

Patient & Staff Story

Tarrant Ward

Mrs R

Mrs R is a 71 year old woman who lives in Blandford

Mrs R was found on the floor of her flat by a senior care assistant on 18 April 2017 and taken to accident and emergency at Dorchester County Hospital. She was found to be suffering from a urinary tract infection and to have a very low insulin level. Treatment commenced and she was admitted to Tarrant Ward 24 hours later to continue her recovery. Mrs R explained "I don't remember being in Dorchester Hospital, my first memory is arriving at Tarrant Ward".

Mrs R explained "I had been taking my insulin but I didn't seem to have any appetite, which I feel was how I started to become ill. I must have been hallucinating as well as I thought I was going to an orthopaedic appointment, in a taxi and then later thought I was on trial for my life!"

Eventually, I became aware of where I was and the staff really helped me. "The food was wonderful and the nurses were so special they must have had intensive training. The nurses kept on top of my drugs, I used to take my insulin 4 times a day and they altered it to two times a day, I wasn't sure, but it did the trick, I am fine now on less insulin".

Mrs R said "I enjoyed being on the ward and the therapy that I received. The nursing staff were always available if I needed them but they allowed me to be as independent as I wanted to be. I took part in quizzes on the ward which I really enjoyed." Mrs. R said she had her haircut whilst an inpatient which made her feel good. She really appreciated having help to have a shower and wash her hair as it gets dirty quickly when you are unwell.

On one occasion the ward organised a visit from 'Lofty' a therapy horse. She said "I had been around horses when I was a child and it brought back lovely memories. I thought it was funny that the horse had shoes on and was amazed it did not slip!"

"While I was in hospital I set up a memory box with the Occupational Therapist which was lovely. I enjoyed being taken out on to the patio, it felt like a secret place to enjoy the fresh air, it made my day as I was in hospital for a month". Mrs. R recalled. Mrs R said "The patient next to me kept trying to get out of bed, so I kept ringing the bell so staff could stop her from getting out of the bed. I felt guilty as the staff were so busy but realised I was helping the staff and helping the patient from falling again. I enjoyed helping the patients around me".

Mrs R explained that she watched over another patient next to her who had dementia. Because of her dementia she used to swear and I would suggest she used a politician's name when she wanted to swear "I knew it was the dementia and not her, she was a lovely lady and I did her exercises with her to help". The staff referred to us as 'The Naughty Girls Club', we had a good laugh".

Mrs R summarised her experience "Woe betide anyone that closes Blandford Hospital as it was wonderful. It's the very best I've been in, and I have been in a few. The nurses put up with me and I know I can be difficult at times, particularly when I was so unwell".

Mrs R was taken to her home for a pre-discharge visit by a member of the Integrated Rehabilitation Team (ICRT) to assess whether her home had equipment in place to ensure her return home would be to a safe environment. Mrs R was discharged from Tarrant Ward on the 16 May 2017.

Tarrant Ward Feedback

This story will be shared with the team, it is always lovely to hear how the great care we deliver has made a difference to our patients and supported their recovery. The visit from Lofty the therapy horse was greatly appreciated by both patients and staff and we look forward to his next visit in December.

This patient story includes:

- The disorientation felt by a patient in a semi-conscious state with an infection.
- The importance of therapy in a patients recovery.
- The interpersonal relationships on the ward can help patients feel relaxed and happy.
- A positive response to her admission and her appreciation of the ward staff in her recovery.

What has the Trust learnt?

That occupational therapy plays an important role in the patients' recovery. Personal care and normal activities such as hairdressing and being taken outside improved her wellbeing.

The reason for the hospital stay was her physical health but her wellbeing was equally addressed.

Actions taken: Mrs R did not have any suggestions for improvement.