

North View

Enter and View Report

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Visit Date and Time	09 - 10 /01/2025 10:00-15:00
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Disclaimer

This report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

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About us

Healthwatch Manchester (HWM) is the independent consumer champion for health and care. It was created to listen to and gather the public's and patients' experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every Local Authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role, HWM has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using them.

What is Enter & View?

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery in places such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies and to talk to service users, their families and carers. Enter and View visits are conducted to find out how the services are being run and make recommendations for areas of improvement. They can happen if people tell us there is a problem with a service but equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not specifically intended to identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

General information about the service

Name of the Provider: Greater Manchester Mental Health NHS Foundation Trust

Greater Manchester Mental Health NHS Foundation Trust (GMMH) is one of the largest specialist mental health service providers in the country, providing inpatient and community-based mental health care for people living in Bolton, the City of Manchester, Salford, Trafford and Wigan, and a wide range of specialist mental health and addiction services across Greater Manchester, the North West of England and beyond.

Description of facility: North View is a new state of the art adult mental health inpatient hospital which became fully operational on Monday 18th November 2024. The facility itself provides 150 single en-suite bedrooms which are split into nine single sex wards. The hospital includes a purpose-build Psychiatric Intensive Care Unit (PICU), six acute wards for female and male adults, one female older adults ward, one male rehabilitation ward and a treatment suite that supports research and innovation studies.

CQC Rating*: GMMH - Inadequate (inspection conducted 31st January - 6th March 2023) - the report can be found [here](#).

See Care Quality Commission (CQC) website to see their latest report on this service.
** Care Quality Commission is the independent regulator of health and adult social care in England.*

Purpose of the visit

The purpose of the visit was to:

- Speak with patients regarding their experience of living at North View
- Speak with patients regarding their experience when relocating to North View from Park House

1. Introduction

1.1 This report aims to present the findings from a HWM Enter and View visit to North View.

1.2 As described above, North View is a Mental Health facility. Patients being cared for at from the previous site, Park House, were transferred to North View in November 2024. HWM undertook an Enter and View to speak with patients about their experience living at North View and how the transition from Park House to the new site went.

1.3 GMMH was the subject of a review by the CQC in 2023 which determined that the service was inadequate. Moreover, GMMH were served a s29A warning in June 2024¹ for:

- Lack of effective governance systems
- Ligature risks and fire safety concerns
- Medicines not managed safely
- Ward security systems not consistently keeping people safe
- Infection prevention and control risks
- Staff not up to date with mandatory training.

1.4 A s29A is served by the CQC when they identify concerns across either the whole or part of an NHS trust or NHS foundation trust, and they decide that there is a need for significant improvements in the quality of health care².

2. Background and Rationale

2.1 As the independent health and social care champion for Manchester citizens, HWM is at times the go to organisation when a review of a particular service is required.

2.2 As part of HWM's ongoing Enter and View project, a number of Mental Health services were included in the list of organisations to be reviewed. HWM contacted the Associate Director of Operations at GMMH, Deborah Goodman and during a meeting in June 2024 made her aware of our intention to visit the inpatient areas at Park House and North View once patients had moved site.

2.3 Following this, HWM were introduced to the Head of Operations of Inpatient Services, Debra Woodcock. We met Debra and members of the GMMH PALS (Patient Advice and Liaison Service) team in September 2024 to discuss the practicality of this project.

2.4 We based the patient survey on our standard Enter and View questionnaire and once it had been drafted, we asked our Chairperson Amanda Smith for her comments. Amanda has a clinical background in mental health, and works part time within GMMH (in a non patient facing role). We felt her contribution to the survey's design would be invaluable.

2.5 Furthermore, Information and Communication Manager Thomas Carr met with Healthwatch Wigan & Leigh (HWWL) Engagement Officer Andrea Arkwright who had been involved in the 'Walking in their shoes' Mental Health Project Report³. This meeting was to help HWM gain a better understanding of conducting patient interviews on mental health wards.

¹ [Greater Manchester Mental Health NHS Foundation Trust - Overview - Care Quality Commission](#)

² [Section 29A Warning Notices for NHS trusts and NHS foundation trusts - Care Quality Commission](#)

³ [Mental Health Project Report 2023-2024 Walking in their shoes - Healthwatch Wigan & Leigh](#)

3. Methodology

3.1 Due to the nature of the service being offered at North View, this was not a surprise visit. Instead, we arranged to visit between 10am - 3pm on Thursday 09/01/2025 and Friday 10/01/2025.

3.2 We met PALS Officer Jayren Marsden who informed us he would be taking us around the wards. He had spoken to the ward managers earlier that morning to assess if the patients were well enough to be interviewed by HWM.

3.3 We were escorted to each ward where we spent roughly 30-60 minutes talking to patients on each one. On 09/01/2024, we visited 5 wards and on 10/01/2025 we visited 4 wards.

3.4 On the wards, HWM staff stayed within communal areas and spoke with patients on a 1-1 basis about their experience. Before each interview, we introduced ourselves as Healthwatch Manchester and explained the purpose of the survey. We also informed the patients that the survey would be fully anonymous.

3.5 In total we interviewed 41 patients in North View. Not every survey was fully completed due to the nature of the patients and how they presented at the time of our interviews. We have included all the data we collected in the findings section below.

3.6 Due to the breadth of different responses to our survey, this qualitative data has been analysed and converted into a quantitative format to show a clearer and more concise picture of the patients opinions. Although the findings are presented in this way, we have included numerous quotes from patients to support our analysis.

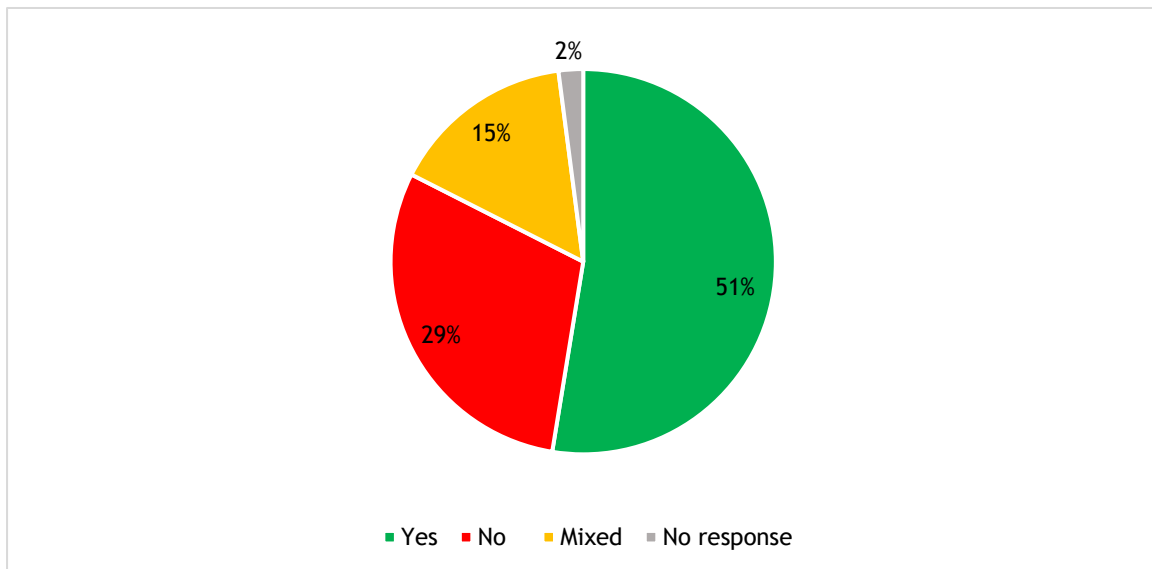
4. Findings from the patients

Question 1 - We are asking some questions today about your experience as a patient here at North View and the recent move to this site, would you like to participate?

41 patients agreed to take part in the one to one interviews in North View.

Question 2 - Do you know who the senior nurse or ward manager is if you needed to speak to them and do you find staff friendly & helpful?

The majority of patients knew who the senior nurse or ward manager was if they needed to speak to them.

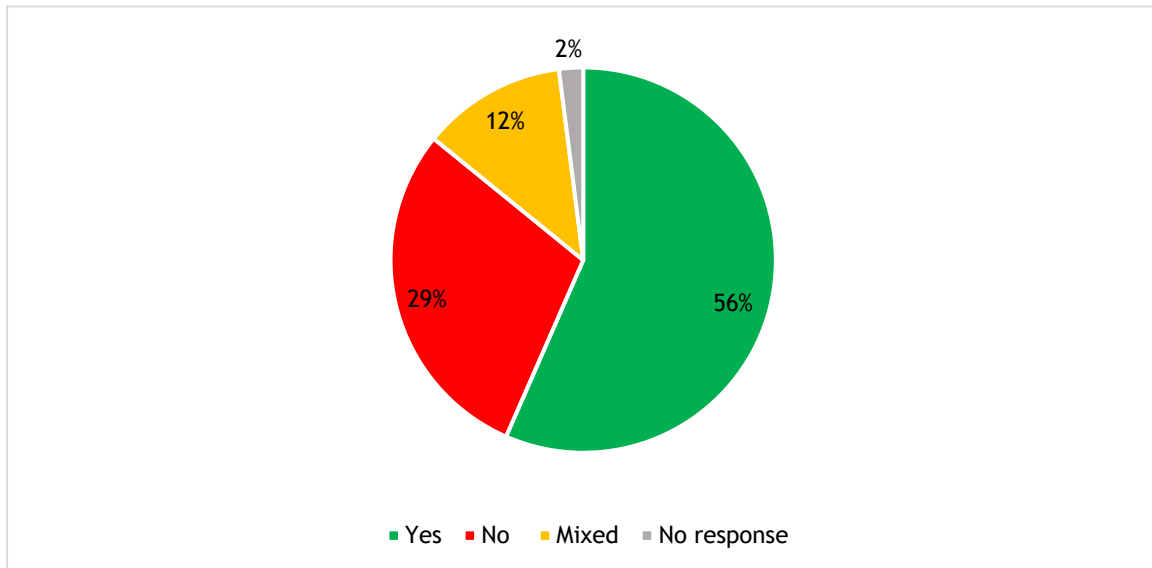


'Yes, and I can find one if I need them'

'They are friendly helpful and lovely'

Question 3 - Do the staff know what you like and don't like, and do they help you when you ask for it?

The majority of patients felt as though the staff knew what they liked and what they disliked as well as helping them when they needed it.

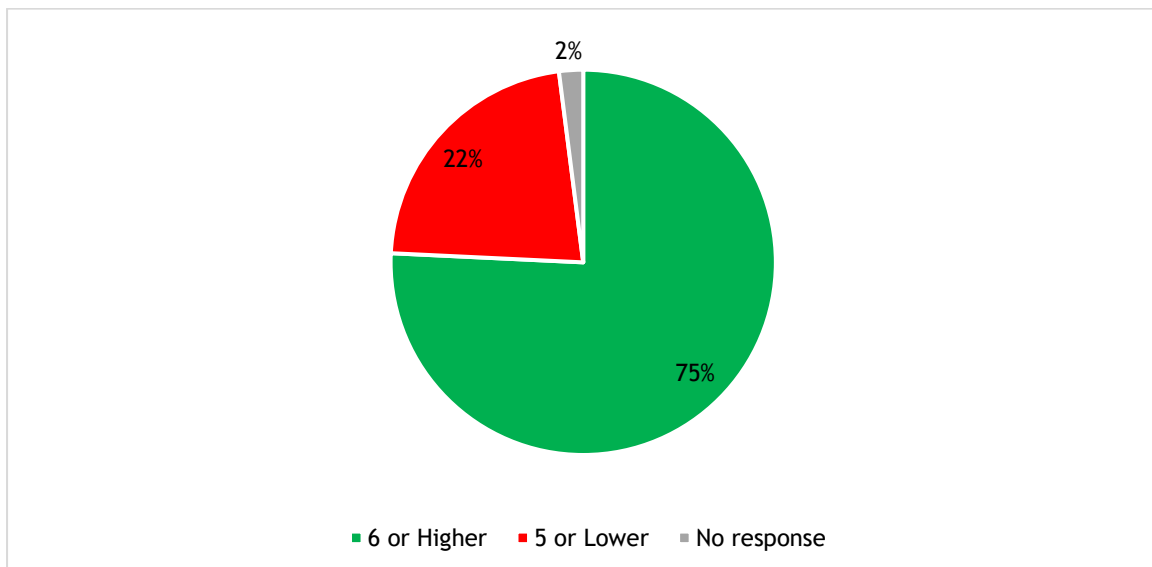


'Yes, they know I like football'

'Yes I have got problems, and they are considerate of them'

Question 4 - On a scale of 1 - 10, how settled / comfortable do you feel at North View?

The vast majority of patients felt settled and comfortable at North View.



Question 5. Can you tell me why you gave this answer?

As mentioned above, the majority of patients responded with positive affirmations in regard to how settled and comfortable they felt in North View. These responses mainly revolved around how the staff treated patients and that being in North View was preferable to being in a regular hospital.

Some of the quotes to illustrate this are as follows:

'They (the staff) always check up on me and other people. That makes me feel comfortable'

'Very comfortable better than hospital, nice people'

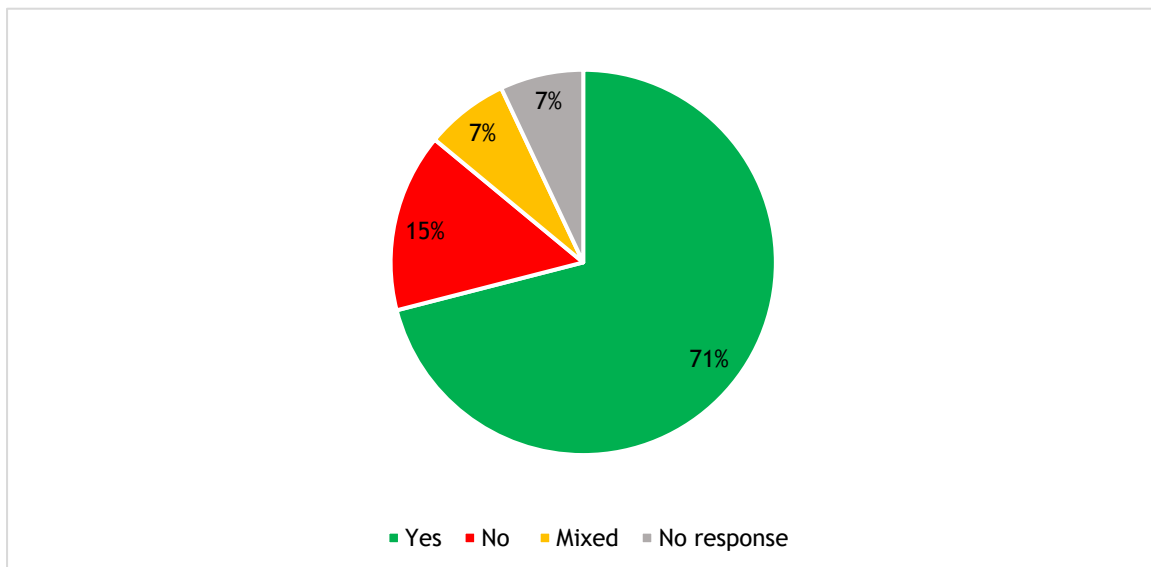
Unsurprisingly not all patients felt this way. A small number of patients reported that they found it difficult to interact with others and that some staff are better than others. Some of the negative responses are as follows:

'(I am) getting a bit tired of the same situation, waiting to get discharged. Also, it's hard to meet new people in here'

'It's not perfect as you cannot have the perfect staff (on shift) all of the time'

Question 6. Do you feel you are in safe hands with the staff here? Do staff help you to feel safe when on the ward?

The vast majority of patients felt as though they were in safe hands with the staff at North View.



'Very much so, yes I feel very safe'

'Yes, I do'

'Defiantly yes'

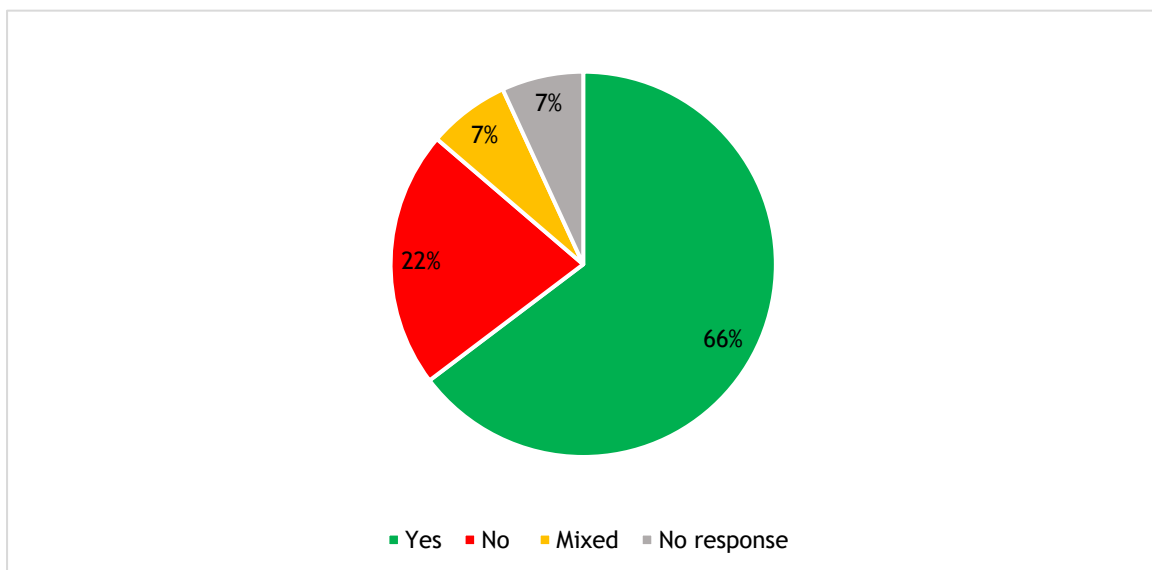
However, some patients didn't feel as though they were in safe hands:

'I feel I cannot be honest and that I'm going backwards all the time'

'They keep on ignoring me and my problem. I've been 5/6 times and they haven't done anything'

Question 7. Do you think that the care you receive from staff is continued smoothly during shift changes?

The vast majority of patients felt as though the care they receive from staff was continued smoothly during shift changes. Comments included staff putting in extra effort when getting to know patients, others mentioned the difference in how 'hands on' staff were between day and night shifts. Some of these comments follow the graph below:



'Yes. Some new staff may take a bit of time to pick things up but they are willing to engage with me and they know me'

'Still good, less hands on (at night) as people are asleep but they still care the same'

Not all patients felt as though the care they received from staff was continued smoothly during shift changes. A small number of patients discussed the discrepancies between how the day staff and night staff managed patient issues:

'No, the day-care is better than the night care sometimes. They (day staff) are more attentive. The night staff say wait until tomorrow if you're unwell'

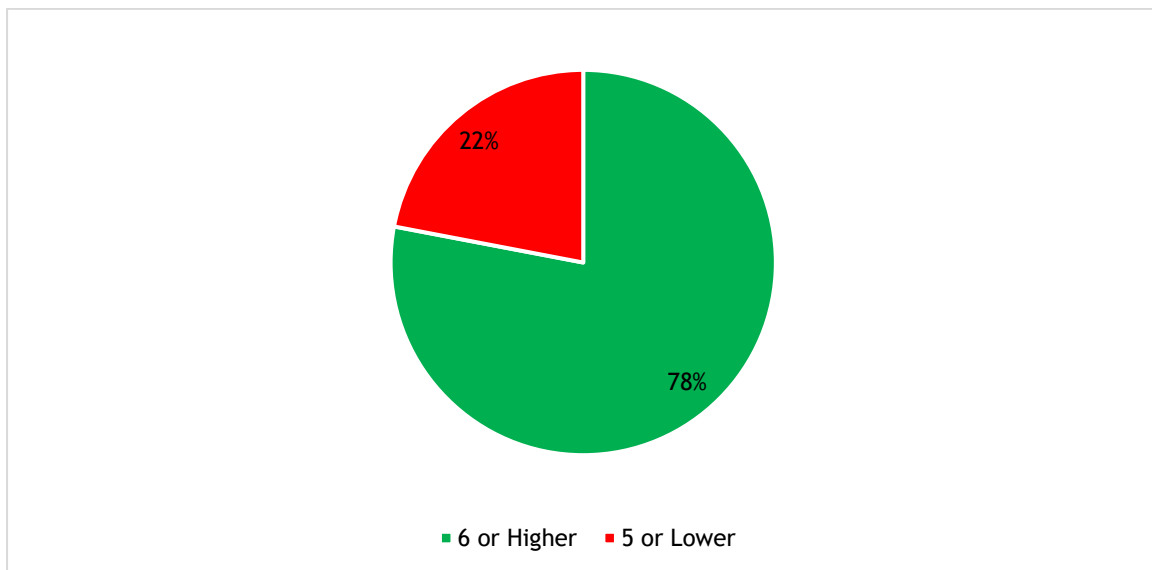
The following questions were asked to patients who had lived at Park House prior to moving to North View.

Question 8. Did you live at Park House before you moved to North View?

We spoke with 25 patients who told us they had lived at Park House before coming to North View.

Question 9. On a scale of 1-10, how did you find the move from Park House to North View?

The majority of patients gave a score of 6 marks or higher when answering this question indicating positive sentiment about the move from Park House to North View.



Question 10. Can you tell me why you gave this answer?

As the previous question indicates, the majority of patients gave positive feedback about the move from Park House to North View. Some of their comments are as follows:

'It was easy, all the staff were involved and helped us to move'

'I found it alright, it was easy. The staff here helped me out a lot'

'It was very organised and very peaceful. Things were very easy'

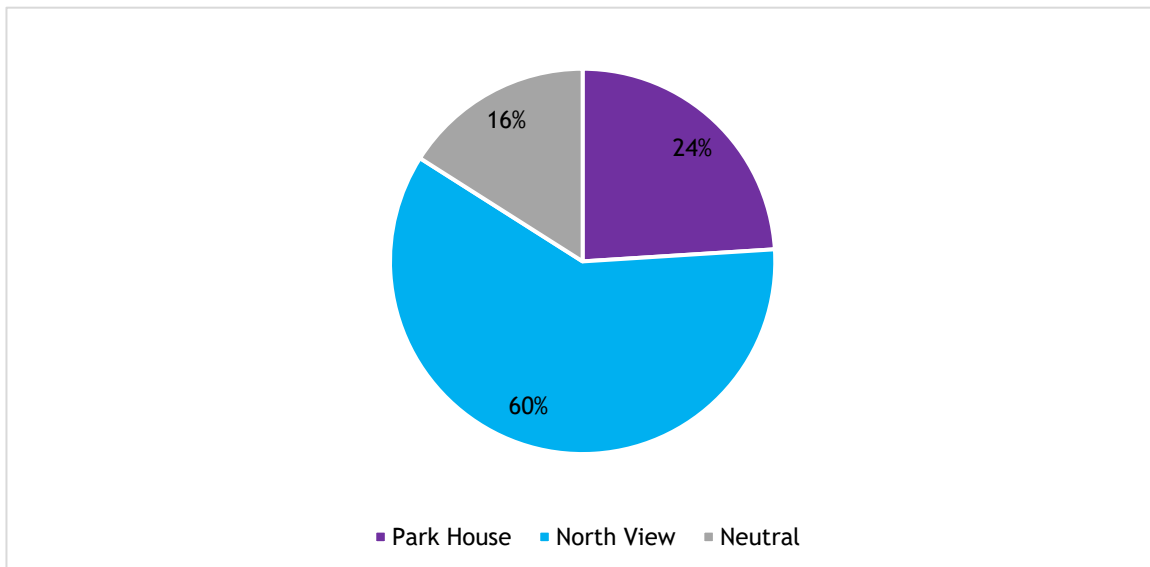
Some patients had a negative experience when moving from North View to Park House. These comments were not directly about the day when patients moved but more about the process of relocating into the new building. Comments detailing this are as follows:

'(We were) waiting for the move for a long time'

'I lost a few things on the move - might have been stolen'

Question 11. Do you prefer the environment at North View or Park House?

Two thirds of patients we spoke to said they preferred the environment at North View compared to Park House.



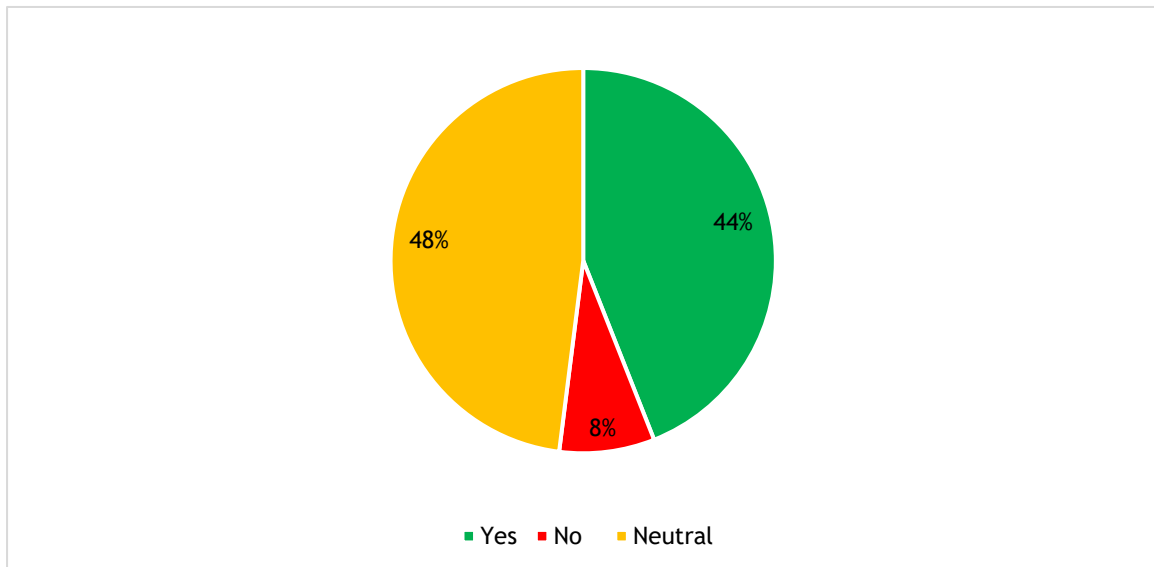
Much of the feedback given to this question revolved around the patients' bedrooms, with themes of privacy, peacefulness and better temperature control being discussed.

'A private room and bathroom is easier for me. The room is peaceful. It's totally different and my family enjoy me having a private room'

'North View is better; it's got better heating and sealed windows. Also, we can open the window if it's hot'

Question 12. Have you noticed a difference in the quality of care you have received whilst living at North View when compared to Park House?

The majority of patients who answered this question felt as though the level of care they received whilst living at North View was the same as Park House. This is indicated by the 'neutral' answer in the chart below.



'Yes it is the same quality of care'

However, almost the same percentage of patients felt as though the quality of care had improved. Some of their comments to represent this feeling are as follows:

'(North View) has improved the quality of care'

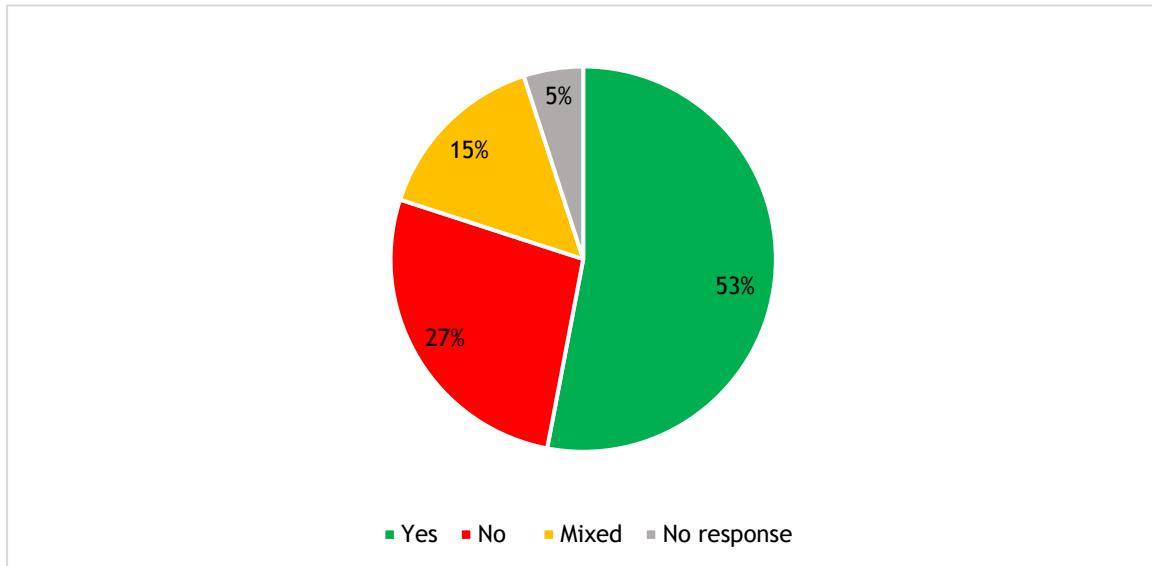
'Yes - the staff have taken more interest in me and the staff seem happier which is nice'

'There's a slight difference. I can go home for a few days here to test it out but I wasn't allowed to at Park House'

The remaining questions were asked to all the patients we interviewed in North View, regardless of whether or not they lived at Park House in the past.

Question 13. Are you able to sleep well here?

The majority of patients said they were able to sleep well in North View.



'(I get a) better sleep here as there is less noise in a private room. I have a nice window to see the daylight here'

'I found it really hard to sleep in my old bed here at North View, but they've replaced it for me and given me a good one'

However, some patients reported that they couldn't sleep well in North View:

'Very bad sleep, there a machine in the room next to me that keeps me awake at night'

'I can play background music from TV also helped, but sometimes the patient screams keep me awake'

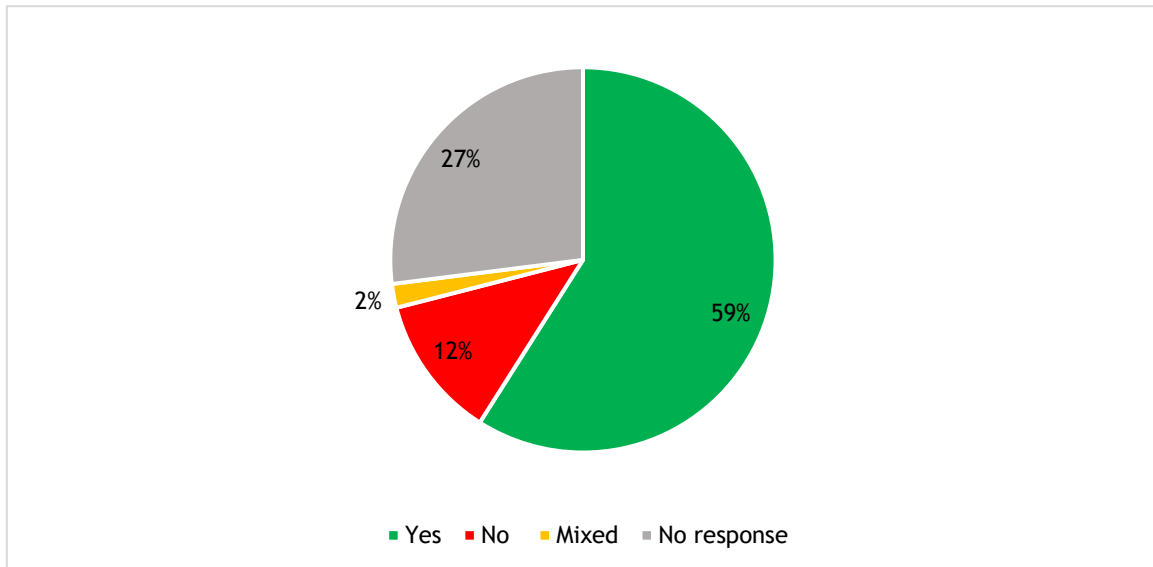
A small number of patients mentioned that their quality of sleep wasn't determined by their environment but rather their condition and medication. Responses like this were classed as 'neutral':

'I haven't been able to sleep for a while because of my condition but the room is comfortable'

'No, I have always had sleep problems. I just can't sleep here (either)'

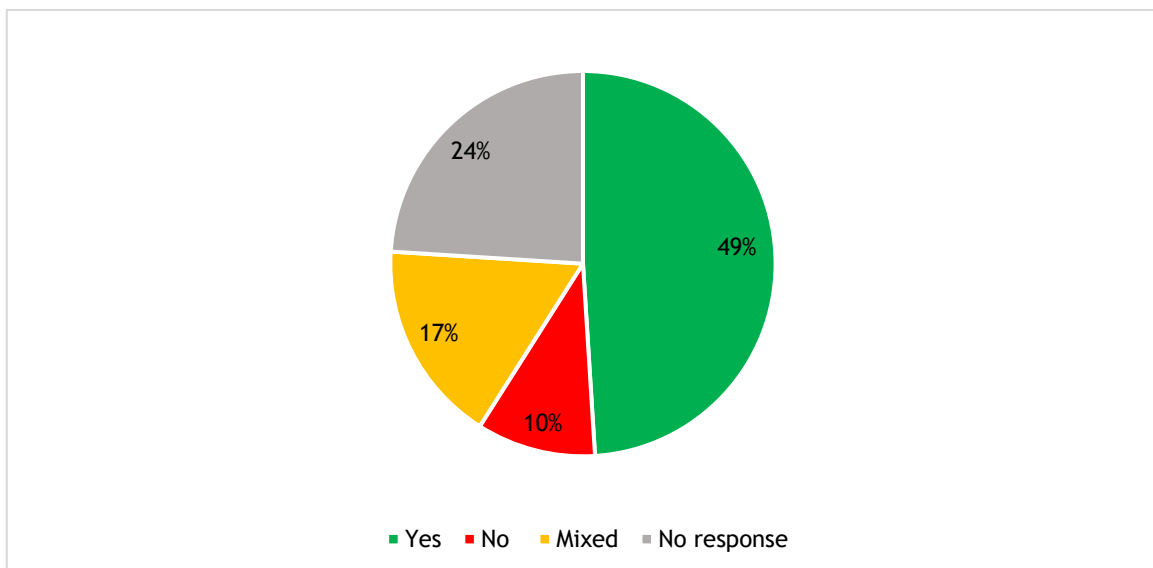
Question 14. Do you feel your cultural needs are being met at North View? How are they being/ not being met?

The majority of patients felt as though their cultural needs were being met in North View.



Question 15. Do you feel your religious needs are being met at North View? How are they being/not being met? I.e. religious / cultural festivals acknowledged?

Similarly, to question 14, the majority of patients felt as though their religious needs were being met at North View.



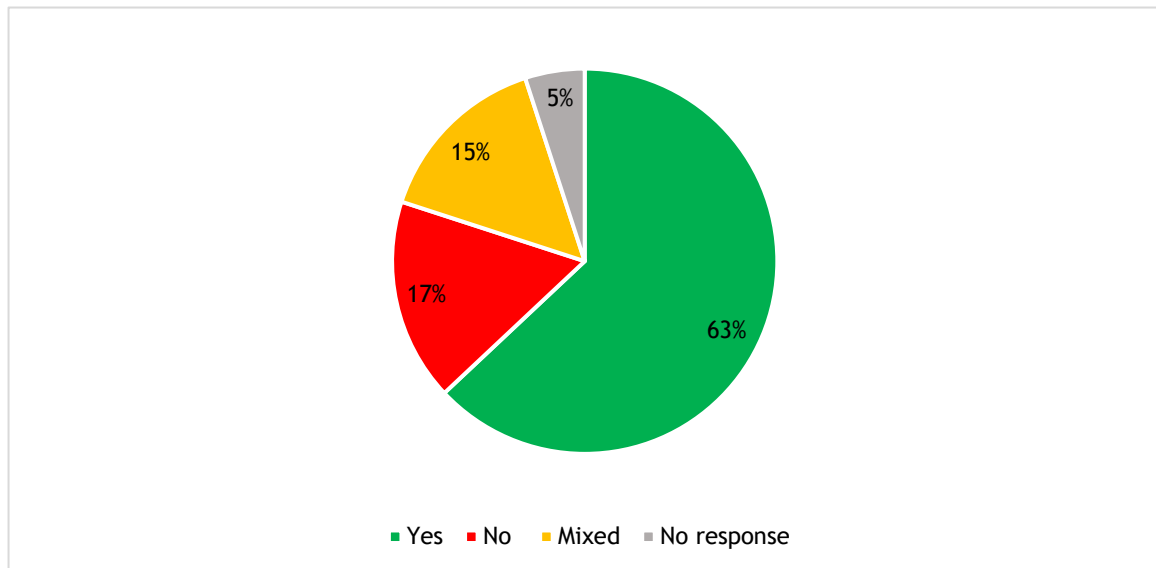
'Yes, we get to see the Chaplin and my own minister from home comes to visit me'

A small number of respondents noted that they didn't feel their religious needs were being met. One patient had the following to say:

'I believe in Buddhism, but I can't find anything related here but all people (here) are neutral (when it comes to religion)'

Question 16. Do you feel your dietary requirements are being met? How are they being/not being met?

The majority of patients felt as though their dietary requirements were being met in North View.



‘Much better here than Park House as the food is made in here not from outside. I could see the difference straight away’

‘Yes its good. I have fruit and a lot of it since I’ve been here’

However, some patients told us they felt as though their dietary requirements were not being met in North View. The main theme was that the quality of food was poor:

‘No, the food is disgusting. I order takeaways some nights instead’

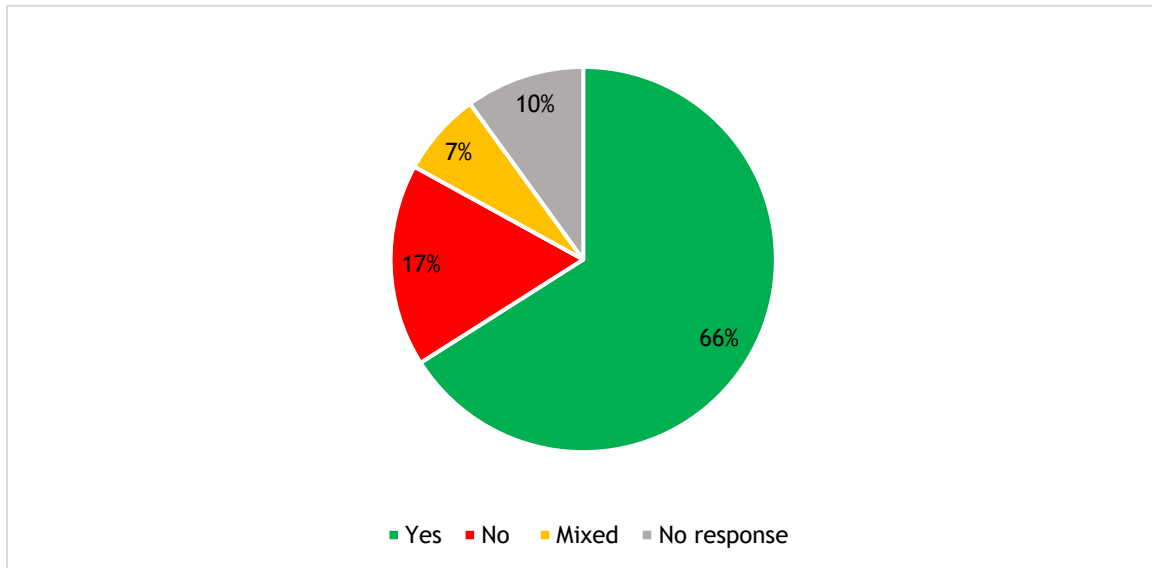
‘Sometimes the diet is bad here. I have chips here which aren’t good for me’

Some respondents remained neutral, highlighting the positive and negative aspects of their diets in North View. One respondent had the following to say:

‘It’s OK but I need more than 3 meals a day as I have lost a lot of weight since I came here’

Question 17. Do you feel able to communicate any needs you may have?

The majority of patients told us that they were able to communicate any needs they had whilst in North View.



'Yes, all the staff are very friendly and supportive'

'Yes, I get on great with the staff here'

Once again, some patients reported that they weren't able to communicate any needs they had. The reasons for this mainly centred on staff not understanding their specific needs:

'Sometimes I feel like they don't understand me'

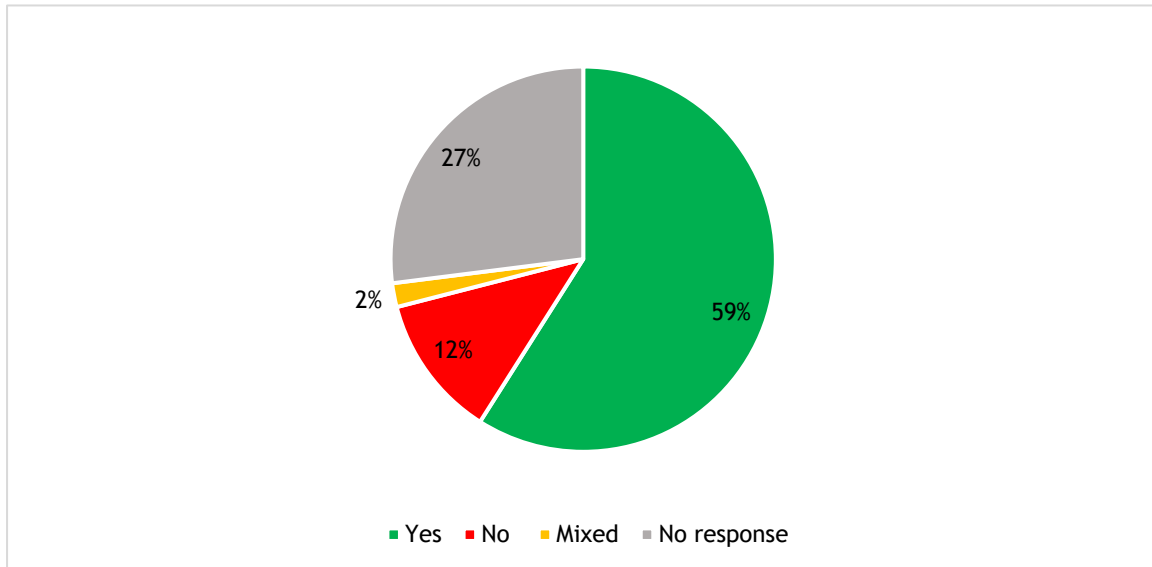
'No - I feel ignored and put off by the staff'

Again, some patients remained neutral when answering this question, highlighting the positive and negative aspects of North View:

'It all depends on who you talk to. Some staff are more amicable than others'

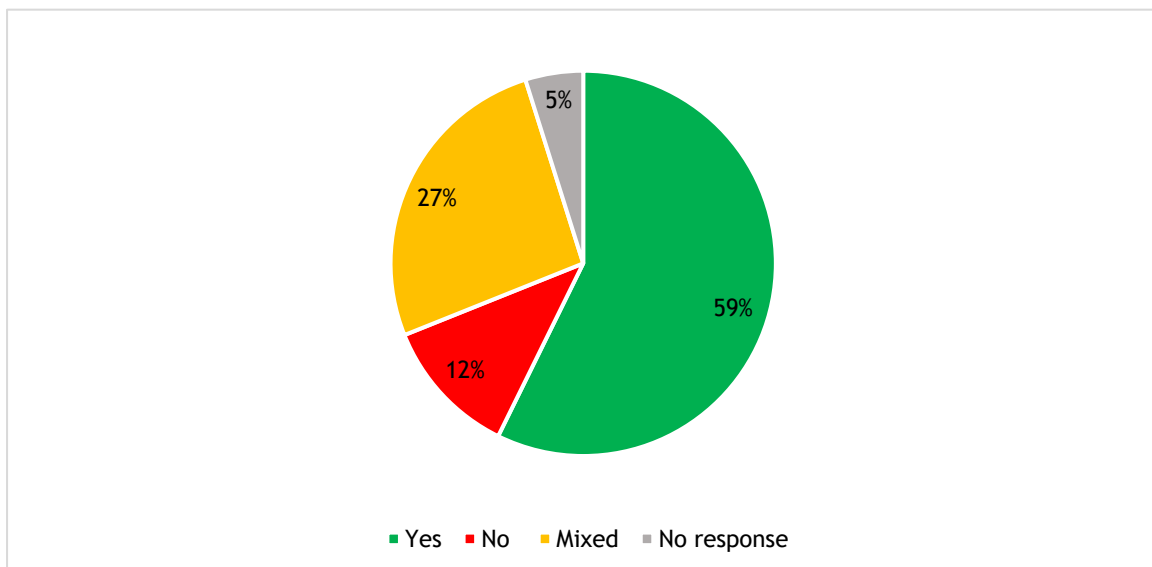
Question 18. Do you feel that you can be yourself here when it comes to your sexuality and/or gender?

The majority of patients responded to this question in agreement, saying that they felt they could be themselves when it came to sexuality or gender.



Question 19. How do you find the food in here?

The majority of patients told us they liked the food at North View.



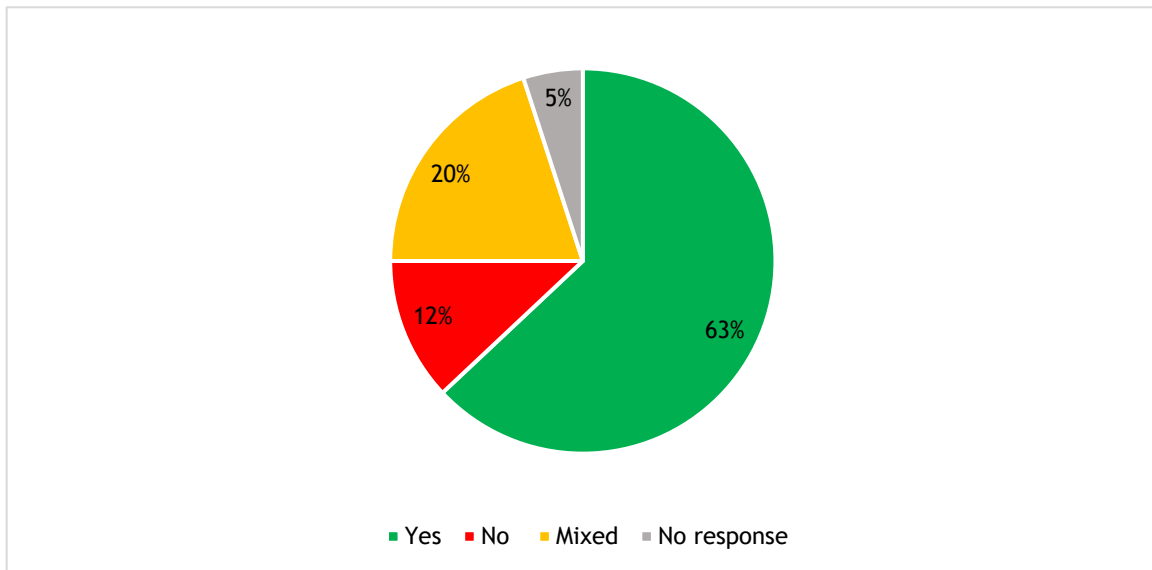
‘The food wasn’t good at Park House - fatty and too much pudding. The food was really good at first in North View - I have more vegetables, and the taste is much better’

‘It’s very nice, I didn’t enjoy the food at Park House but it’s much nicer here’

‘I enjoy the food, toast and beans are good’

Question 20. Do you enjoy mealtimes here?

Once again, the majority of patients gave positive feedback and reported that they liked mealtimes at North View.



'Calm mealtimes'

'Yes, it could be worse'

A small number of patients did not like mealtimes at North View. This was mainly due to the busyness of the canteen during meal times:

'It's hectic, I hate it'

Question 21. Is there anything further about your patient experience you would like to speak about?

The responses given by patients for this question were varied, both positive and negative. Here are some of the responses that illustrate the range of opinions.

Positive

'The building is very nice, brand new and nice. It's well built, and they've done a good job of the building'

'I am happy here. I slightly prefer it to Park House'

'Since I've had meetings with management and PALS(Patient Advice and Liaison Service) I have a better relationship with the staff. The PALS team are very supportive'

'Feel on edge in hospital but better here, dead nice people here feel free to go about'

Negative

'Sometimes (I) need to wait for the staff to have time to distribute the medication, but I would like to take it earlier sometimes'

'I have been here since November, bed is not comfortable mattress is hard'

'Some of the patents could be better treated. Sometimes people are sat in soiled pants and the staff don't to help them for ages. Also, the staff can be nasty to you if you have an accident - some lose their temper and have a go at you'

5. Conclusions

5.1 The majority of patients have settled in well at North View.

5.2 Patients felt as though the move from Park House to North View was conducted well by GMMH as highlighted by the numerous responses noting how the staff were very supportive in helping the patients move from one site to another.

5.3 The majority of patients felt as though the food offered was of good quality and in general enjoyed mealtimes at North View. However, it is important to note that this was not endorsed by all patients.

5.4 Despite the majority of patients believing there was a high level of care at North View, a concerning number of patients felt as though the staff were more attentive and caring during the daytime compared to night-time.

6. Recommendations

6.1 The transfer of patients at Park House to North View was conducted in a well communicated and planned way. If a move were to happen again, the same methodology should be applied.

6.2 Food provision should continue in the same manner as it has in North View i.e. on site as opposed to in the general hospital.

6.3 GMMH should investigate the discrepancies in the quality of care provided between daytime and night-time staff.

Response from service provider

PALS Officer Jayren Marsden told HWM:

‘Although it is lovely to see that patients care about how staff members feel and shows a real depth of understanding and empathy from our patients, it is useful to have feedback that can be used critically to provide patient centred care that can have a more direct influence on the patients. Although the feedback is anonymous, it does allow the senior management team to make improvements to the ward on the whole they may not have known before Healthwatch’s visit’.

Acknowledgements

Deborah Goodman - Associate Director of Operations at GMMH

Debra Woodcock - Head of Operations GMMH

Jayren Marsden - GMMH PALS Officer

Bridget Hughes - Associate Director of Operations Manchester, Rehab & Perinatal Care Group

Angela Arkwright - Engagement Officer Healthwatch Wigan & Leigh

Appendix

Healthwatch Manchester: North View Patient Engagement Survey

Q1. We are asking some questions today about your experience as a patient here at North View and the recent move to this site, would you like to participate?

Q2. Do you know who the senior nurse or ward manager is if you needed to speak to them and do you find staff friendly & helpful?

Q3. Do the staff know what you like and don't like, and do they help you when you ask for it?

Q4. On a scale of 1 - 10, how settled / comfortable do you feel at North View?

Q5. Can you tell me why you gave this answer?

Q6. Do you feel you are in safe hands with the staff here? Do staff help you to feel safe when on the ward?

Q7. Do you think that the care you receive from staff is continued smoothly during shift changes?

Q8. Did you live at Park House before you moved to North View?

Q9. On a scale of 1-10, how did you find the move from Park House to North View?

Q10. Can you tell me why you gave this answer?

Q11. Do you prefer the environment at North View or Park House?

Q12. Have you noticed a difference in the quality of care you have received whilst living at North View when compared to Park House?

Q13. Are you able to sleep well here?

Q14. Do you feel your cultural needs are being met at North View? How are they being/not being met?

Q15. Do you feel your religious needs are being met at North View? How are they being/not being met? I.e. religious / cultural festivals acknowledged?

Q16. Do you feel your dietary requirements are being met? How are they being/not being met?

Q17. Do you feel able to communicate any needs you may have?

Q18. Do you feel that you can be yourself here when it comes to your sexuality and/or gender?

Q19. How do you find the food in here?

Q20. Do you enjoy mealtimes here?

Q21. Is there anything further about your patient experience you would like to speak about?



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