
From: [REDACTED]
Sent: 20 February 2011 19:41
To: Health Scrutiny
Subject: closure of victoria house

Hello I sent an email on the 17th of this month but unsure if it was sent,so im going to send another.Appologies if you get them both.

I was unaware of your organisation untill recently,your web site says that the NHS are responsible for informing you of any change made to a service.

Im not sure if they have informed you of our change so im going to let you know about it.

For 20 years southampton rehabilitation has been operating from a single storey building in the grounds of the soton general hospital,called Victoria House.

It is a wonderfull purpose built unit that caters for people who have had brain injuries,mild or severe.It offers excellent facillities.Each patient has there own room,which allows them the privacy needed and a little bit of home for them.Some of our patients can be with us from 6 months onwards...It is a secure unit so confused patients cannot wonder off so offers safety.

There is a large gym area for physiotherapist to work with the patients,also a large dining area which encourages patients to all sit down and eat together.Social interaction is very important when having rehab.We also use this room for therapy and events such as bingo kareoke parties and relatives get the chance to sit with there family members and have tea.There is a garden that is used by patients and again therapy is used ie gardening potting plants anything that encourages them to get involved..barbeques are a must as well for patients and relatives.Many relatives comment on how different it is then the main hospital wards and how much it feels like home.

A large mdt room for meetings with staff and family members.A training kitchen so as the patients can learn to use basic things again like making a cup of tea or cooking.

All our toilets and bathrooms are wheelchair friendly.All the staff are pasionate about rehab and the happiness of our patients.VH is a wonderfull place and has had much apprasil from past patients and there families.We offer them hope trust and security.

Unfortunatley 4 years ago it was decided that they wanted to move us up on to the top floor of the neuro department on a basic ward.But after much discussion and viewing it was agreed that it would not be suitable for rehab.

But in may of last year out of the blue we were informed that the move was going ahead but this would only be temporary untill october.We would employ 2 new staff members and would be returning back,and it would give the staff some acute skills.The patients started to show signs of depression and there moods were very low.As a result there rehab was jepodised.Cramped conditions and poor toilet access.Our patients were mixed in with the other patients of the ward so it was hard to give them continous care.Although we have managed to squeeze a small table in a bed space for them to sit together and eat they still either sit beside there beds or just lay on them.No one seems to be interested

in what we have lost they just say at least the patients are all together. It's very soul destroying. Only today one of our confused patients managed to wonder off the ward and disappear for 10mins.

There were meetings held to discuss our future but none of the staff were invited only the ward sisters and matrons.

years and I know that whilst we remain up on this ward the rehab standards have slipped. It shouldn't be about saving money and costs it should be about the patients best interests. How can you put a cost on recovery There is talk that they are moving rheumatology outpatients into VH which is an insult that the space and facilities provided are going to go to waste while our patients are left up on an old ward with rubbish facilities. It's a contradiction really it wasn't suitable 4 years ago why should it be suitable now.

None of these decisions have gone out to public consultation because if they had there would have been an uproar. Staff are frightened to speak up in case it jeopardises the jobs but I feel so strongly about what has happened I had to write and tell you. I would like to remain anonymous if possible

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From: Cordell, Judy **On Behalf Of** Democratic Services
Sent: 02 March 2011 08:47
To: Rees, Caronwen; Grimshaw, Ed
Subject: FW: FOLLOW UP TO CLOSURE OF VICTORIA HOUSE

Judy Cordell
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From: [REDACTED]
Sent: 01 March 2011 17:22
To: Democratic Services
Subject: FOLLOW UP TO CLOSURE OF VICTORIA HOUSE

As you aware victoria house has been closed to rehabilitation and is going to be used for outpatients, it is disgusting the way it is being done. Everytime the sister of the ward is away they start wanting to get in and get rid of equipment. We have no storage space for anything that has been left in the unit. Some of the equipment is very expensive and has been donated by ex patients. They are basically saying that if it has'nt been moved by the 7th of this month it will be got rid of. I am disgusted and almost ashamed to say I work for this trust.

We cannot expect the sister of e neuro to allow us to bring the equipment up to her ward to store we have already took 6 of there bed spaces. Ther are no rooms for our doctors to have meetings with familys

I wish I had emailed you guys a lot sooner then maybe just maybe you could of helped and even put a stop to this..

I love what I do but I have to say I do not enjoy working for the suht

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From: [REDACTED]
Sent: 03 March 2011 14:13
To: Rees, Caronwen
Subject:

Hello caron, just thought I'd mail you, I know there is a meeting scheduled for the 17th of this month at the civic centre but I wanted to inform you that we have been asked to get all of our equipment out of Vicky house by this Monday as they are going to start building work, now I'm not sure if this has been speeded up because the trust knows that the h.o.s.c have been contacted or not. But things seem to be moving fairly quick all of a sudden. Am I correct in believing that if work commences on VH site we will never return to the original site. This change is to make way for the move of rheumatology from RSH site to SGH site (were you aware of this?) Also one of the biggest issues regarding this "temporary move" is that the staff were not correctly consulted before during or after this move, neither were the PPI's involved in this.

It seems somewhat unfair that the rehab service has to suffer as a result of the modernisation of an outpatient service. If you remember, back in 2005/6 the trust tried to reconfigure the service and move us to where we currently have been placed. It was agreed back then that it was declared an unsuitable location to provide the same level of service, so how can it be deemed suitable now. We have far more complaints coming in from relatives and unhappy patient feedback, staff morale is low although this does not directly impact on patient care.

I wonder if you would be kind enough to look into this with extreme urgency/

Many thanks
[REDACTED]

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