

**Action Plan (HEALTHWATCH CWL)
Discharge and Transport Lounge**

Version: 2.0
Date: 09 04 14

	Issue	Action	Responsibility	Status & Expected Completion Date (RAG)	Assurance & Evidence
Action					
17	Unnecessary clutter should be removed from the lounge and tidy environment maintained	On inspecting the area – no unnecessary equipment / clutter was seen. Staff have been reminded to keep the area clean and tidy and report any unnecessary clutter so removal can be arranged.	All		
18	The refurbishment should take into account the need for redecoration and a new carpet	The area involving the current transport lounge, MDU reception, Discharge Lounge and MDU Treatment Ward are all for refurbishment involving a large capital fund. The areas will need to be vacated whilst extensive and complete refurb is completed.	Projects	April 2014	See Plans / BP?
19	A clock should be put up in the Lounge so patients know how long they should have to wait for transport/have been waiting for.	This request will be taken into account in the new refurbishment	Projects	April 2014	

20	Wheelchair users needs should be incorporated into refurb plans. Ensuring the lounge is spacious enough to comfortably accommodate a number of wheelchairs and making sure admin desk is accessible for wheelchair users	The refurbishment takes into account suitable space for wheelchair users, bariatric patients, and will accommodate low and high level seating. Specifications for all refurbishments where access is required by wheelchair users are DDA compliant - which is also in line with our Trust Values.			
21	Staff members should ensure only appropriate conversations are conducted within earshot of patients	Staff to be reminded of confidentiality.			
22	Drink and Snack machines could be introduced as part of refurbishment for any patient in the D/L who do not coincide with the serving of tea/coffee sandwiches. It should be ensured water is always available in the lounge.	A beverage point has been accounted for within the refurbishment of the new Transport/Discharge Lounge. A hot plated dinner is offered to patient who will wait in the D/L over the Trust dedicated meal time. Snack Boxes are offered to patients.	Projects		
23	It should be ensured that all patients are informed exactly what their medication is for and how to use it as several patients expressed uncertainty	This is being addressed through the Improving discharge transformation group and will also be monitored as part of this.	Holly Ashforth		
24	The discharge process should address the concerns of any patient who are feeling nervous about going home and ensure they have as much support as possible from local agencies / GP's/ family and friends.	This is being addressed through the Improving discharge transformation group and will also be monitored as part of this. An update of progress to date was taken to the RBKC scrutiny council meeting at which PA was present.	Holly Ashforth		

25	The hospital should identify any issues with picking people up on time before their hospital appointment.	This is being addressed through the Improving discharge transformation group and will also be monitored as part of this.	Holly Ashforth		
26	As recommendation 16, the Trust should consider giving patients standard discharge cards that provides information on who to contact, useful info numbers and who to speak to if they have any issues.	A new discharge leaflet ahs been developed with contact numbers. The trust are also about to recruit 2 case managers who will support a seamless transition out of hospital and who will be available for support.	Holly Ashforth		