

# Health Matters

Keeping you informed about the news and views of Blackpool Teaching Hospitals



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## Welcome from the Chief Executive

**WELCOME** to the latest edition of our public newsletter, **Health Matters**.



This edition features the major news this week surrounding the report of the Care Quality Commission's recent inspection of the Trust. The final rating we received was "requires improvement" and a details explanation of that is given on page 5. There were however "good" ratings for Clifton and Fleetwood hospitals which we were delighted to see.

This week also saw a fantastic celebration of sporting talent in Blackpool with the Altogether Now award. The Trust is one of the partners in the Altogether Now campaign and is proud of the achievements of everyone involved.

Don't forget you can sign up to receive our electronic bulletin directly to your inbox by completing a short form via the [following link](#) or you can access it from our website, Facebook page or through Twitter. We would also urge you to pass the newsletter on to your friends or colleagues so they too can keep up to date with what is going on. We would welcome your comments at [communications@bfnh.nhs.uk](mailto:communications@bfnh.nhs.uk)

**Gary Doherty**  
Chief Executive

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## Diary Date

Every month we hold members' seminars on a range of health topics. To book a place contact Jacinta Gaynor, membership officer, on 01253 306673.

Date & Time:	Venue:	Details:
Wednesday, April 9th 2014, 11am – 12noon	Cardiac Centre Lecture Theatre, BVH	Dr McGhee, Registrar in Geriatric Medicine. Seminar on "Parkinson's Disease."

Health Matters is also available online at [www.bfnh.nhs.uk](http://www.bfnh.nhs.uk)

You can sign up to receive our fortnightly news bulletin directly to your inbox by clicking on the following link: [www.bfnh.nhs.uk/healthmatters](http://www.bfnh.nhs.uk/healthmatters)

Any comments ideas or suggestions? Please contact:

The Communications Department on 01253 306941 or [communications@bfnh.nhs.uk](mailto:communications@bfnh.nhs.uk)

# Sporting heroes are honoured at awards

**BLACKPOOL'S finest sports stars, coaches, clubs and volunteers were honoured for their achievements at the Altogether Now – A Legacy For Blackpool Community Sports Awards 2014.**

Hundreds enjoyed the ceremony at Blackpool Stadium where local sports stars from various community clubs and the professional world of sport were honoured. As well as recognising the talent and achievement of individuals, these awards paid tribute to those who selflessly give up so much of their time to allow others the chance to partake in community sport.

The main award saw boxer Brian Rose win the prestigious Wilkinson Sword after what has been an extremely successful year in the ring and a much anticipated world title fight in America scheduled for June still to come.

Coach of the Year went to Sam Owen of Blackpool Cricket Club, who has as well as being in charge of Blackpool Cricket Club's Junior Coaching Scheme, coached the club's under 15 and under 17 teams in the 2013 season during which they were both unbeaten.

Blackpool Stanley Rugby League Club received the Community Club of the Year award as it continues to thrive outside of the sports heartland thanks to a much admired youth policy. Young people at the club are exempt from paying subscriptions of any kind and the numbers taking part in the sport has increased year on year.

The Team of the Year award went to Blackpool Cricket Club under 17's who have had an extremely successful year winning a third trophy

in as many years and sustaining an unbeaten run which dates back to July 2011.

Talented young wheelchair athlete, Isaac Towers picked up the Disability Sports Award. Following a string of impressive results and world rankings during 2013, he reached the final 10 of the BBC Young Sports Personality of the Year and was recognised by British Athletics who placed him on their Potential Paralympic Funding programme.

Blackpool Aquatics Amateur Swimming Club (ASC) enjoyed a double celebration as Ashleigh Reid, won the Young Volunteer of the Year award for her dedicated efforts in a variety of roles at the club despite simultaneously studying for her A-Levels. Another member, Susan Marshall was recognised with the Adult Volunteer of the Year award for all of her selfless hard work to help swimmers with competition entries, fundraising and general administrative support.

Talented pole vaulter, Fiona Hockey won the Young Achiever of the Year award as she continues to take competitions by storm.

Three special individuals were all recognised with a Lifetime Achievement award, Gary Whittle, Graham Pitman and Mick Coltham. Gary, Chairman of Blackpool Aquatics ASC, was recognised for his 25 year involvement with local swimming in which he has helped organise various local and regional events as well as helping to train officials for the Olympic and Paralympic games.



Continued on page 4...

# Our sporting stars



**Lef to right: Blackpool Cricket Club, Blackpool Stanley Rugby League Club and Lifetime Achievement award winners Graham Pitman, Mick Coltham and Gary Whittle.**

## ... From page 3

Graham Pitman has given more than 40 years unbroken service to the game of rugby league – 35 of these with Blackpool Stanley, where he is a founder member.

Mick Coltham's unwavering commitment as treasurer of Bispham Junior Football Federation has helped transform the federation's financial position. This enabled the improvement of the clubhouse; the building of a sports hall; and provided every squad with playing and training kit and equipment.

John Blackledge, Assistant Chief Executive, Leisure and Operational Services at Blackpool Council paid tribute to the executive committee of Blackpool Sports Council and commended the "amazing job" they do. He said: "The amount of money that has been put into Blackpool is absolutely incredible, the facilities we've got are second to none.

"It is about sport for all and creating opportunities, talent is nothing without opportunity. Here in Blackpool there are some disadvantaged people, people who find it difficult to get onto that positive journey of life in our town, particularly children and young people. Sport really does have something special to offer and is often the key to a better life."

Dr Amanda Doyle, Chief Clinical Officer of NHS Blackpool Clinical Commissioning Group, added: "This celebration of community sport in Blackpool has been fantastic. It has been extremely humbling to hear all the inspirational stories about all of the nominees.

"Given the importance of community sport in maintaining a healthy lifestyle, I am delighted that Altogether Now has been supporting this event as it plays such a key role in promoting healthy living."



**L to R: Fiona Hockey, Ashleigh Reid, Sam Owen with Barry Ferguson and Susan Marshall.**

# Trust's response to CQC report



**THE Care Quality Commission (CQC) has published its Quality Report following an inspection of the Trust.**

The Trust is one of the first in the country to get a rating using the new CQC methodology. Results for seven hospital trusts have been released to date, which showed six were rated as requires improvement and one was good.

The report, which can be accessed [here](#), gives an overall rating and individual ratings for a number of sub-categories. The possible ratings are: inadequate, requires improvement, good and outstanding. The report showed the majority of the areas the CQC looked at were rated as good. Of the 68 ratings given, 42 were good; two were outstanding; 22 were requires improvement and two areas were deemed inadequate.

The overall rating for Blackpool Victoria Hospital was 'requires improvement' while the overall ratings for both Clifton Hospital and Fleetwood Hospital were both 'good'. The overall rating for the Trust was requires improvement.

- Across the Trust, the inspection team found areas of good practice. These included:
- Care in the Trust was recognised as good by patients and staff were praised by many who had used hospital services.
- The Trust has a highly committed workforce, with a strong team culture.
- The Trust-wide chaplaincy and End of Life Care service was recognised as highly responsive and was valued by those who had used it.
- New facilities for children and within maternity services were recognised as good developments.

The report identified that Blackpool Victoria Hospital had made progress in many areas, including those that were highlighted in the Keogh review, such as introducing new care pathways and reducing mortality rates which are now within the expected range for a Trust of this size and complexity.

Inspectors said the Trust must:

- Improve its medical records; both in terms of record-keeping and timely access to notes.
- Ensure that appropriate and timely orthogeriatric pre-operative assessment is always undertaken by a specialist.
- Improve how incidents are reported; ensuring all staff are aware of their responsibilities to report both incidents and near misses.
- Ensure that staffing levels in all clinical areas are appropriate for the level of care provided.

Trust Chief Executive, Gary Doherty said: "As we would expect, the CQC identified areas for improvement, many of which we are already working and making progress on. As shown by the ratings given to other Trusts, the CQC has rightly set the bar very high and the NHS needs to meet the challenge.

"The majority of the ratings we are given are 'good', with a small number of 'outstanding' areas. But we must focus on those areas where improvement is needed – based on the progress we have already made we are confident we can tackle these issues and get to the stage where all our ratings are at least good".

# ‘Good’ ratings for Community sites



Clifton Hospital (left) and Fleetwood Hospital.

**BOTH community hospitals run by the Trust have been praised by the Care Quality Commission (CQC) for providing effective and well-led services to patients.**

Clifton Hospital and Fleetwood Hospital were awarded an overall rating of ‘good’ by the report which commended the way they focused on the needs of patients.

The inspectors highlighted Clifton Hospital’s use of the Butterfly Scheme to identify patients with dementia and the use of volunteers for patient support for specific praise.

The report, [available](#) here, said staff at the hospital delivered care in a way that took into account the wishes of the patient and praised the levels of compassion seen throughout.

At Fleetwood Hospital, the inspectors concluded that services were effective and that the Trust allocated staff with the relevant skill mix and knowledge to the different outpatient



departments.

The report, which can be accessed [here](#), said staff knew how to respond to vulnerable patients and patients with specific needs and were always supportive.

It also praised the waiting times for clinics at Fleetwood Hospital, which it said were good and meant patients were seen on time.

Both hospitals were advised to improve patient records.

Chief Executive of the Trust, Gary Doherty, welcomed the reports saying: “We are delighted the hard work and commitment of staff at both Clifton and Fleetwood has been recognised and acknowledged by this report.”

“We constantly strive to improve the service we offer patients and will work on the issues raised by the CQC.”

# New drinks are easy to swallow

**A NEW range of pre-thickened drinks are being given to patients in local hospitals who have difficulty swallowing.**

The Trust is now serving a new ready-made drink formula to patients who need nutritional supplements but suffer from Dysphagia, a condition that makes swallowing difficult, painful or even impossible.

Sufferers of dysphagia can end up with malnutrition as they actively avoid food. Supplement drinks provide the necessary nutrition, but they can often be too thin and have to be thickened by staff on wards to help patients.

Linda House, Speech and Language therapist at the Trust, explains: "Some people with dysphagia have a tendency to develop chest infections, such as aspiration pneumonia.

"This can happen if supplement drinks are either too thin or are lumpy due to not being thickened properly. In those cases the drink can go down the wrong way and end up on the chest causing choking or infection. It can take a long time to thicken a drink properly which takes up staff time.

"Even done properly the drinks are unpleasant to drink due to being too thick and can still have lumps. This new line of drinks come pre thickened to the clinically proven correct level. They are much tastier and pleasant to take.

"We have been doing tests with the drinks on wards and found that patients are more willing to drink them. They are often very tasty too. The knock on effect is that it increases their intake of nutrition and fluid which in turn aids their recovery and provides a better quality of life. It also



**Highlighting the Trust's new pre-thickened drinks are: left to right Emma Shepherd, Louise Ralston, Sarah Nickson and Linda House.**

reduces wastage from the hospital's point of view too."

The drinks are an alternative supplement to a regular diet. They are ideal for people who are struggling to meet their nutritional needs with diet alone and also have difficulties or are unsafe to swallow normal fluids. They sit alongside a catering option that the Trust has used for around two years.

Dysphagia meals are regular meals, like beef in red wine pie with carrots and potato, blended to the same consistency so they are easier to swallow.

Darren Cadwell, Kitchen Manager at Blackpool Victoria Hospital, said: "We have been preparing meals for patients with dysphagia for some time now. When we started the meals we blended them ourselves but were unhappy with how unappetising they looked.

"We want to make the eating experience as enjoyable for all patients as possible. We also became aware that blending food ourselves meant it was very difficult to regulate the consistency. They cannot be too thick or lumpy or too thin either. The meals we currently offer look more appetising and are exactly the right consistency."

# Clifton patients go down memory lane

**CLIFTON hospital is being sent back in time thanks to pop up pods designed to help patients remember their early lives.**

The 'rempods' which have been funded by Trust Charity, Blue Skies Hospitals Fund, have been put in place on three wards at the hospital in St Annes as part of the Trust's commitment to providing better care for patients with dementia.

Clifton hospital admits patients for complex discharge planning or rehabilitation and nurses a lot of patients who suffer from some type of dementia or confusion.

The hospital environment can be stressful to these patients and patients often want to leave in order to do other things their mind recognises as 'normal.'

The pods recreate retro shop interiors and living rooms with authentic furniture and memorabilia so the patients feel more at home and calm. While sat by the pods staff encourage patients to talk about the memories they still retain thus reducing their agitation.

There are three rempods in the hospital. A vintage shop in Ward One and Wards Three and Four both have a vintage lounge.

Courtney Bickerdike, Clinical Matron for Care of the Elderly and Rheumatology/Dermatology at



**Linda Broadbent, Ward Manager and Ben Warner, Health Care Assistant, in one of the new rempods at Clifton Hospital.**

Clifton Hospital, said: "I am very excited that we are having these pods at Clifton hospital as we have a high number of dementia patients.

"These pods will support the staff in enhancing the care of the patients as they will provide a calming memory. The day room will look much more inviting and both patients and relatives will be able to sit in the Pod and reminisce."

Kathy Ancell, Head of Fundraising with Blue Skies Hospitals Fund said: "Blue Skies Hospitals Fund is delighted to be able to fund the 'rempods' which provide a therapeutic and familiar environment for patients with dementia.

"The charity is committed to supporting the Trust's ongoing improvements to the care and experience provided for patients with cognitive impairments."