

Ref. No: FOI1065
Date: 09/07/2024
Subject: National Inpatient Survey Improvements

REQUEST

Please comment on hospitals within your trust :

1. What improvements have been made to reduce noise levels from other patients at night?
2. What improvements have been made to reduce noise levels from staff at night?
3. Do you use noise monitoring equipment in all wards? Yes/No

If yes – has this had an impact on reducing noise levels in all wards at night?

If no - do you have any plans to introduce noise-monitoring equipment?
4. What improvements have been made to improve ward lighting at night to help patients sleep?
5. What processes are in place to support patients at mealtimes needing help? eg mealtime assistants?
6. How do patients get food outside regular mealtimes?

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. What improvements have been made to reduce noise levels from other patients at night?

Legacy Southport and Ormskirk 2022 National Patient Survey Actions:

Relaunched the silent night campaign in Dec-23 (originally launched Dec-21). Campaign involves sharing visual top tips for patients to keep the noise down at night.

Sleep masks and earplugs available to patients.

TV headphones available for patient use.

Legacy St Helens& Knowsley National Patient Survey Actions:

Focused actions were added to the improvement plan following the 2021 results which resulted in a marked improvement in scores for the same questions in 2022. There have been no PALS concerns raised relating to unacceptable noise at night.

Eye masks and earplugs available on wards for appropriate patients to patients.

TV headphones are encouraged and available on all wards for patient to use.

2. What improvements have been made to reduce noise levels from staff at night?

Southport and Ormskirk sites response

Relaunched the silent night campaign in Dec-23 (originally launched Dec-21). Campaign involved sharing top tips for staff to keep the noise down at night. Sound ears in place on all inpatient areas.

STHK sites response

There was a focussed campaign using a 7-minute briefing to disseminate how staff can help to improve patients quality of sleep whilst in hospital (closing bay doors if appropriate, having phone volume to a minimum at nurses station when staff present, being mindful of use of night lights/ apologising if main there is increased noise due to another patients need, soft close bins) Nighttime bed managers challenge excessive noise when they visit clinical areas. Questions around disturbance of sleep was added to Patient Experience questionnaire to enable staff to address early and offer ear plugs/eye mask. The 2022 In-patient survey results saw a marked improvement in scores relating to how patients slept at night.

3. Do you use noise monitoring equipment in all wards? Yes/No

If yes – has this had an impact on reducing noise levels in all wards at night?

If no - do you have any plans to introduce noise-monitoring equipment?

Southport and Ormskirk sites response

Yes.

Yes.

N/A

STHK sites response

No.

N/A.

Unsure.

4. What improvements have been made to improve ward lighting at night to help patients sleep?

Southport and Ormskirk sites response

Nil

STHK sites response

There was a focussed campaign using a 7-minute briefing to disseminate how staff can help to improve patients quality of sleep whilst in hospital (being mindful of use of night lights/ apologising if main lights are required)

Nighttime bed managers challenge inappropriate use of lights at night when they visit clinical areas. Questions around disturbance of sleep was added to Patient Experience questionnaire to enable staff to address early and offer ear plugs/eye mask. The 2022 In-patient survey results saw a marked improvement in scores relating to how patients slept at night whilst in hospital.

5. What processes are in place to support patients at mealtimes needing help? eg mealtime assistants?

Southport and Ormskirk sites response

Catering assistants are in place on a number of inpatient areas to assist with ordering and delivery of meals and drinks to the patients.

Ward volunteers can assist with meal and drink delivery.

Dining companion volunteers in place to 'physically assist' patients with meals and drinks. Undergo additional training to be function in this role.

St. Helens and Knowsley sites response

Ward hostesses and mealtime co-ordinators are in place on all inpatient areas to assist with ordering and delivery of meals and drinks to the patients.

Dining companion volunteers are placed on wards where the need for support is highest, such as our department for medicine in older people. Dining companions assist with mealtime preparation and help with feeding where appropriate. This is a bespoke role and all dining companions receive additional classroom training and undergo a period of shadowing with an experienced dining companion before independent practice.
Please see attached.

6. How do patients get food outside regular mealtimes?

Southport and Ormskirk sites response

Patients are able to order additional snacks within the regular meal ordering. Snack boxes are available for those patients who have been unable to access a meal.

STHK sites response

Patients can order additional snacks within the regular meal ordering. Snack boxes are available for those patients who have been unable to access a meal.

Hot meals can be ordered outside of mealtimes using the hospital Massimo system.