

#TEXT0901JM **Code A** Porter

#CODENC

Management awareness and action re. Poor attitude among some staff (uncaring and lazy).

#ENDCODE

#CODENC

Culture undergoing - not worse, not better. Attributable to some staff in place (small percentage). Others very caring.

#ENDCODE

#CODENC

Know how to raise concerns but did not believe system would response or work.

#ENDCODE

#CODENC

How do contracted out staff engage with Trust and become involved in CG and practice. He did know about incident reporting.

#ENDCODE

#CODENC

Hospital porter, works on all wards and departments "at the beck and call of everyone". In post 7 years. Building still in progress at outset of his employment.

#ENDCODE

#CODENC

Now employed by "Rentokill" but doing same job as before ie. service contracted out.

#ENDCODE

#CODEC1

Things that have "inspired" him to stay in job remain the same, but some things have changed. Eg. attitude of some staff. Feels motivated by doing good for patients. Some staff are not like this - just come to do as little as possible.

#ENDCODE

#CODEC1

Saw problems of staff attitude that occurred, giving rise to original complaints (ie. Mrs **Code A**).

#ENDCODE

#CODEC1

Some nurses do not want to respond to patients' needs. Would rather have tea and real breaks. Not all staff in Daedalus and Mulberry wards are like this but some. Blatant in not caring. Patients left to care for themselves eg. on Mulberry and Ark Royal.

#ENDCODE

#CODEC1

Sometimes you would think patients are in charge. Patients walk corridors while staff sat in the lounge.

#ENDCODE

#CODEC1

Staff should be interested in what patients are doing.

#ENDCODE

#CODEC5

Staff should be interested in what patients are doing.

#ENDCODE

#CODEC5

Was called to ward the day of incident with Mrs **Code A** Required cover to be put on trolley to take her to X-ray. No nursing staff available to help, put canvas under her. Couldn't find any nurses. No-one around. Clinical Manager appeared - he went off to look for them and came back with some. No nurses around on return, looked for them again, couldn't find them. Clinical manager appeared again - other porter swore at Philip

Beed because of their frustration (the porters). Philip's response was to say he would go and look for other nurses.

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#CODEC7

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#ENDCODE

#CODEC5

Feels there is still a lack of interest among nurses. Many times porters are called and nurses have not prepared patients.

#ENDCODE

#CODEC1

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#ENDCODE

#CODEC5

One example of porters being asked to take patient alone because no nurse around yet some were seen coming out of coffee lounge after this.

#ENDCODE

#CODEC1

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#ENDCODE

#CODEC1

No particular time of day that this has happened - more associated with certain members of staff. Some staff are excellent.

#ENDCODE

#CODEC1

Surprised there are not more patient complaints about staff eg. staff did not appear to pretend to work hard.

#ENDCODE

#CODEC1

Patients comments (to porters) eg. buzzers - most staff will always answer them but a few staff will say things like "oh they are always buzzing there is nothing to worry about".

#ENDCODE

#CODEC5

Patients comments (to porters) eg. buzzers - most staff will always answer them but a few staff will say things like "oh they are always buzzing there is nothing to worry about".

#ENDCODE

#CODEC5

Noticed that patients on Mulberry not always observed. One old patient had left 3 piles of excreta on carpet that staff appeared to be unaware of.

#ENDCODE

#CODEC4

Noticed that patients on Mulberry not always observed. One old patient had left 3 piles of excreta on carpet that staff appeared to be unaware of.

#ENDCODE

#CODEC6

Security on ward - there are alarmed doors - sometimes patients will get out even so.

Attitude of nurses is mainly cause of concern eg. not responding to patients.

#ENDCODE

#CODEC5

Porters have no involvement in taking meals away from ward so cannot comment on whether it is eaten.

#ENDCODE

#CODEC6

Does think that food delivery to wards is not coordinated well enough across hospital wards not always ready so that food can be kept warm and served in optimum condition.

#ENDCODE

#CODEC5

If he sees patients walking unsteadily - will call for help. Will fill in form if patient actually falls and porter is involved.

#ENDCODE

#CODEJ2

No-one spoke to porters re. Any input into Mrs Mackenzie complaint. Was not involved in Trust investigation. Re. Mrs **Code A** - feels problems generated from Mrs Mackenzie witnessing staff not meeting her mother's needs. Feels no substance in allegations, but arose from uncaring staff attitudes.

#ENDCODE

#CODEC1

Long-term staff still in post so this contributes to continuation of culture of lack of caring.

#ENDCODE

#CODEJ3

Does not feel any suggestions made to managers would be listened to.

#ENDCODE

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