

**Responding to COVID-19 in Acute Inpatient Services Webinar**

**Thursday 16th April 2020**

**Questions and Answers:**

The following questions were posed to Ellie Walsh and Suzanne Brown throughout the webinar, both provided answers to the questions.

1. **Are you testing everyone on admission?**

Yes, we are testing everyone on admission, and we are treating everyone as positive until we get negative result.

1. **How are patients keeping occupied and how have activities been adapted on wards?**

*Activities were discussed in detail during the webinar.*

We are constantly adopting our activities.

1. **For those patients, who are under section 17 how are services managing this?**

We're not facilitating any Section 17 leave, that's why we're trying to get a faster turn around and discharge so we can get people home.

We're not allowing visiting although I am aware that there's some new guidance out yesterday, which questions whether we should be stopping visits. So we need to have a look at that.

1. **Do newly admitted patients await their COVID test results on a COVID positive ward?**

Yes, all patients are to go on one wing until the results come back. If the result is positive, then the patient is moved on to the other side of the wing and if they are negative, we've got another ward where the go over to. So all the patients are negative on that ward. We have been really careful with staff as well, so staff are using PPE and masks because we're very cautious that staff might give patients the virus.

1. **Are consultants attending the ward? What about Junior Doctors?**

Consultants are attending the ward, but they tend to ‘Zoom’ into the ward more than coming onto the ward.

The Consultants are on-site, as they are currently doing in theory three days at work and two days working from home. Therefore, the Consultants are available five days a week if patients want a face to face but we're encouraging everyone to distance and do ‘Zoom’ conferences.

Feedback from the patients has been really positive because family members and care coordinators can be in the reviews and are quite well attended on ‘Zoom’.

Junior Doctors are on site as well, they are going onto the inpatient wards when they need to.

1. **Are you still managing to facilitate training on the wards? Specifically, Junior Doctors providing Health Education England bite sized training to colleagues?**

No, the only training we have facilitated is a refresher on Physical Assessment (observations, temperatures, etc.) for all staff. We are encouraging all staff to do online training.

1. **What is a wobble room?**

There seems to be companies out there donating lots of things to inpatient areas and acute hospitals. I think the idea of a ‘wobble room’ actually came from a physical intensive care unit. It is just a space for doctors, nurses etc. to go in when they are really struggling and just have some quiet time when they're upset or really stressed, or the face masks are blistering the faces.

We're just creating a wobble room on each of our inpatient wards. There's also wobble boxes that are filled with things like mindfulness cards, treats, sweets, cold face wipes, mindfulness colouring books, stress balls, hand cream and we've managed to get lots and lots of chocolate and things like that.

1. **No group activities at all?**

Yes, we're doing group activities. We're maintaining social distance and on the COVID negative ward they are doing group activities as usual.

During activities, staff wear masks and patients can wear masks if they choose to. We don't want them to feel invalidated, so it is not compulsory for patients to wear them.

1. **Leave in the grounds. Is that consistent with the rules that apply to the public?**

Yes, we're not on a big hospital Trust, we are on an isolated acute mental health hospital and we do have beautiful grounds that the public don't access and so it's basically like going in the garden.

1. **Are you sending positive people home if they are ready from a mental health perspective?**

We’ve been fortunate in that we've only had one positive patient. For that patient, we had a family ‘Zoom’ meeting to discuss the impact it would have on their family if they went home. Collectively we encouraged the patient to stay until they’d been on the ward for 14 days. This piece of work worked out very well in the end.

1. **What about leave for informal patients?**

When people come in on an informal basis, we're very clear that there will not be any leave as we are concerned that if they go on leave, they could come back with the virus. Patients have worked really well with us. We are also offering intensive home treatment to prevent admissions.

1. **How are you supporting families?**

We are supporting families with lots of telephone and video contact. We’ve bought tablets as not everyone has a decent phone that they can ‘Face Time’ from.

1. **We provide toiletries but patients have personal preferences such as sanitary products. How are these preferences provided?**

Last year, we were really hot on the [Red Box project](http://redboxproject.org/) providing every variety of sanitary products that somebody might want, and they've always been free for everyone so there's no problem with choice.

We also use the 72-hour ruling that if patients or families want anything bringing in it is put in a bag and into the sluice left 72 hours,

We've got a little shop on site in any case so staff will go out and buy things for the patients.

1. **Have you had anyone refuse a COVID test?**

We’ve had staff members refuse a COVID test but not patients.

1. **Can you share any procedure regarding staff testing of temperature please?**

We've got a really good procedure in the sense that when staff arrive at Reception to pick up their alarms, there’s a desk set up with a pen and the temperature thermometer. We keep our social distance when we take our temperatures ourselves and the thermometer and pen is wiped down afterwards by our receptionist. If she gets any high readings, that's immediately taken to management and that person will be sent home.

1. **Are most people respecting social distancing on the ward?**

Yes, we'll often walk around the site with our two-meter ruler, just reminding everyone what the correct distance is. We've got some markings out in the cafe area also.

1. **How are tribunals arranged please?**

We've done some tribunals on ‘Zoom’ that have worked really well.