

## Action Plan following recommendations from Healthwatch visit 23<sup>rd</sup> Oct 2015

Ref	Action	Update	Timescale	Responsibility	Evidence	RAG
4.1	<p>Availability of staff - ensuring staff members are fully enabled to provide professional and compassionate care:</p> <ul style="list-style-type: none"> <li>To report staffing levels daily to safe staffing meeting to ensure the ward is working to its establishment</li> <li>To fully recruit into ward establishment of 5:5:4</li> </ul>	<p>The staffing levels on the ward generally allow for nurse escorting duties, this is consistent for all wards in the trust. However, for long periods of escorts this should be taken into consideration by the clinical manager</p> <p>Agreed by Director of Operations 30<sup>th</sup> November</p>	<p>Dec 15</p> <p>March 16</p>	<p>Clinical manger/ward manager</p> <p>Clinical Manager/ Ward Manager</p>	<p>Minutes of safe staffing meeting</p> <p>Recruitment</p>	<p>Green</p> <p>Amber</p>
4.2	<p>Disabled access - ensuring all patients are able to use the facilities safely.</p> <ul style="list-style-type: none"> <li>Handrails should be fitted in shower rooms</li> </ul>	<p>Both wet rooms have one (anti-ligature) hand rail to provide support when standing in the shower, thereby allowing the patient to wash with one hand and gain stability with the other hand. The assisted bathroom is fully operational for disabled patients (male and female). The assisted bathroom has rails on either side of the toilet, hand rails on either side of the sink basin and a bath which has a hoist</p>	<p>Complete</p>		<p>In place</p>	<p>Green</p>
4.3	<p>General Observations - ensuring that patients and staff are living and working in a comfortable environment:</p> <ul style="list-style-type: none"> <li>The roof in the activity room leaks</li> </ul>	<p>This has been investigated several times. There is no leak, however if the window is not closed in a timely manner when it rains the water gets caught in the seal and then drips until it seeps out.</p>	<p>Feb 16</p>	<p>Ward Manager</p>		<p>Amber</p>

	<ul style="list-style-type: none"> <li>Curtains to completely cover the windows</li> </ul>	<p>An FMI has been raised on the 4<sup>th</sup> Dec to see if a sensor can be placed on the window so as to close it when it starts to rain</p> <p>To raise a request for curtains to be fitted</p>	Jan16	Ward Manager		Red
4.4	<p>Patients' rights and advocacy</p> <ul style="list-style-type: none"> <li>The real time feedback machine should be fixed</li> <li>Information pack for the patients and their families should be produced</li> <li>Clear poster should be displayed explaining patient's rights</li> <li>Local advocacy service to carry out regular visits to the ward</li> <li>All patients to be aware of the nursing allocation board</li> <li>To raise awareness of the complaints process to all patients and their families</li> <li>Local Mental health support organisations should be displayed on the ward</li> </ul>	<p>The real time feedback machine has been fixed</p> <p>Currently in draft form and at the stage of final checks</p> <p>Posters are in place at all entry and exit points</p> <p>Visits take place every Thursday at 2pm, poster in place on the ward to display visit dates and times</p> <p>Will be added to the nursing allocation check list when inducting a patient to the ward</p> <p>PALS clinics are held monthly on the ward. A Poster has been requested from the department Dec 4<sup>th</sup> advertising dates.</p> <p>Poster on display board also shows how to make a complaint</p> <p>Displayed on recovery board</p>	<p>Completed</p> <p>Dec 15</p> <p>Completed</p> <p>Completed</p> <p>Dec16</p> <p>Dec 15</p> <p>Completed</p>	<p>Ward Manager</p> <p>Ward manager</p> <p>Patient experience team</p>	<p>Present on check list</p> <p>Displayed</p>	<p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Amber</p> <p>Green</p>
4.5	Treatment and therapy:					
4.6						

	<ul style="list-style-type: none"> <li>Regular and Consistent medication times</li> <li>Patients and their families should be encouraged to provide their views on the service. Treatment and discharge plans should be discussed with the patient</li> </ul>	<p>Medication start times are: Morning: 8am Lunchtime:12.30m Afternoon: 5pm Night: 9pm</p> <p>Since Oct 15 - care plan review meetings are held on the ward daily, this includes the patient and, with consent, includes family members</p>	Completed	Nursing staff	Patient feedback	Green
			Completed		Patient feedback	Green
4.7	<p>Safety - ensuring patients, staff and visitors feel safe and secure:</p> <ul style="list-style-type: none"> <li>Alarms to be clearly sign posted</li> <li>All episodes of male patients entering into female areas should be reported.</li> <li>All staff to receive training on gender and sexual orientation</li> <li>More staff to be visible on the ward to help patients feel safe</li> </ul>	<p>All visitors to be offered alarms. More alarms to be placed on order</p> <p>To be discussed in the staff business meeting</p> <p>Equality and diversity training in place and all staff to be compliant</p> <p>Service user to provide this training to the ward staff (paid) is being explored as an option. Dec 15</p> <p>To be discussed in the team's business meeting to remind them</p>	<p>Jan 16</p> <p>Dec15</p> <p>Feb 16</p> <p>Dec 15</p>	<p>Clinical Manager/ward manager</p> <p>Ward Manager</p> <p>Ward team</p> <p>Ward Manager</p>	<p>Minutes</p> <p>Dash board</p> <p>Minutes</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>
4.8	<p>Food and drink - ensuring patients make their own choices and enjoy meal times:</p> <ul style="list-style-type: none"> <li>Snacks to be available in the evening</li> <li>Daily menu displayed</li> </ul>	<p>Snacks are available in the evening</p> <p>Menu displayed in the dining room</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>		<p>Catering services</p>	<p>Green</p> <p>Green</p> <p>Green</p>

	<ul style="list-style-type: none"> <li>To review plastic cups jointly with the patients</li> <li>To review with the patients the quality of the meals</li> </ul>	<p>Oct 15 Review taken place. Suitable cups have been purchased and are in use</p> <p>OCS review with patients and their families. PLACE assessments also include representation from the patient group in tasting the food</p>	Completed/ongoing			Green
4.9	<p>Outside space:</p> <ul style="list-style-type: none"> <li>To promote more access to the large garden</li> <li>To ensure the small garden is cleaned regularly</li> </ul>	<p>To place sign on the garden door to encourage access. Risk assessed</p> <p>Outstanding action to send an email to OCS to ensure it is cleaned regularly</p>	<p>Dec 15</p> <p>Dec 15</p>	<p>Ward Manager</p> <p>Clinical Manager</p>	<p>In place</p>	<p>Amber</p> <p>Red</p>
4.10	<p>Cleanliness:</p> <ul style="list-style-type: none"> <li>Cleaning to be increased on the ward, paying attention to bathrooms and toilets</li> <li>Bins to be available in patients bedrooms</li> </ul>	<p>Remind staff to do spot checks in-between cleans in the wards business meetings to report to OCS any concerns</p> <p>To order bins for patient rooms</p>	<p>Ongoing</p> <p>Dec 15</p>	<p>OCS</p> <p>Ward Manager</p>	<p>PLACE inspections reports</p> <p>Infection control audits</p>	<p>Amber</p> <p>Red</p>
4.11	<p>Visiting patients:</p> <ul style="list-style-type: none"> <li>Families and carers to be fully included in a patients recovery</li> <li>Privacy to be considered during visiting times</li> </ul>	<p>The implementation of the care plan review meeting since Oct 15, with consent families are invited to attend</p> <p>There are two visiting rooms within the ward areas</p>	<p>Completed</p> <p>Completed</p>		<p>Feedback from patients and their families</p>	<p>Green</p> <p>Green</p>

4.12	<p>Activities for patients:</p> <ul style="list-style-type: none"> <li>• Activities to be available during the weekends</li> <li>• Varied activities available during the week.</li> <li>• More games to be available in the activity room</li> </ul>	<p>Monthly questionnaire to be given out in the community meeting focusing on feedback from the activity programme</p> <p>Point in time audit to be carried out for group attendance</p> <p>Identify member of ward staff at the beginning of each shift to allocate activity co-ordinator evenings and weekends</p>	<p>Dec 15</p> <p>Jan 16 &amp; Mar 16</p> <p>Dec15</p>	<p>OTs</p> <p>OTs</p> <p>OTs/ Team Manager</p>	<p>Questionnaires</p> <p>Audit</p> <p>Audit</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p>