

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

CAMPUS FOR AGEING AND VITALITY (CAV) -  
GOVERNORS VISIT – CARE OF THE ELDERLY

**Governors attending:**

Miss Eleanor Houliston – Staff Governor (Volunteers)  
Professor Jean Potts – Public Governor

**Staff:**

Wayne Reed - RVI Catering Services Manager  
Treacy Kelly - Matron

We were accompanied by Wayne Reed, Catering Manager RVI and Matron Treacy Kelly, who gave an informative talk about Care of the Elderly based at CAV and in addition spoke about her previous employment with the PCT. Matron gave a descriptive talk on the changes that had been put in place since Transforming Community Services. Matron explained that decision-making had been centralised and formed the basis of a hierarchal system that was working well.

Matron is responsible for Molineux Street Centre which she discussed in detail. She also gave a detailed review of the type of patients and how they are referred to the unit and by whom.

All Governors and Staff were well received in all units. Sisters and Nurses were introduced and were happy to chat and answer questions.

The number of patient in each ward is:

1. Cherryburn Unit 20 beds – currently 18 occupied
2. Wallington Unit 16 beds – 14 occupied
3. Cragside Unit 19 beds – full

Staff seem to have settled after the initial change, with little change to shift patterns other than night shift. There are four to five staff on early shift, three to four staff on late shift and three staff on nights.

The unit has a good record for infection control, there being only one patient with C.diff and that was some time ago. Unfortunately the wards have experienced many falls; Suzanne Medows has reviewed this situation.

Cherryburn and Wallington Units are 'Productive Wards' (worked with this concept with the PCT). Storage cupboards were immaculate and well organised, everything had its place. Two facilitators have been trained.

We felt that administration was still a problem, as on other wards visited, as Sisters have so much paperwork to complete!

The wards were very clean and so calm when we visited and every nurse was kept busy. We looked in on the patients having lunch within the dining room and there appeared to be large amount of food waste. The Lunchtime menu consisted of soup and sandwiches with a dessert. The lunch offer consisted of a white roll sandwich which can be difficult to eat for this patient group; a suggestion would be to have sliced bread which would be softer to eat. The dessert was frangipane tart which looked very difficult to eat. The patients were all encouraged to eat in the day room.

We were unable to see any menus but we established the Sisters had a mixed opinion on the suitability of the food which was on offer. Matron explained that out-of-hours food provision was provided via the ward kitchen; canned products were available for the patients. However, no record was available to review take-up.

It was noted that two younger stroke patients were in the unit. We were informed that there is nowhere in the Trust or Community to accommodate rehabilitation for younger stroke patients.

**Jean Potts  
Eleanor Houliston  
Wayne Reed  
7<sup>th</sup> November 2011**