to become one, please ring 01244 365816 to speak to Jackie Hughes who will answer your questions about membership and send you a very uncomplicated membership form.

Sue Elphick MBE

We all have some connection with older people whether it be ourselves, a relative, or friends and we are conscious through the media of the way that elderly people are cared for when they become ill, frail or suffer from dementia.

With the advancement in medical treatments and drugs resulting in an expanding elderly population many more of us will need specialist care in our older age. The Countess of Chester Hospital is aware of this and is moving ahead with new treatments, continuing changes in managing patients and a strong determination to make the stay in hospital of an elderly patient as comfortable and happy as possible.

As a lay person, with no knowledge of this subject and no pre-conceived ideas I went to meet Norah Barr, Manager of Ward 52,

which includes a six bedded bay for the care of Stroke patients and Michael Graham, Manager of Ward 53. Both of these wards are specifically for the care of the over-65 year olds.

I also met Matron, Jane Evans, whose responsibilities cover not only the Care of the Elderly but also Acute Medicine, Emergency Medicine, the Medical Assessment Unit, Discharge Liaison and the Discharge Lounge. The Discharge Lounge is where discharged patients can sit and wait to be picked up to be taken home. An extremely able lady with the right personality for her post Jane told me that all Matrons in the hospital see themselves as clinical champions for the elderly.

She took me to see the two wards and I was very impressed by the clean, bright and comfortable atmosphere and the friendliness of the staff both to patients and visitors. The patients I spoke to were very appreciative and said they had absolutely no complaints about their care. To back this up I was told by the staff that



Trauma Nurse Specialist with Ward based doctor and patient



Jane Evans and Norah Barr on the Ward

Person

the letters of thanks far outnumber the complaints received. Jane Evans said she hoped that, if there were complaints, they would be aired at the time. If the service is not up to expectations then Matron needs to know!

General care of the older person
Norah Barr and Michael Graham, both very dedicated and experienced Nurse Managers, told me some interesting facts about the wards under their control. Teams of nurses look after two bays (four in all, two male and two female) so that they become familiar to the patients.

There are no problems with recruitment for staff here because although the work is stressful, it is rewarding, covering a wide range of conditions and the staff become fond of their patients many of whom have interesting stories to tell.

It is important to remember that all these patients were once young like themselves. The staff do sometimes become very frustrated by the unfair public image, that the elderly are not treated with respect. Here, the staff are very experienced and particularly request to work with this age group.



To all the staff who looked after mum,
Many, many thanks from all her family for your kindness, wonderful care and your time spent looking after mum.

Orthopaedic Outreach Team

Patients with dementia and confusion are kept together in one bay with a nurse in continual attendance. This is to make sure that other sick patients are not disturbed. The main ward door is locked with a simple device to ensure that patients who are disorientated do not endanger themselves by wandering into the wider hospital. There are a few patients who have mental health problems but who also have physical illness and need to be treated in the Acute hospital. The Psychiatric Liaison team can assess them and sometimes advise sedation if required but this is done with caution.

There is no age limit set but admission can be on dependency and most patients here are very dependent. However it is rare to find patients who are not elderly on these wards. Patients come in with a wide range of conditions and because of their age their problems can be very complex and their condition variable. This means that although some patients may leave after 3 – 4 days others may stay up to 100 days as their condition fluctuates.

Stroke services

Under the care of a Specialist Consultant Dr Chatterjee, Stroke Co-ordinator Richard Brookes and a specialist Neurological team, patients are nursed in the six bedded bay, which is classified as intensive care for stroke patients. It is considered that this is an adequate size as patients are moved after 4 – 7 days following stabilisation. Richard Brookes as Stroke Co-ordinator “trawls” the hospital for stroke patients who have been admitted to other wards. Periodically elderly patients are admitted to other wards on emergency admission when beds are unavailable but will be moved, if possible, back to Wards 52 and 53.

*Patients with strokes are admitted from the Emergency Department, having been through tests and scans following the normal process.
It must be remembered that not all stroke patients are elderly.*

There are occasions when patients may suffer a stroke undergoing surgery and they, too, will be admitted here. In the last year 6 patients have been successfully treated with Thrombolysis but although this is an amazing advance in treatment this drug can do harm if not applicable to the patient depending on whether they have a clot or a bleed.



Once a patient has been stabilized then a decision is made as to whether rehabilitation or long term care is needed. They will then go to Ellesmere Port Hospital, Deeside Stroke Unit or home or they may be moved on to the ward caring generally for the elderly depending on the individual and the time they require to stay within the hospital. Transient Ischaemic Attacks (TIAs) usually go to the rapid TIA unit and are seen as quickly as possible.

More people have a higher chance of recovery from a stroke these days. It is important to recognize symptoms in the first place such as weakness or tingling in the limbs which should be investigated as soon as possible. Preventative measures, one of which is regular blood pressure checks, will be advised by your GP.

Health care associated infections

Many people are concerned about the risk of Health care associated infections. These include MRSA, Clostridium difficile (C.Diff) and Norovirus, but compared with the overall Trust activity, a small percentage of these infections are acquired in hospital. Norovirus is often brought into hospitals from the community by patients/service users who are incubating it or who are actively ill. A proportion of us can carry germs unknowingly and with respect to MRSA, those patients thought to be most at risk are screened on admission.

Good standards of hand hygiene remain very important in reducing risks associated with any Health care associated infection and there is a strict regime for hand hygiene standards within the hospital. Facilities for either hand washing or foaming hand rub dispensers are available throughout the Trust, including at the entrance to all wards and departments.



Ward Managers,
Mike Graham and Norah Barr

During any outbreaks of infection visiting may be restricted to assist in outbreak management & reduce infection risks to as many people as possible.

Hungry in hospital

Food and drink are an important part of getting better. The Countess does not often receive complaints about the food it provides as it is of high quality. However, the taste buds of older people can change which affects the appetite of the patient. Two housekeepers work on each ward and have time to go through the menus with each patient, also reporting if they are not eating.

Volunteers are now being recruited to sit with patients at mealtimes and beyond if they so wish, in order to encourage or help feed them. This means that patients do not need to wait for help from the already busy nursing staff.

It's possible the patient may genuinely not be hungry at the time when the food arrives from the main hospital kitchen but there are always snacks and drinks available from the ward kitchen for those in-between times. Volunteers are also welcomed as some patients have no visitors and someone to talk to is invaluable.

If you are interested in becoming a volunteer in these wards please contact Sue Cornick, the Volunteer Services Co-ordinator, on 01244 365755. Volunteers receive travel expenses and meal vouchers if they are in the ward for a certain length of time. Your assistance will be much appreciated both by the staff and patients and the involvement is very rewarding.

Countess gets a Royle visit

Ricky Tomlinson visited the Countess of Chester Hospital to unveil a plaque in recognition of his very generous £200,000 donation to the Cheshire and North Wales Human Milk Bank Appeal and confirm his patronage of the appeal for 2008.



Thanks to help from people like Ricky - who has been a keen supporter of the Countess over the years - the Cheshire and North Wales Human Milk Bank is one of the leading milk banks in the UK and is operated from within the Neo-natal Unit at the Countess of Chester Hospital.

During a short speech Ricky said: "Due to my own recent experiences with my health I know how much hospitals and appeals appreciate help and assistance."

"This is such an important service which can help so many families and I'm very honoured to be the patron."

Ricky was then presented with gifts from children and parents who have been helped by the Trust's Milk Bank in the last few years and he then visited the Neo-natal Unit to meet the new born babies and their parents who are currently benefiting from this excellent service.



Finally, after posing for pictures and talking to staff on the Neo-natal Unit, Ricky was then shown how the Milk Bank actually functions, which he commented on by saying: "It's absolutely fantastic the way everything works, it really is."

Lynda Coulter, Manager of Cheshire and North Wales Human Milk Bank said, "We are delighted that Ricky attended today. His generosity has already secured the service for the foreseeable future and we are delighted to have this opportunity to thank him publicly. Over 1,000 people have supported the appeal over the years, and I only wish we had room to invite them all to this occasion."

The Human Milk Bank provides valuable nutrition to improve the health provision for premature, sick and other vulnerable babies.

Although the donated milk is given freely, it costs around £100 to collect, test and store each litre of milk. The Countess of Chester Hospital Human Milk Bank Appeal has raised a great deal of money from charitable donations to establish this vital service for Cheshire and North Wales. The success and growth of the service means that the Trust is able to provide milk to other requesting units. Last year The Trust distributed milk from Barrow in Furness to Cardiff and from Bangor to Grimsby where there were cases of great need.

You can go to the Trust's website (www.coch.nhs.uk) to view Ricky's visit in the videos section.

Anyone interested in supporting the milk bank by donating milk, supporting a fund-raising event or making a donation should contact Lynda Coulter on 01244 366416.



From a patient's perspective

Mrs Ann Branch, a 95 year old widow, is a great admirer of the Countess of Chester Hospital. She continues to live alone with the support of her family but feels that the services provided by her GP and her local hospital, have enabled her to live independently.

Mrs Branch worked for many years as a nurse and midwife and she sets very high standards for patient care. She has been a patient of several departments during her 29 years in Chester and feels that she has always been treated with respect and dignity. Her experiences in the Ophthalmology Department where she had both cataracts removed, was like being a patient in a private hospital.

Even her visit to the Emergency Medicine Department impressed her. She felt that staff treated her as an individual and took personal responsibility in providing her treatment. "I love the Countess", said Mrs Branch. "I always find it lovely and quiet".

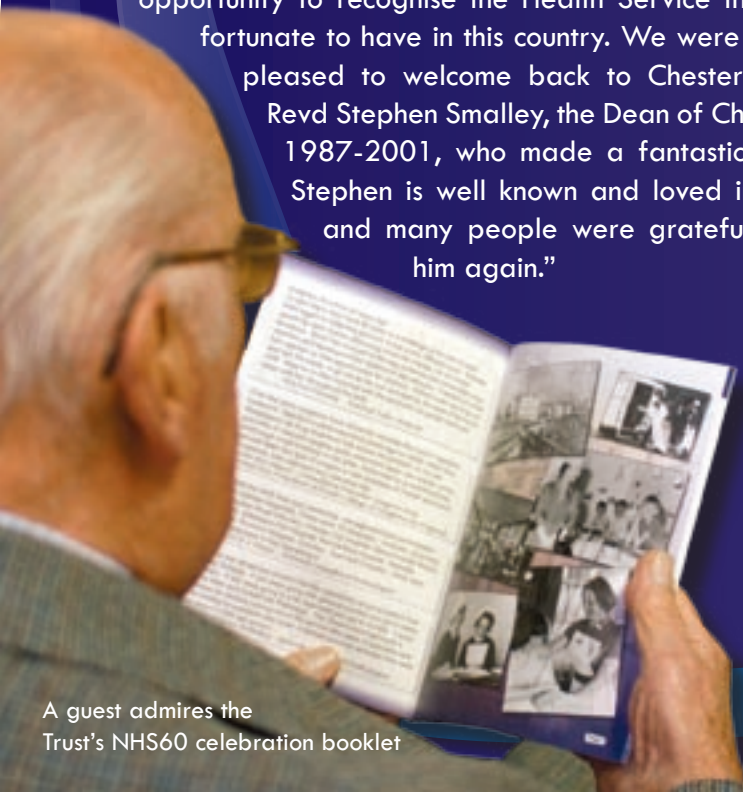
Pat Clare, Governor, Countess of Chester Hospital NHS Foundation Trust

Thanksgiving Service marks 60 years of the NHS

To mark 60 years of the NHS, the centrepiece of the Countess of Chester Hospital's celebrations was the Service of Thanksgiving and Celebration, at Chester Cathedral on Sunday 6th July.

Celebrating the 60th anniversary of the NHS, the service – with an attendance of over 1000 guests - was a great success and included music from Chester Music Society, the Cheshire Police Band and Chester Primary Schools Choir. There were also biblical and secular readings aimed at a variety of faiths.

Foundation Trust Secretary Stephen Cross said: "We were delighted that such a variety of groups were represented at the service, both NHS and non NHS. The service was a fantastic opportunity to recognise the Health Service that we are fortunate to have in this country. We were especially pleased to welcome back to Chester the Very Revd Stephen Smalley, the Dean of Chester from 1987-2001, who made a fantastic address. Stephen is well known and loved in Chester and many people were grateful to hear him again."



A guest admires the Trust's NHS60 celebration booklet

Messages from your Elected Governors



To: Flintshire Members
From: Gordon Donaldson,
Elected Governor

The House of Commons Welsh Affairs Committee issued a report in July on the problems of cross-border funding and they appear to be very well briefed on the difficulties being experienced by the Flintshire LHB in paying the full cost of patients' treatment in the Countess. They endorsed the principle of "Clinical excellence as close to home as possible" and it may be necessary to remind politicians of this if reorganisation of the NHS in Wales threatens the right of Flintshire patients to use the Countess, our local centre of excellence.

I have had letters from both Edwina Hart (Welsh Health Secretary) and Ben Bradshaw (English counterpart) assuring me that their officials are in the process of producing proposals to solve the cross-border funding problem with an "equitable and sustainable solution". Once again, my thanks to David Hanson and Sandy Mewies in ensuring my enquiries are answered promptly.

Flintshire Governors had another friendly meeting with the FLHB in September, discussing the needs of Flintshire patients and the challenges that reorganisation of the NHS in Wales may create. We welcomed the news that the LHB is studying the plans for the new Critical Care (HDU and ITU) facility with a view to making a contribution towards the £6.5m cost. While pleased that through the LHB the Assembly will fund Lucentis Therapy for age related macular degeneration (AMD) patients but we are very disappointed indeed that this will be at Glan Clwyd, which is not as close to home as Countess would be for most Flintshire patients.

Please let us know what you like about the Countess and how you would like the hospital to develop its services as Flintshire's local hospital of choice.



To: Chester and Rural
Cheshire Members
From: Helen Clifton,
Elected Governor

I would like to thank all the members who have re-elected me to represent them for a further term of office. Please don't hesitate to contact me, via Jackie Hughes (jackie.hughes@coch.nhs.uk or telephone 01244 365816) if you have anything you'd like to discuss.

I have recently taken over the chair of the Communications and Membership sub-committee and look forward to lots of 2-way communication with the members. Foundation Feedback is one way we do this and we hope you'll complete and return the questionnaire we've included this time. We're also planning to improve the information on the Foundation Trust section of the website,



To: Ellesmere Port
and Neston Members
From: Pat Clare,
Elected Governor

The Countess of Chester hospital continues to make improvements to its infrastructure and to the quality of service provided to patients and visitors. As your Governor representative, I attend fortnightly meetings at the hospital where we meet the Chairman and other members of staff to discuss the present situation and to hear about future plans. This Strategy and General Purpose group can then have input into the future direction of the Trust.

In order to represent you personally, I need to know your thoughts on services both now

and the Trust now has groups on both YouTube and Facebook. In the next few weeks we're also hoping to pilot a 'roadshow' in a shopping precinct in one of the constituencies – we hope to meet you and enrol lots of new members too!

I also continue to participate regularly in the Strategy and General Purposes sub-committee, which keeps up to date with all developments in the Trust. Our role as 'critical friend' allows us to question and discuss a great variety of issues, both good and not so good!

Don't forget, we're here to represent you! Keep in touch!

and in the future. We will be coming to Ellesmere Port in the next few months to hold a meeting nearer to your homes. I would welcome your comments and would be pleased to hear from you by letter or email if I don't see you personally.

The last 60 years have seen the National Health Service develop, grow and change to meet the different needs of the population. The increasing number of older people will have different needs from their local hospital and as your Governors, we plan to focus on these services during the next year. I hope you enjoy your Foundation Feedback which has the same theme.

Now you can contact your Elected Governor by email, letter or fax:

Email

Public Governors:

Chester & Rural Cheshire

stanley.skyrme@coch.nhs.uk
helen.clifton@coch.nhs.uk
david.mottershead@coch.nhs.uk
elizabeth.bott@coch.nhs.uk
george.potter@coch.nhs.uk
sue.elphick@coch.nhs.uk
richard.taylor@coch.nhs.uk
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Out of Area

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Voluntary

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Staff Governors:

Nurses/Midwives

lynne.podmore@coch.nhs.uk

Doctors

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All Other Staff Groups

millie.bradshaw@coch.nhs.uk

Allied Health Professionals/ Technical/Scientific

heather.shilliday@coch.nhs.uk

Letter

Please address your letter to:

Mr Stephen Cross, Foundation Trust Secretary,
Countess of Chester Hospital NHS Foundation Trust,
Liverpool Road, Chester CH2 1UL

Fax

Please address your fax to:

Mr Stephen Cross, Foundation Trust Secretary - 01244 365292



New hospital appeal to offer relatives comfort

Relatives and loved ones of critically ill patients at the Countess of Chester Hospital could soon stay nearby 24 hours a day thanks to a new fundraising appeal.

The Trust has launched the Relative Comfort campaign in order to raise the £500,000 needed to create the two en-suite bedrooms, kitchen, lounge areas and two counselling rooms, to support relatives of particularly ill patients.

At an official launch at Hoole Hall Hotel, Fundraising Manager Kate Taylor said: "We hope that by providing comfortable overnight accommodation we can give those who want to be near their loved one practical

and emotional support at a very difficult time.

"This 'home from home' will allow relatives to return to patients' bedsides quickly and easily, ensuring that they never have to be too far away."

There will be a number of fundraising events over the next two years to support the appeal, the first one being the Santa Stroll on December 7th. Those who register for the sponsored 5km walk will receive a Santa suit for the event itself and refreshments on the actual day.

To register for the Santa Stroll or to find out more information about Relative Comfort and upcoming fundraising events, please contact the Trust's Fundraising team on 01244 366 240.



Stop Press Limited space still available



Santa Stroll

Sunday 7th December 2008 - 10am

A sponsored 5km walk in aid of Relative Comfort - the Countess of Chester Hospital's new appeal which will provide relatives' accommodation for the Critical Care Unit.

Registration is £10 for adults, £5 for children and includes:

- Santa suit for adults or reindeer jingle antlers for children
- Certificate
- Medal
- Refreshments



Entry forms available from the hospital Fundraising Office on telephone 01244 366240 or download from the hospital website on www.coch.nhs.uk

Trust achieves 'Excellent & Good' HCC rating

The Countess has been given an improved Health Check rating by the Healthcare Commission. The hospital has been rated 'good' for quality of services and 'excellent' for use of resources – an improvement on last year when the Trust was rated as 'fair' for quality of services.



Nursing staff on Ward 48

Hospital Spokesman, Stephen Winterson said: "We are delighted to once again receive an 'excellent' for our use of resources, which reflects efficiency in what we do, throughout the hospital.

"Overall, we performed well in the key areas and met all the Healthcare Commission Core Standards, with improvements in many of the lesser targets that brought down our overall score last year."

However, we have mixed feelings about our improved rating for quality of services. While we are very pleased that it has improved, there is some frustration that we narrowly missed out on being 'excellent' due to some technical issues. We have made big improvements in a number of areas including our cleaning services as well as the general ward environment.

We are meeting all waiting list targets and achieving high standards in patient care. However we recognise that there are still areas for further improvements and we will be working extra hard to ensure we achieve 'excellent' across the board next year."

The Healthcare Commission Annual Health Check ratings are issued today for the year ending March 2008. The ratings available are weak, fair, good and excellent.

Each NHS trust is given an annual performance rating based on two parts: use of resources and quality of services. The latter part is based on an organisation's performance across three components of the Annual Health Check, namely core standards, existing national targets and new national targets.

More information, including the ratings for other Trusts, is available from the HCC website: www.healthcarecommission.org.uk

Dates for your Diary

Please check the local press and the website for further details nearer the time. We'd love to see you at one of these meetings. As a Foundation Trust the Governors and hospital are keen to keep in touch with the local community and would welcome your views and any suggestions you may have.

Please address these to the Foundation Trust Secretary and post to:-
Mr Stephen Cross
Foundation Trust Secretary
Countess of Chester Hospital NHS Foundation Trust
Liverpool Road
Chester
CH2 1UL

Board of Governors' Meeting

2nd December 2008 at 6.00 pm

24th February 2009 at 5.00pm

21st April 2009 at 5.00pm

7th July 2009 at 5.00pm

22nd September 2009 at 5.00pm

1st December 2009 at 5.00pm

Pushing the boundaries of communication

Having recently scooped the NHS Communications Award 2008 for the 'Best Use of New Media', the Trust would like to take this opportunity to tell you about the numerous methods we have recently employed to communicate with our stakeholders more effectively.

The Trust's newly launched website re-vamp has reported a massive increase in the number of daily visitors. Part of this increased traffic is thought to be as a result of the new features on the site such as the videos section and up to date news section. In addition the site now

boasts a Chief Executive's 'blog' which will be regularly updated by Peter Herring in order to keep you informed about his thoughts on the Trust's developments.

The Foundation Feedback will soon be available as an E-edition on the Trust's website, which will help the environment by cutting down on paper use. This new electronic version allows users to interactively read literature on the screen, turn pages over at the click of a mouse button and even email specific articles.

The Trust's Facebook group continues to grow from strength to strength, passing the 350 member mark. Members of Facebook can join the group at any time to view photographs, videos and take part in discussions on any subject they wish. The videos that feature on the Trust's website and Facebook group are also available on YouTube where they have received over 1000 views to date.

The NHS Communications Award was presented to the Trust at a ceremony in London on 5th November. This

achievement highlights the continuous innovative developments and collective efforts of three departments within the Trust, Marketing & Communications, Medical Photography & Illustration, and IM&T.



Welcome and Goodbye

The following Governors have been elected for a three year term of office with effect from the 7th October 2008.

Chester and Rural Cheshire Governors

1. Mrs Helen Clifton (Re-elected)
2. Mrs Sue Elphick (Elected)
3. Mrs Elizabeth Bott (Elected)
4. Mr David Mottershead (Elected)

Ellesmere Port & Neston

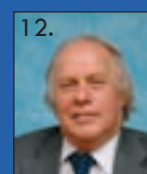
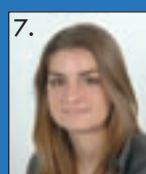
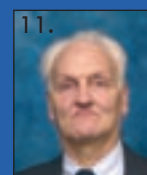
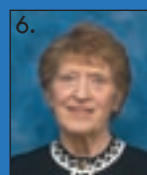
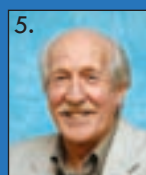
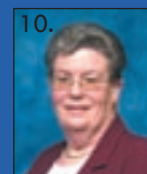
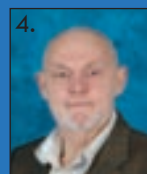
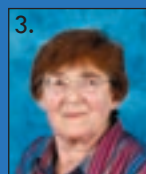
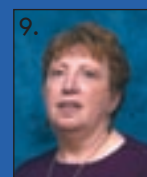
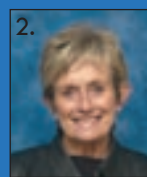
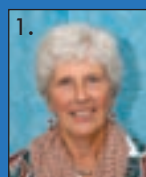
5. Mr Keith Higham (Re-elected)

Flintshire Governor

6. Mrs Eleanor Hornsby (Elected)

Youth Member

7. Miss Kate Bernie
8. Miss Grace Langan



The following Governors have completed their term of office and we would like to express our thanks to all of them for their support and dedication to the Hospital.

Chester and Rural Cheshire

9. Mrs Maureen Brady
10. Mrs Ann Thomason

11. Mr William Buxton

Flintshire - 12. Dr Peter York Youth Governor

13. Mr Matthew Alley

Tell us what you think about the Countess!

The Trust values your opinion about the service it is providing. It would be much appreciated if you could complete the following short survey and return it to:

Jackie Hughes - Secretary to the Board,
Countess of Chester Hospital NHS Foundation Trust
Liverpool Road
Chester
CH2 1UL

Alternatively, please email your comments to:
jackie.hughes@coch.nhs.uk

In order to help protect the environment by reducing paper consumption we are offering Trust members the opportunity to receive future copies of the Foundation Feedback newsletter electronically. More information about this offer can be seen in this edition.

Please indicate whether or not you would like to opt in to receiving future editions electronically:

I would like to receive future editions of Foundation Feedback electronically and have provided my email address below:

I would like to continue receiving hard copies of future Foundation Feedback editions

Many thanks!

What is your general opinion of the Countess as a hospital?

- It is an excellent hospital
- It is a good hospital
- It is a fair hospital
- It is a poor hospital
- I have no opinion.

When the Countess of Chester Hospital is mentioned, what words spring to mind?

What are the main things that interest you about the Countess?

Would you like to get more involved with the Trust, if so how?