

Park House

Enter and View Report

Contact Details	Delaunays Road, Crumpsall, Manchester, M8 5RB
Visit Date and Time	22 - 23 /10/2024 10:00-15:00
Healthwatch Manchester Representatives	Thomas Carr (HWM Staff) Daniel Roberts (HWM Staff) Ada Mok (HWM Staff)

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 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: A Mental Health facility with 8 wards which specialises in caring for adults of working age, and offers assessment and treatment for a wide range of mental health needs. Inpatients include those who have been detained under the Mental Health Act (MHA) and other voluntary 'informal' patients.

CQC Rating*: GMMH - Inadequate (inspection conducted 31 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 Park House
- Speak with patients regarding their knowledge and understanding of their future relocation to North View

1. Introduction

1.1 This report aims to present the findings from HWM Enter and View visit to Park House.

1.2 As described above Park House is a Mental Health facility with 9 wards. The patients in Park House are being moved to a new facility known as North View in November 2024 and the current site will be demolished. HWM undertook an Enter and View to speak with patients about their awareness of the upcoming and about how confident they feel about this change.

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 2024 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 training¹.

1.4 An 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.

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, asked our Chairperson Amanda Smith. 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 Park House, this was not a surprise visit. Instead, we arranged to visit between 10am - 3pm on Tuesday 22/10/2024 and Wednesday 23/10/2024.

3.2 We met PALS Officer Jayren Marsdon 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 22/10/2024, we visited 6 wards and on 23/10/2024 we visited 4 wards (revisiting one from the previous day where we weren't able to speak with any patients).

3.4 On the wards, HWM staff went into the communal areas and spoke with patients 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 37 patients in Park House. Naturally, 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 vast array 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.

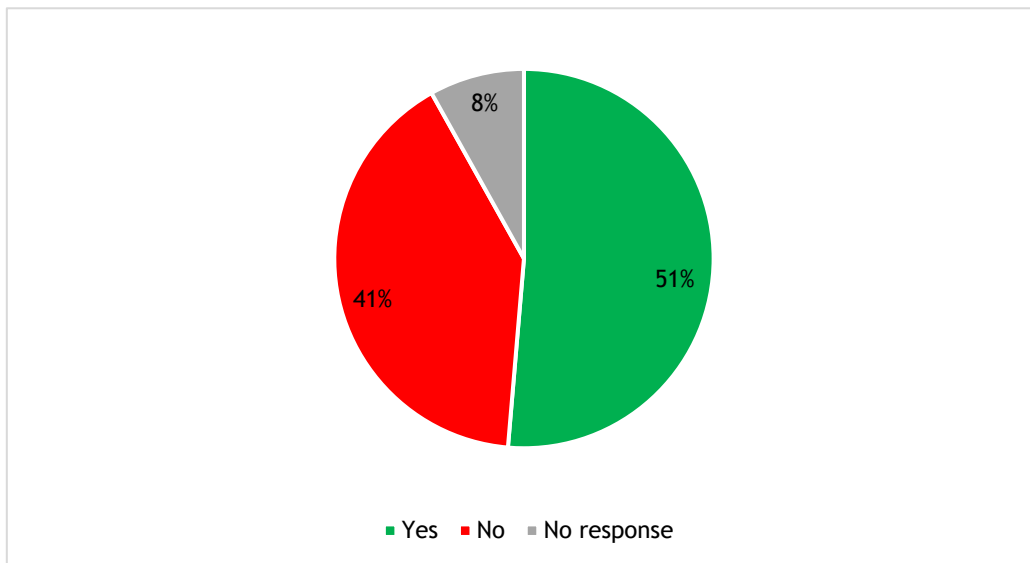
4. Findings from the patients

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

We conducted 37 one to one interviews with patients in Park House.

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?

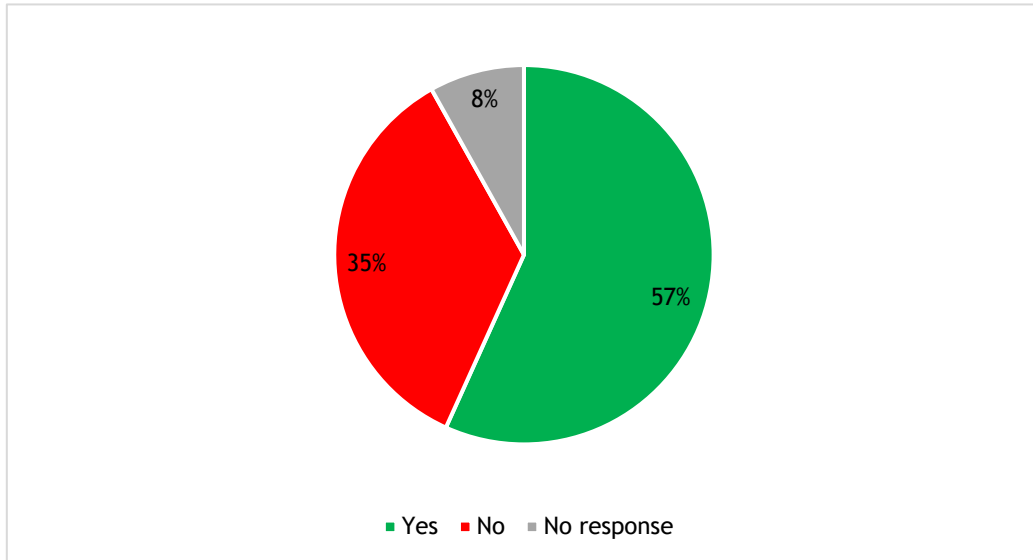
The majority of patients knew who the senior nurse or ward manager was and felt as though they could speak to them when needed.



'Majority of staff are friendly and helpful. Always get someone you don't like in every walk of life'

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

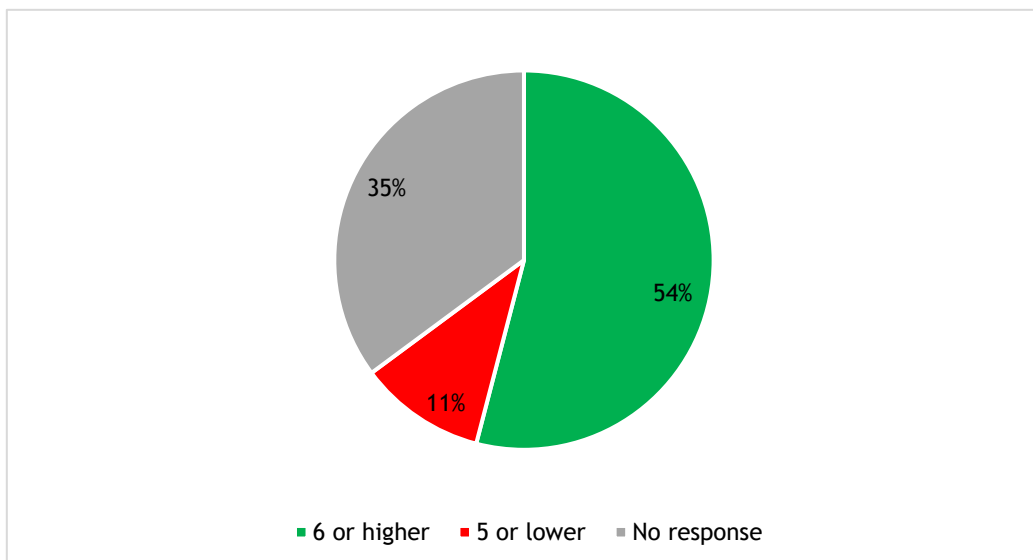
The majority of patients felt as though the staff knew their likes and dislikes as well as feeling supported when they asked for it.



'They know I like gardening & exercise. They help me to do those things'

Question 4 - On a scale of 1 - 10 how well informed do you feel you have been about the move to North View?

The majority of patients gave the number 6 or higher which indicates they felt well informed about the move to North View. The average score for this question was 7.



'They gave us leaflets explaining what sort of place it is. I've seen pictures of it.'

Question 5 - Can you tell me why you give this answer?

Many respondents mentioned that they had been given leaflets containing information about the new building which included pictures. Moreover, others noted that they had been allowed to visit the new building.

There were a small number of patients who told us that they were not fully informed about the move. One patient told us that they had missed any leaflets that had been given out due to being asleep a lot of the time.

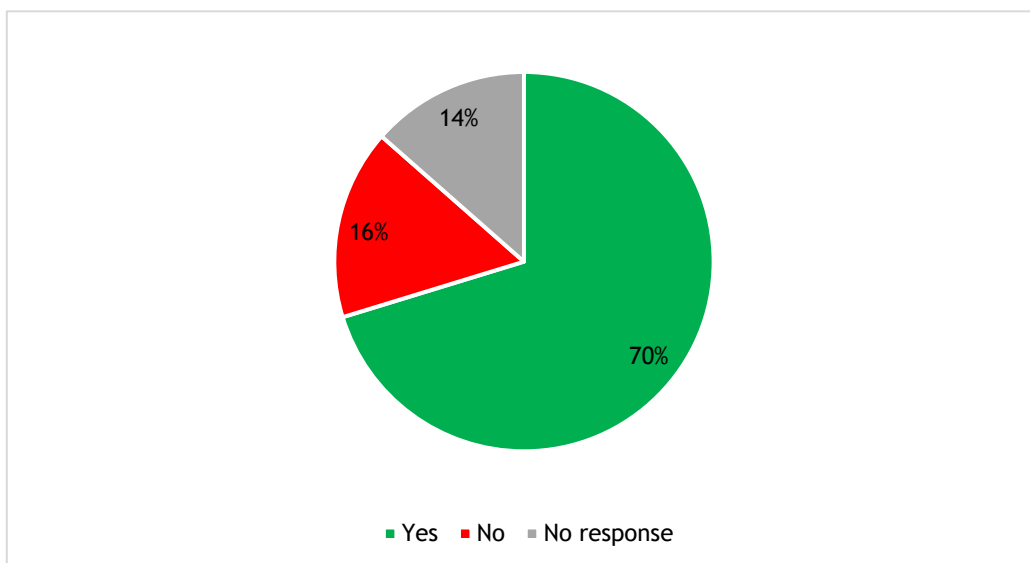
HWM note that at the entrance to each ward, a large display was placed on the wall informing the patients about North View and the new name for their ward.

‘They encouraged us to understand what it is all about, to acknowledge differences between the wards and benefits of moving’

Despite a small number of people saying they hadn’t been informed, it was evident information was readily available. Therefore, our conclusions cannot include the small number of patients who reported not being well informed.

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?

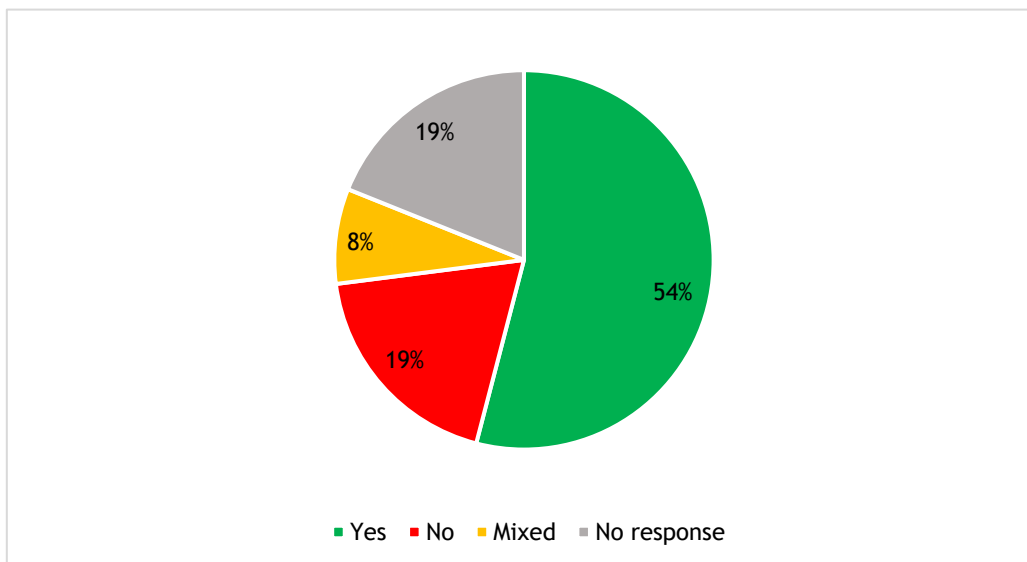
The majority of patients told us that they felt like they were in safe hands with the staff at Park House.



‘They keep my life safe’

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

The majority of patients told us that the care they receive from staff continued smoothly during shift changes. However, this is not to say that all patients felt this way, almost 20% of respondents felt this care wasn't continued smoothly during shift changes.

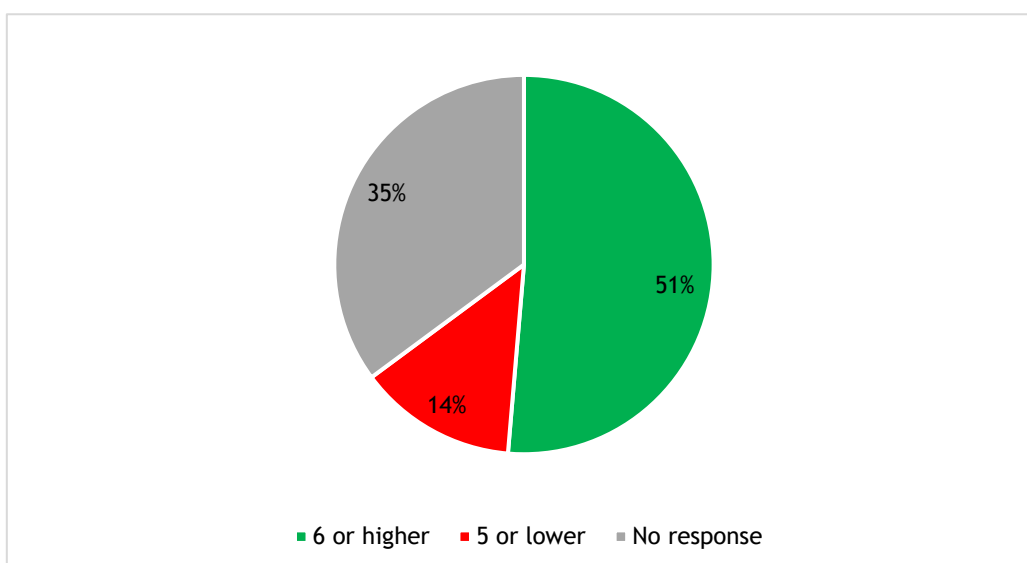


'I think the daytime staff are slightly better. They are more attentive and make more time for me.'

'Some of the night staff ok but they are not always great.'

Question 8 - On a scale of 1 - 10, how confident do you feel about the move to North View?

Just over half the patients gave the number 6 or higher which indicates they felt confident about the move to North View. The average score for this question was also 7.



'I am very confident; we all have our own room, and I think it will be the best service.'

Question 9 - Can you tell me why you gave this answer?

Similarly to question 4 the majority of responses to this question were positive. The responses were indicative of a confident feel regarding the move to North View. Many respondents referred to the fact that North View is 'new' as a reason they felt confident about the move.

The idea that North View is more modern than Park House certainly came across in these interviews. The following comments consolidate this

'Its new and nice. It's different to here which is really old'

'It'll be better than this place'

Naturally, some patients were not confident about the move to North View. Their reasons for this were less precise however they mainly focused on the immediate practicalities of the move. Examples of their comments are:

'With my walking frame, I am not sure how I will move my things over there'

'I am not sure how it's going to work. Will they put us on a coach over there?'

Question 10 - Is there anything you are looking forward to about the move to North View, if so can you tell me what that may be and why?

The answers given by patients to this question were precise and we were able to group into three main categories; food choices, having their own room and the new facilities such as a television as reasons why they were looking forward to the move to North View.

'The televisions will help aid our recovery and stimulate us every day.'

'I am looking forward to not being in a dormitory. My room is opposite the break room, so I hear it all night when the staff are using it here.'

Question 11 - Is there anything you are not looking forward to about the move to North View, if so, can you tell me what that may be and why?

Unlike question 10, a larger number of reasons were given as to why the residents were not feeling confident about the move to North View. Patients mentioned they were worried about the quality of the food at North View, getting lost in the new building and the longer distance to reach public transport.

'No, it's just a longer walk to the bus stop about 5 min more.'

'I am worried about getting lost, they changed the names (of the wards).'

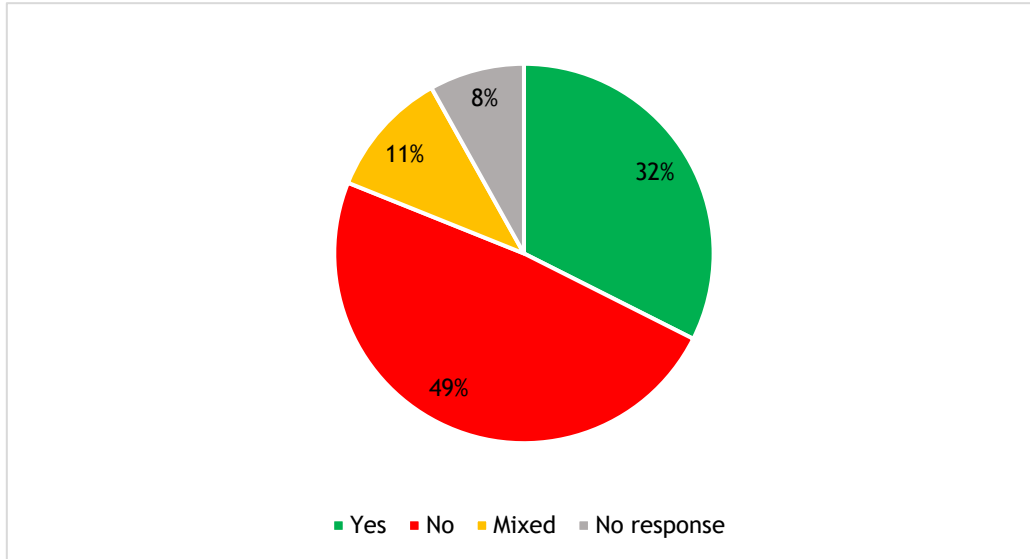
Moreover, despite the ward population staying the same in North View, patients expressed concerns about the wards being mixed and losing their friends. This indicates some patients still require further information regarding their move to North View.

'I am worried they will mix us with the other wards.'

'I am worried about losing my friends.'

Question 12 - Do you sleep well in this environment?

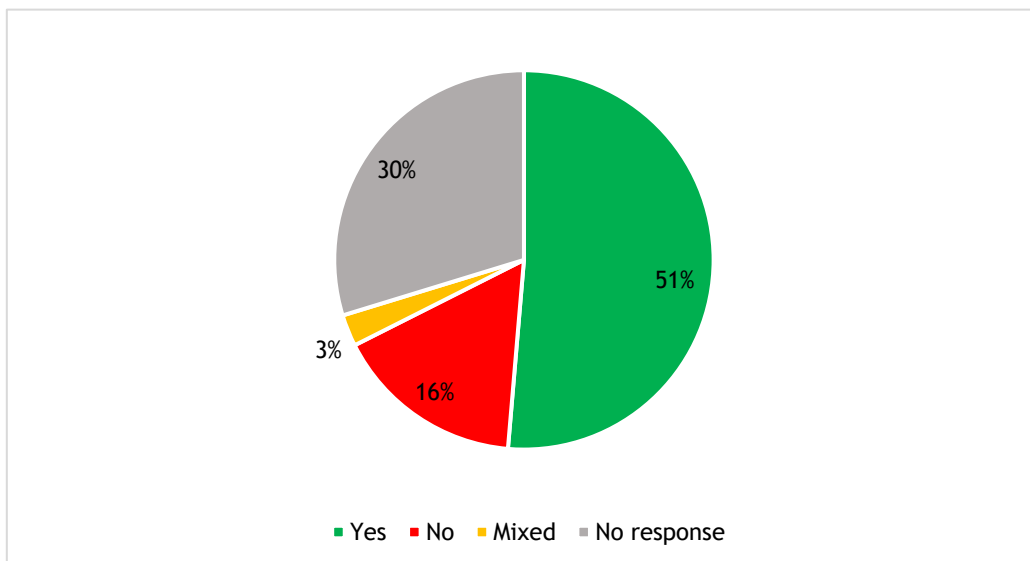
The majority of patients told us that they did not sleep well in Park House. Patients noted that living in shared dorms meant they were kept awake at night by other patients.



'No - the break room is right next to my room, so I am kept awake by the door slamming. I am supposed to have a sleeping pill, but I don't always get given it.'

Question 13 - Do you feel your cultural needs are being met? How are they being / not being met?

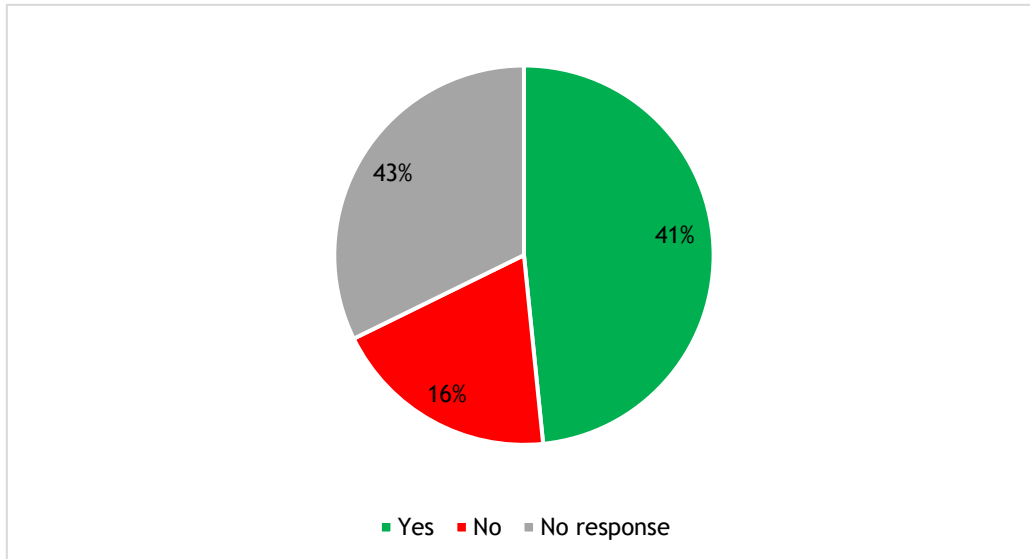
Most patients told us they felt their cultural needs were being met at Park House.



'Yes - I am from Pakistan. I feel welcome here.'

Question 14 - Do you feel your religious needs are being met? How are they being/not being met?

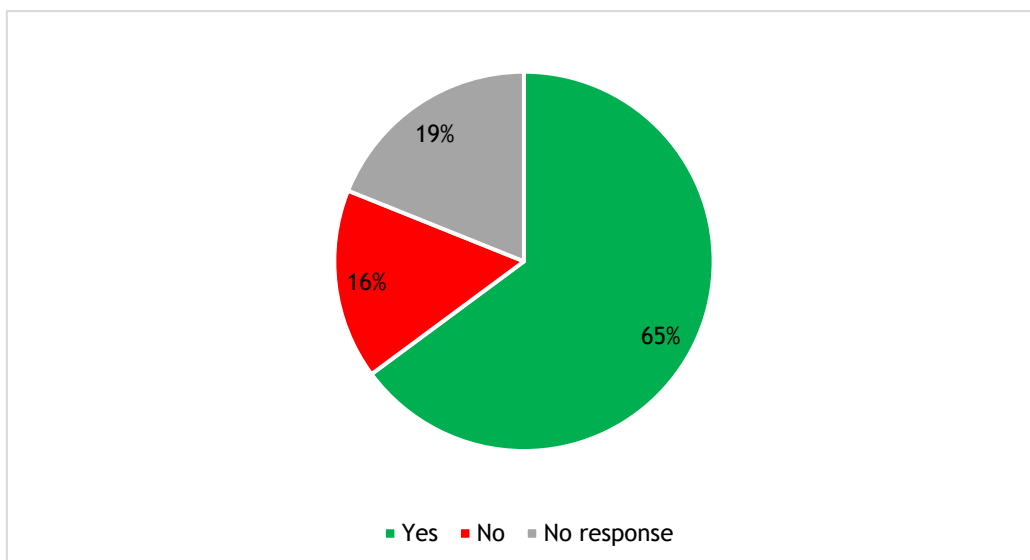
The vast majority of residents who expressed a view told us that their religious needs were being met at Park House



'Yes, I am able to practise my religion.'

Question 15 - Do you feel your dietary requirements are being met? How are they being/not being met?

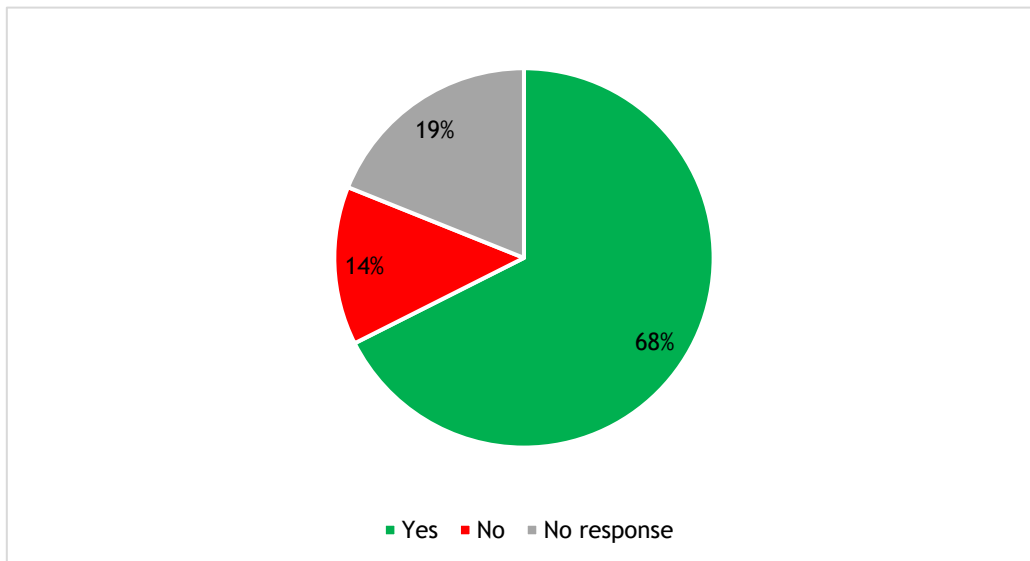
The vast majority of respondents told HWM that their dietary requirements were being met in Park House.



'Yes, there is a variety of different foods such as halal meals.'

Question 16 - Do you feel able to communicate any needs you may have?

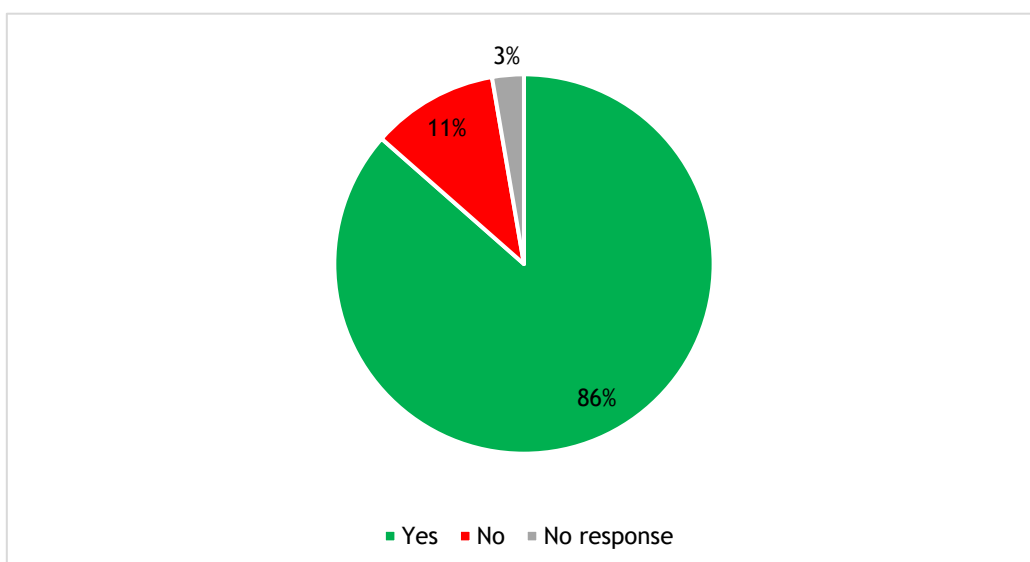
Nearly 70% of respondents told us that they felt they were able to communicate any needs they had.



‘Yes it’s alright. Sometimes the staff are too busy for a 1-1 but they are mostly good.’

Question 17 - Do you feel that you can be yourself here, when it comes to your sexuality and/or gender?

The overwhelming majority of patients told HWM that they felt as though they could be they could be themselves when it came to sexuality and/or gender in Park House.

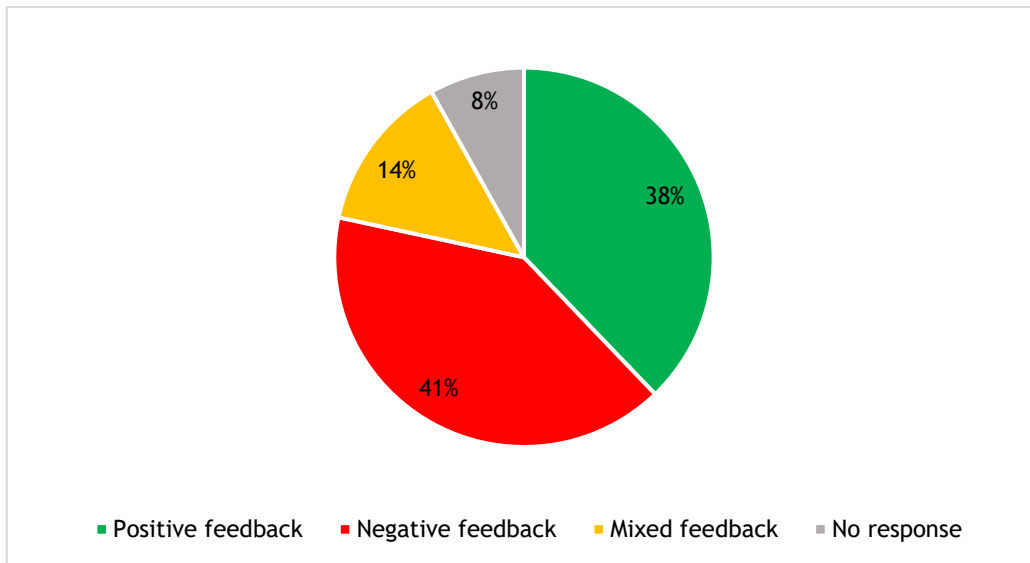


‘We had an LGBT festival, and it was well celebrated. However, we can’t hug each other in here so it’s hard to have a relationship.’

‘Society is judging’

Question 18 - How do you find the food here?

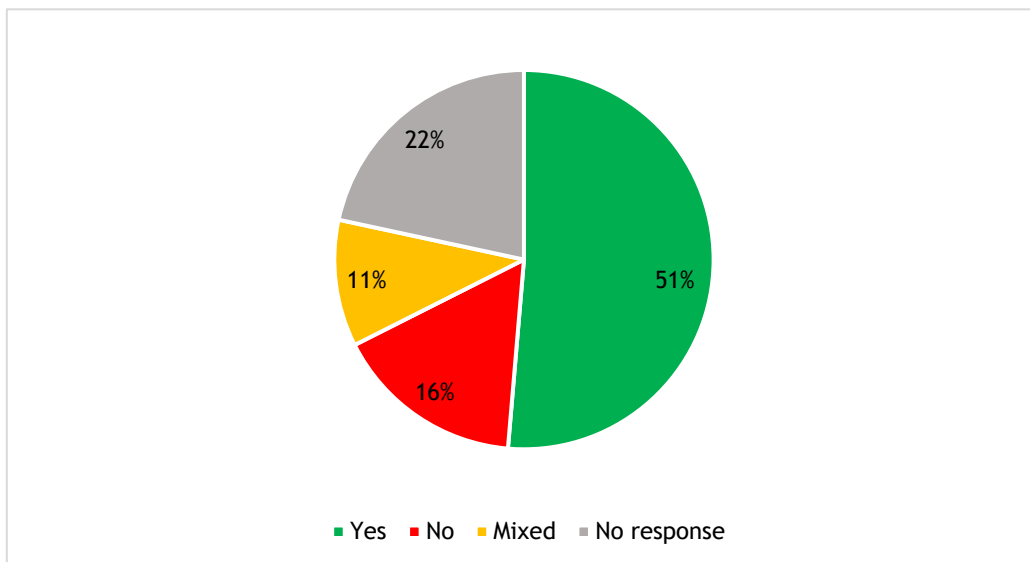
The majority of respondents provided negative feedback when asked about the food available to them at Park House.



'Terrible. I would like different catering altogether as its all from frozen. Slop - prison food is better.'

Question 19 - Do you enjoy mealtimes here?

Half the respondents told us that they enjoyed mealtimes at Park House.



'It's the highlight of my day.'

Question 20 - Is there anything further about your patient experience you would like to talk about?

This question offered patients the chance to make any final comments about their experience at Park House. Naturally, responses to this question were wide-ranging. Some responses were positive, others were negative, and some had elements of both sentiments.

Some of the positive sentiment quotes are as follows:

'The staff are nice, food is ok, the bays are alright when they are quiet. It's a hospital at the end of the day.'

'You more or less have everything (you need).'

'All very nice and very good'

Some of the negative sentiment quotes are as follows:

'Freedom feels like its taken. Could always do more to help and look after you and care for patients'.

'The building we are in now is falling apart, needs redecorating. I need more support when I go out as I am unsteady on my feet. I would like someone to support me more when I'm moving around'.

Some of the mixed sentiment quotes are as follows:

'(The) doctors are helpful, but I always change doctor and need to explain my conditions again and again which is not good'.

'(I have made) good connections with the lads, (but there are) loads of negative sides here. Freedom feels like its taken. They could always do more to help and look after you and care for patients'.

5. Conclusions

5.1 Patients feel well informed and confident about their move to North View despite a small number of patients reporting that they weren't informed. On clarification with the trust and through our own observations, we found no evidence to support them not being informed.

5.2 Patient are anticipating an improvement in sleep quality by having their own rooms in North View.

5.3 Although patients are being given food that meets their dietary needs. Patients think the quality of the food is seen to be poor quality in the eyes of the patients. Many patients hope the food quality would improve upon their move to North View.

6. Recommendations

6.1 The process of informing patients about the move to North View has been comprehensive and should be repeated for any such future moves in GMMH.

6.2 Patients quality of sleep will be a priority area of focus in our follow up review of North View.

6.3 The quality of food will be a priority area of focus in our follow up review of North View.

Response from service provider

The inclusion of a response from the provider is a statutory requirement for any enter and view report before publication. Given that this report presents the findings of the first of two comparison reviews, the provider gave the following response as an interim measure:

'Thank you, the report provides insight.'

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

The Healthwatch Manchester Citizens Reading Panel

Appendix

Healthwatch Manchester: Park House Patient Engagement Survey

Q1 We are asking some questions today about your experience as a patient here at Park House and about the upcoming move to North View, would you like to participate?

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

Q3 Do the staff know what you like and don't like, and do they help you when you ask for it? Do you feel staff understand your preferences, and do you feel you receive help when you ask for it?

Q4 On a scale of 1 - 10 (with 10 being very informed and 1 being not informed) , how well informed do you feel you been about the move to 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 On a scale of 1 - 10 (with 10 being high and 1 being low), how confident do you feel about the move to North View?

Q9 Can you tell me why you gave this answer?

Q10 Is there anything you are looking forward to about the move to North View, if so can you tell me what that may be and why?

Q11 Is there anything you are not looking forward to about the move to North View, if so, can you tell me what that may be and why?

Q12 Do you feel able to sleep well in this environment?

Q13 Do you feel your cultural needs are being met? How are they being/ not being met?

Q14 Do you feel your religious needs are being met? How are they being/not being met? I.e. religious / cultural festivals acknowledged?

Q15 Do you feel your dietary requirements are being met? How are they being/not being met?

Q16 Do you feel able to communicate any needs you may have?

Q17 Do you feel that you can be yourself here, when it comes to your sexuality and/or gender?

Q18 How do you find the food here?

Q19 Do you enjoy mealtimes?

Q20 Is there anything further about your patient experience you would like to let me know?



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