

## Sue Harding, UHMB Schwartz Round Clinical Lead

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The nurses and Clinical Support workers from the Admissions Lounge explained what their job involves in preparing patients for theatre. Often patients are brought into hospital before a bed on a ward has been identified for them and sometimes the patient will have been waiting for several hours before being told that there is no bed and their operation will have to be postponed. It is usually left to the Admissions Lounge staff to break this devastating news to the patients who are often upset and angry. There were approximately 50 members of staff in the audience and many commented that they had no idea how stressful it could be working in this area.

**Consultant surgeon:** *"I would like to take this opportunity to say that I think you all do a fantastic job and would like to thank you all."*



This was about a young adult with severe learning disabilities who required a minor day-case surgical procedure. The waiting room atmosphere of the admissions lounge was an inappropriate place for this young person and everybody involved knew this. This was the second time this patient had been to the Admissions Lounge. Two weeks previously she had waited five hours before being informed that her operation was cancelled due to an emergency taking precedence. Her mother had been assured that next time she would be admitted directly to the Children's ward. However at 18 she was too old for the children's ward and nobody had felt it was their place to arrange an alternative.

On this occasion, at the request of the admissions lounge staff, the Children's Ward Sister took pity on her and arranged for her to be transferred to the children's ward where she was far happier.

I am glad to say that now, two years on, we are doing better for our patients with learning disabilities. We have a Specialist Nurse for Learning disability who is very proactive in ensuring these patients receive the very best compassionate care. I was involved with such a patient recently. He had a formal capacity assessment, best interests meeting and a Hospital Passport written which explained the best ways we could provide care for him. He was admitted directly into a single room on the orthopaedic ward. Hopefully these changes would have happened anyway but the Schwartz Round certainly raised awareness of our inadequacies in this area.

*Excellent – will come again.*