

Creating a Courtyard Retreat

Author: Sarah Johnstone, Ward Sister Sponsor: Julie Smith, Chief Nurse

Date: Trust Board Thursday 5 November 2015

Trust Board paper E

Executive Summary

This patient story describes the positive experience a family member had whilst their granddaughter was cared for as an inpatient on the Cystic Fibrosis Unit on ward 16 Glenfield Hospital. The family member became an integral part of the team that ensured that the courtyard transformation became a reality.

This paper illustrates how ward 16 responded to patient feedback to enhance the environment for patients and staff and how since the courtyard retreat has been open many patients have benefited.

Experience of Care

This patient story describes the experience of a family member who highlights the excellent care their granddaughter received as an inpatient on ward 16. During multiple hospital admissions it was observed that the courtyard area on ward 16, with some renovation, could be a relaxing area for patients with Cystic Fibrosis to have access to outside space as well as offering an attractive view from the patient's side room. Following a promise made to her granddaughter, who sadly died, plans were set about renovating this area to enable all patients to have a quiet sanctuary to relax in.

Practical difficulties were encountered initially when the Ward Sister was informed that access to the area was not practical, the load on the courtyard was restricted and that it was 'too big a job'!

Not wishing to be defeated and identifying that patio doors could be fitted from the quiet room, new quotes were sought and advice from an outside contractor was commissioned. With some creative thought all barriers were addressed and financing for this development was sought.

Ward 16 is committed to make improvements for patients; therefore the staff, in partnership with this family, were involved in a significant amount of fundraising. Input provided from relatives, patients and Leicester Hospitals Charity enabled this courtyard development to become a reality.

This family member would like their story to be shared to highlight the excellent care their granddaughter received and how the courtyard retreat has continued to provide a relaxing environment for many patients on ward 16 which is highly beneficial for overall health and healing and enhances the quality of life of patients on ward 16.

Ward 16 Friends & Family Test September 2015 results show:

100% of patients who would recommend the ward		Neither likely nor unlikely, don't know	0% of patients who would not recommend the ward	
Extremely likely	Likely		Unlikely	Extremely Unlikely
27	5	0	0	0

Feedback gathered from patients regarding the courtyard retreat have said:

- “All staff have been incredibly helpful and particularly friendly. Also the garden is a lovely place to relax “(August 2015)
- “The redeveloped courtyard area is a great idea and was used constantly by myself and others during our stay” (August 2015)

Conclusion

In the summer months the courtyard retreat was used on a daily basis and at times there was standing room only. Many patients with varying conditions have been able to enjoy this peaceful space. Patient satisfaction surveys continue to mention this space and the positive impact it has had on their stay and journey within hospital services. Physiotherapists are now redefining the mobility goals of patients on the ward to include a walk around the courtyard whilst an inpatient.

Input Sought

This paper provides assurance that wards 16 will continue to collect and respond to patient feedback leading to Caring at its Best. Patients are encouraged to share their experiences of care to enable ongoing improvements.

Before



After



For Reference

Edit as appropriate:

1. The following objectives were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Yes
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Yes
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	No

2. This matter relates to the following governance initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related Patient and Public Involvement actions taken, or to be taken: The Trust Board Patient Story consists of feedback from a patient's family member directly about their experience of care. In response to this feedback the trust identifies how best practice will be disseminated across the organisation.

4. Results of any Equality Impact Assessment, relating to this matter:

No equality issues identified as part of this patient story

5. Scheduled date for the next paper on this topic: December 2015

6. Executive Summaries should not exceed 1page. The paper does not comply

7. Papers should not exceed 7 pages. The paper does comply