

Health Watch Action Plan Jasmines – November 2015

Ref	Action	Responsible	Timescale	Update	Evidence	RAG
Staff-1	Ensuring staff members are fully enabled to provide Professional and compassionate care	All staff from R/N to HCA				
1.1	We suggest that all staff members at Jasmines Ward should be commended that patients and visitors rate them highly.	Ward Manager/Matron	Staff have been informed	Complete - All staff have been advised of commendation from Healthwatch report – 20/11/15	Verbal feedback from staff	Green
1.2	A Risk Assessment should be carried out on the need for staff to carry alarms	Ward Manager/Matron	On going	Complete. Risk assessment undertaken. Ward has panic alarms within reach of staff and all staff are aware of same. November 15	Alarms in situ	Green
1.3	Trust should take steps to make off-ward personnel and contractors considerate of patients' comfort, by being considerate with noise levels and	Ward Manager/Matron	On going	Complete – This issue has been discussed with ward staff who will ensure all future work personnel undertaking work on the ward will be advised of the need to be mindful of patients' needs - 12/11/15	Verbal feedback from staff	Green

Health Watch Action Plan Jasmines – November 2015

	disturbance caused					
Disabled access - 2	Ensuring all patients are able to use the facilities safely					
2.1	Staff efforts have clearly made for the ward to be as comfortable for the client group as they are able. However, the Hospital should fund the alterations necessary to make the ward fully accessible for the patients' needs and patients who have a disability	Equality Lead / Ward Manager/ Matron	December 2015	Discussed with OT Leads. OTs reviewing access to various patient areas and liaising with Facilities Dept re any identified adjustments required. Action review date – December 31 st		Amber
2.2	Ridges at the entry to the garden were noted as a potential trip hazard, we suggest a Risk Assessment should be carried out on patients' use of the garden	Ward Manager/ Matron	December 2015	Discussed with OT Leads. OTs reviewing door and liaising with Facilities Dept re any identified adjustments required. Action review date – December 31 st .		Amber
2.3	A Risk Assessment should be carried out on patients' access to the	Ward Manager/ Matron		The laundry room is regularly open from 7.00 am – 22:00 hrs for patients to have access	Laundry readily accessible to patients	Green

Health Watch Action Plan Jasmines – November 2015

	Laundry Room			for personal use. Staff review this on a regular basis and only restrict access if there is a risk that patient care may be compromised.		
Patient information, rights and advocacy- 3	Ensuring patients, friends and family members are fully informed and understand their rights					
3.1	As Healthwatch Kingston is the statutory organisation which involves people in improving their health and social services, information about Healthwatch should be cascaded throughout the Trust. All Staff members, service users and visitors so that the whole organisation is aware of its role and patient	Ward Manager/ Matron		Complete – all Jasmines staff have been briefed regarding the role of Healthwatch both in team meeting and by email – 21/10/15 All relevant Trust staff working in Kingston Teams have been communicated with regarding the role of Health Watch – 24/11/15 Healthwatch leaflets are readily available on the ward for patients and		Green

Health Watch Action Plan Jasmines – November 2015

	<p>involvement is encouraged.</p> <p>HWK will provide posters and leaflets to ensure they are displayed on the wards and any future Enter & View visits should be promoted on the ward at least 3 weeks in advance.</p>			visitors to access - Date 21/10/15		
Activities and stimulation for patients –4	Ensuring patients can have a choice to partake in pleasurable activities					
4.1	Bodies such as the League of Friends should be encouraged to provide miscellaneous funding for ward activities. They are a charity which works to improve the care and comfort of patients, visitors and staff,	Ward Manager /Matron		Complete – Ward manager has well established relations with the League of Friends and funding has been agreed for a number of items including garden equipment, entertainers for ward parties, etc Nov - 15		Green

Health Watch Action Plan Jasmines – November 2015

	above and beyond what the NHS can fund and provide					
4.2	Local organisations in the community could be involved in providing their services such as yoga, meditation, cookery etc. It also serves to increase awareness and knowledge of mental health in the community, and the services which Tolworth Hospital provides.	Ward manager		Complete- The ward has developed strong links with the Recovery College. Those wishing to volunteer on the ward do so via the Trust Volunteer co-ordinator. Nov 15		Green
Patient health and social care - 5	Ensuring patient care is well coordinated					
5.1	To avoid patients being placed in inappropriate settings we suggest the Trust's Care Pathways should be assessed and redesigned to create a better	Ward Manager /Matron in conjunction with the Acute Care Centre and Discharge Co-ordinator		Complete –The Trust wide Acute Care Pathway Co-ordination Centre now manage all admissions onto Jasmines ward and ensure appropriate admissions November 15	All admissions to Jasmines are age appropriate	Green

Health Watch Action Plan Jasmines – November 2015

	coordinated service between Health & Social Care.					
5.2	The Trust should review transport arrangements for patients needing to go off-site.	Ward Manager /Matron		Complete. OT and Ward staff regularly use the minivan. This is available 7 days a week to support patient needs. November 15 .	Minivan in regular use by ward staff to support patient need.	Green