HEALTH AND ADULT SERVICES SELECT COMMITTEE
5 FEBRUARY 2014

Title: Sunrise A and B Wards: Enter and View Findings

Report of Healthwatch Barking and Dagenham

Open For Decision

Wards Affected: NONE Key Decision: NO

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Summary:
Healthwatch Barking and Dagenham carried out an announced Enter & View visit on 20th August 2013 to Sunrise A & B wards at Queens Hospital. The wards provide in-patient hospital services for older people. The visit was part of a wider programme of work that Healthwatch Barking and Dagenham has undertaken to gather the views and experiences of patients specifically from Barking and Dagenham.

The purpose of the visit was to ascertain patients’ views on the choice and quality of the food and drink they receive; the quality of personal hygiene support they receive and to ask patients and their visitors about the staff interaction with them.

As a result of the visit, Healthwatch Barking and Dagenham made 9 recommendations. The Trust accepted the report as a fair reflection of activity and patient care on the wards and provided an action plan to address the recommendations. Healthwatch Barking and Dagenham will monitor the progress of the action plan.

Recommendation(s)
Members of the Health and Adult Services Select Committee are recommended to:
1. Note and comment on the findings of the Enter and View visit