



Chelsea and Westminster Hospital NHS Foundation Trust

**Dignity Champions' visit to Paediatric Department:
Mercury, Jupiter and Neptune Wards**

Children's summary

***Visits carried out from 30th October to 22nd November
2013***

What is this report about?

We wanted to find out about child wellbeing (how happy, healthy and satisfied children are) on Neptune, Jupiter and Neptune Wards at Chelsea and Westminster Hospital.

This report tells you about the experiences that children have on the wards at Chelsea and Westminster hospital.

What are Dignity Champions?

Dignity Champions are volunteers that believe everyone should be treated with dignity and respect; and be able to express their needs and wants. Dignity Champions visit health and social care providers to speak to patients and residents to find out about what kind of experience they are having.

Why we did this research?

Healthwatch Central West London (CWL) has done lots of research in the past to see how happy adults are in hospitals and we wanted to look at how happy children are on the wards in hospitals and to see if any improvements can be made.

Ten young Dignity Champions aged 14-16 helped us to speak to children on the wards at Chelsea and Westminster Hospital to find out about their likes and dislikes on the ward.

Who we spoke to?

We talked to a total of 27 people. We spoke to a range of patients aged 8-16 who were on the wards, and we also spoke to parents and carers' of babies that were on the wards.

When did we visit?

We visited the wards on different days and different times as follows:

- Wednesday 30th October, morning and afternoon
- Thursday 31st October, evening
- Friday 1st November, afternoon
- Friday 22nd November, afternoon

What did the young patients say on the wards?

“There isn’t a lot to do here”

“I miss school and my friends”

“I miss my family”

“I don’t like hospital food”

“It is a bit noisy”

“It is too hot”

“It’s lonely”

“I miss my Dad and my dog”

“I don’t like the pattern and decorating, it’s old”

“The beds could be bigger”

“I have to wait a long time to be seen”

“The babies are always crying on the ward”

“The TV is only free until 7pm”

“I feel in safe hands”

“The staff are friendly”

“I like the tuna panini’s”

“The nurses are wonderful”

“I like the ward”

“Everything is fine”

“It is nice and quiet”

“I like the hospital school”

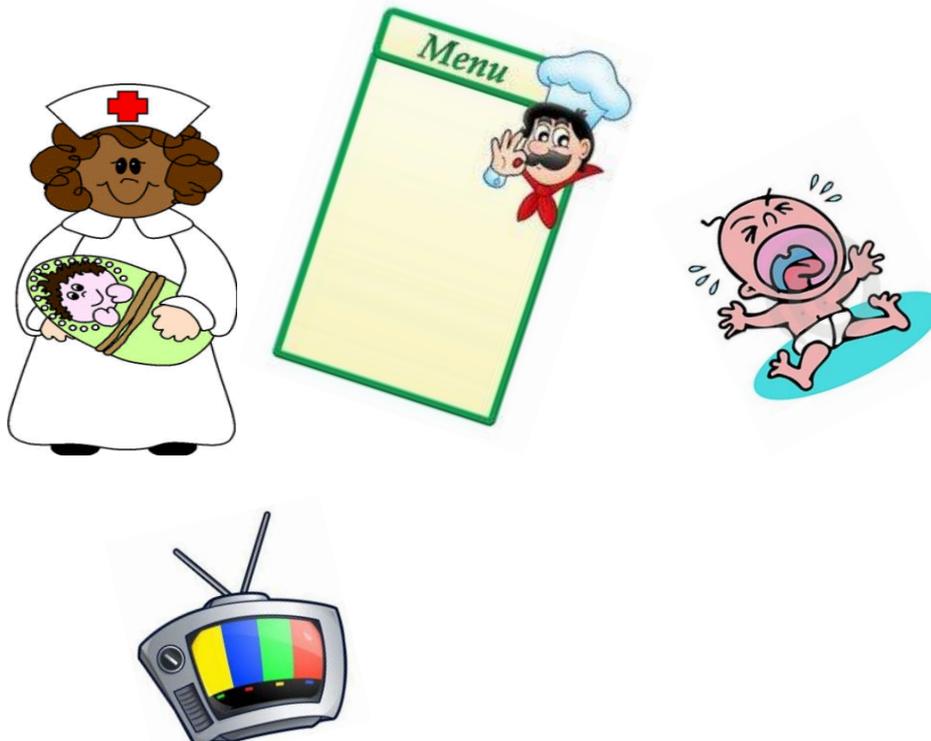
“Everyone is brilliant”

“It is clean”

“The menu is good”

“The nurses come quickly”

“My Mum was offered a sandwich”



What did our young Dignity Champions say about the wards?

“Nurses come and chat to patients and parents just to see how they are doing”

“Staff are friendly and smile”

“It is a bit cluttered”

“It is very calm”

“The ward is clean and there is no rubbish on the floor”

“Sometimes it is noisy and sometimes it is quiet”

“It is good that children can watch TV”

“The ward is safe”

“The ward smells like a normal place”

“Notice boards are full of bright information”

“I like that the children get to go to the hospital school”

“The play room is too small”

“The floors are shiny”

“The ward is cosy but spacious at the same time”

“The patients look comfortable”

“The Televisions are noisy and I think this might disturb others”

“It is a bit warm”

“The ward looks a bit messy”

“I don't like the smell”



My visit to Chelsea and Westminster Hospital - Jaz (Dignity Champion for Young People)

The dignity visit was interesting. I am 12 and have been in hospital but not this hospital. But the boy that I spoke to had been in a few times for different stuff.

I think the good thing about our visits is if someone is getting hurt by the hospital then they could tell the dignity champions but sometimes they might not want to because a nurse or evil doctor might be staring at them. Then the patient would be scared.

The Neptune and Jupiter wards were very empty and I didn't think it was a great place for kids. I thought it would have more kid's stuff. The room for older kids was cool. The playing room for younger kids was small. There were a few parents and not many kids and it looked really busy.

The good thing for me was that the nurses did seem nice but they have to be because all of the parents were there and really the nurses just tell the parents and then the parents do it. Actually I think the nurses must have an easy job on this ward because of the parents. Maybe at night if the parents go then they have to do work.

The food looked good and they could get some whenever they wanted which I would like and the place looked clean.

I also went to the hospital open day in the summer that was good I got free bike lights and a free hat and free hospital food to try.

My visit to Chelsea and Westminster Hospital - Zara (Dignity Champion for Young People)

"I would like to say it was really lovely actually talking one on one with the patients on the ward and it was so nice to hear their experiences on the ward. The work that Healthwatch CWL is doing great and I really appreciated the opportunity of being a Dignity Champion. The thing that I would like to change is Jupiter and Neptune wards; I found they needed more colour to make it more friendly looking".

What will happen next?

After listening to what the children said about being on the wards Healthwatch CWL has written a report to Chelsea and Westminster Hospital that include some recommendations that should result in improvements on the wards.

Thank you

Healthwatch CWL would like to thank all of the young volunteers that helped us carry out our research. We would also like to thank staff, patients and family in Chelsea and Westminster Hospital who welcomed, supported us and engaged with us to improve services.

Contact

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