

APPENDIX 1

ACTION PLAN -Ann Stewart - Maternity Ward Chelsea and Westminster - Dignity Champion 26 January 2016

No.	Recommendations	Action Taken	Target Date	By Whom	Rating	Progress RAG	Date Completed
1	Review necessary repairs to the hospital environment including peeling plaster.	Estates contacted to address areas of concern	Aug-16	Matron			Sep-16
2	Ensure cleaning staff have the capacity to keep the ward clean at all times.	Discussions taking place to increase capacity of cleaning staff	Sep-16	Matron			Sep-16
3	Perform necessary repairs including repair to loose flooring and replacement of rusty shower accessories.	Estates contacted to address areas of concern	Dec-16	Estates			Awaiting response
4	Ensure bathrooms and toilets are checked on a regular basis, including regular cleaning, removing waste products and drying the floors after use of showers.	Staff encourage to review bathroom on regular basis	Aug-16	Matron			Sep-16
5	Ensure discharge conversations are conducted in a private space so that patients are free to ask questions they might not feel comfortable asking in a public place.	On review felt this was not usual practice, staff undertake discharge in private area.	NA				
6	Ensure all visitors to the maternity wards are admitted by the reception staff.	Reception manned 24 hours . Bank used as required	Aug-16	Div. Manager			Sep-16
7	No beds or other blockages to emergency exits.	All staff made aware not to block emergency exits	Aug-16	Matron			Aug-16
8	Clearly separate patient-focused information on noticeboards from that aimed at staff. Make sure leaflets are fully stocked. Review the information that is available and consider the addition of more information on caring for a newborn, bottle-feeding as well as breastfeeding guidance, parent and baby activities and support groups in the local area, and health advice for new mothers.	Review undertaken by ward and infant feeding team	Sep-16	Ward Manager			
9	Help new parents to give their baby its first bath in hospital so they feel confident in doing this when they get home.	Bathing newborn babies no longer advocated in first few days	NA				
10	Ensure bottle-feeding parents are given as much support and advice as breastfeeding parents.	Information reviewed by infant feeding team	Oct-16	Infant feeding			Review ongoing