

**Presentations to
Outer North East London
Health Joint Overview and Scrutiny Committee
18 July 2017**



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**Queen's Hospital,
Romford:
In-patient meals**

6 October 2016

Healthwatch Havering is the operating name of
Havering Healthwatch Limited
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Registered in England and Wales
No. 08416383



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**NELFT
Mental Health
Street Triage Scheme**

**Goodmayes Hospital
Barley Lane, Goodmayes IG3 8XJ**

23 November 2016

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Queen's Hospital, Romford: In-patient meals

Patients have a right to expect food that is:

- nutritious
- able to meet special dietary requirements (halal or kosher, vegetarian or vegan, or medically-necessary or non-allergenic nature such as gluten-free or nut-free)
- provided in sufficient quantity
- complementary to their clinical needs where necessary
- served in a reasonable manner, with assistance to eat if they need it

Patients also have a right to be - and remain - hydrated, particularly as hospitals are often dry, warm places where it is possible to become dehydrated quite quickly

We received various complaints:

- ☐ Inadequate portions
- ☐ Lack of variety
- ☐ Failure to observe dietary requirements
- ☐ Lack of assistance with feeding

Enter and View visit, October 2016 to the following wards:

- ☐ Blue Bell A and B - medical and respiratory patients
- ☐ Harvest A - elderly patients
- ☐ Sunrise B - elderly patients

Headline findings:

- ☐ Blue Bell A and B - food served in adequate portions, in accordance with patients' wishes
- ☐ Harvest A - food served in adequate portions, in accordance with patients' wishes
- ☐ Sunrise B - very different picture to the other wards

In Sunrise B ward:

- ☐ Limited offer of food - “meatballs and potatoes”
- ☐ Insufficient staff available (bearing in mind most patients cannot self-feed)
- ☐ Indifferently served (staff were too pressed to attend to each patient)

Accept Queen's in a difficult position:

- ☐ There to treat, not to feed
- ☐ Staff are under great pressure
- ☐ Seeking to improve service
- ☐ No simple answer

Queen's tell us they :

- ☐ Have relaunched “feeding buddy” scheme: volunteers (including staff on lunch break) assist with feeding
- ☐ Refer to dietitians when necessary
- ☐ Have adjusted the food ordering system in the light of experience
- ☐ Ensure patients are aware of the wide range of menus available for them

Queen's also tell us they :

- ☐ Closely monitor the delivery of meals to the wards
- ☐ Ensure at least two staff dish out meals, which are served main first, followed by dessert served separately
- ☐ Have staff assisting with ordering arrangements
- ☐ Change food if it does not meet expectations
- ☐ Ensure food needs are noted and catered for

We will be carrying further visits later this year to follow up the report and the actions promised by BHRUT

Queen's Hospital, Romford: In-patient meals

NELFT

Mental Health

Street Triage Scheme

This innovative scheme:

- ☐ First came to attention at the July meeting of this HJOSC last year
- ☐ Is operated by NELFT in conjunction with Metropolitan Police and British Transport Police
- ☐ Works in co-operation with LAS as well
- ☐ Aims to intervene with people having a mental health crisis in the street without risk of criminalising them
- ☐ Aims to get such people to the best place for their recovery

Mental health staff respond to requests from police for assistance:

- ☐ Across Outer North East London (the areas covered by this HJOSC)
- ☐ 5pm to 1am, Monday to Friday
- ☐ 8am-midnight, Weekends and Bank Holidays

This avoids police taking people in crisis to a police station as a place of safety or to the Emergency Department at an acute hospital, neither of which is necessarily the right environment for a person in crisis

British Transport Police interest stems from the high number of suicides on railways, both National Rail and London Underground.

Outer NEL has a large number of railway routes:

- ☐ Rainham to Barking (c2c)
- ☐ Upminster to Barking (c2c and Underground)
- ☐ Upminster to Romford (London Overground)
- ☐ Harold Wood to Ilford (TfL Rail)
- ☐ Chingford to Walthamstow (Greater Anglia)
- ☐ Barking to Blackhorse Road (London Overground)

Healthwatch Havering strongly supports the scheme.

We have made recommendations to NELFT, the BHR and Waltham Forest CCGs, the Police and the LAS

Recommendations to NELFT:

- (1) Consider operating the scheme for longer than at present, ideally 24-hours at all times
- (2) Arrange with the Metropolitan Police and the BTP for all police officers in the ONEL area to be given training on dealing with mental health crises without unnecessarily resorting to their Section 136 powers
- (3) Explore scope for use of a dedicated LAS vehicle to convey triage team members to an incident

Recommendations to LAS:

- (1) Ensure attendance of senior LAS officer at Street Triage Team meetings
- (2) Explore scope for use of a dedicated LAS vehicle to convey triage team members to an incident

Recommendation to Police:

Arrange for all police officers in the ONEL area to be given training on dealing with mental health crises without unnecessarily resorting to their Section 136 powers

Recommendation to CCGs:

Support development of the Street Triage Scheme and consider funding for:

- (a) training police officers
- (b) further development of the scheme to provide up to 24 hour, all times cover; and
- (c) use of an LAS vehicle to convey team members to incidents

Responses:

- ☐ NELFT have welcomed our support for the scheme
- ☐ The CCGs have confirmed:
 - They are working together on the approach to crisis care
 - The scheme is a priority area in the STP
 - They are looking at options for improving the service and its place in the investment programme
- ☐ LAS are considering their involvement

There has been no police response (but Havering Council will be raising it through their Crime & Disorder Committee)

NELFT

Mental Health

Street Triage Scheme