

## Health Watch Dignity Champions Report

### Redwood Ward Action Plan - September 2014

Reference number	Lead	Area for Action	Time scale	Status	Commentary
<b>Environment</b>					
1.1	Matron	Ward decor needs refreshing: <ul style="list-style-type: none"> <li>• Matron to carry out an environment audit use the Kings Fund tool Enhancing the Healing Environment</li> <li>• Matron to identify an HCA to “lead” on environmental issues</li> <li>• Painting</li> <li>• Pictures</li> <li>• Furniture – order new throw out old and tatty furniture</li> </ul>	28.11.14	G	
1.2	Matron / Estates and facilities	Review ventilation on the ward as identified as ‘too hot’ and ‘smelly’	26.09.14	G	
1.3	Matron	Curtains are clean and ironed and to a standard you would have in your own home	26.09.14	G	
1.4	In-patient Manager	Noisy call bells – separate acute wards and OPHA wards	31.08.14	B	
1.5	Matron	Ward dining room is tidied and made more of a conducive environment to for a pleasant gastronomic experience	26.09.14	G	
1.6	Matron	Matron will work with the Ward Activity Coordinator to seek the views of service users in relation to playing background music.	26.09.14	G	
1.7	Matron	Staff to check linen on beds daily or whenever in a service users	Immediate	G	

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		room and change accordingly.			
<b>Meal Times</b>					
2.1	Matron	Review the quality of food with OCS – PLACE Audit	26.09.14	G	
2.2	Matron	Signpost cold drinks dispenser (ensuring disposable cups are always available at the dispenser) and the availability of hot drinks on request	Immediately	G	
2.3	Matron	<p>Review the meal time experience:</p> <ul style="list-style-type: none"> <li>• Ensure one staff member leads at each meal time</li> <li>• Ensure all service users have time to choose what they would like to eat</li> <li>• Implement protected meal times</li> <li>• All staff to undergo training on how to serve and present food</li> <li>• Ensure the “red matt” system is used correctly</li> <li>• Ensure all service users food and fluid intake is recorded accurately as required</li> <li>• Matron / Activity Coordinator will attend 3BP, learn from their recent experience and replicate where appropriate the changes they have made.</li> </ul>	26.09.14	G	
2.4	Matron	Allocate a member of staff each meal time to take charge of the meal time and ensure each service user is engaged, having a positive experience.	26.09.14	G	
2.5	Matron	Ensure staff are aware of hygiene issues relating to hand cleanliness and encourage all service users to wash hands before mealtimes.	Immediate	G	

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2.6	Matron	All staff to be up to date with food hygiene training	26.09.14	G	
2.7	Matron	Ensure service users dietary requirements are recorded, staff are knowledgeable of this and service users receive their requested diet	26.09.14	G	
2.8	Matron	Ensure there is always fresh fruit available to service users	Immediate	G	
<b>Patient Safety</b>					
4.1	Matron	Review Ligature / H&S risks relating to lose wires on the ward – remove any that may be a risk.	Immediate	B	
4.2	Matron	Review ligature risks on the ward – audit	Immediate	B	
4.3	Matron	To ensure the Health and Safety champions are doing their monthly audits and reporting issues to the Matron if they cannot be resolved immediately.	26.09.14	G	
<b>Activities</b>					
5.1	Activity coordinator	Review activity programme to ensure there are at least 2 group activities every day – involve service users with the review and planning of all activities.	26.09.14	G	
5.2	Activity coordinator	There will be a range of activities including Occupational Therapies (craft, quizzes) and other indoor and outdoor activities e.g. preparing food, reading in local library, gardening.	26.09.14	G	

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5.3	Activity coordinator	Ensure individual programmes are given and explained to service users in a font size of the service users choosing	26.09.14	G	
5.4	Activity coordinator	Remove TV time from activity board / individual programmes.	Immediate	G	
<b>Staff Communication skills</b>					
6.1	Matron	<p>Discuss findings of visit in weekly PS&amp;CQ meetings covering:</p> <ul style="list-style-type: none"> <li>• Staff chatting to each other and not the service users</li> <li>• Staff stating they would do things for service users &amp; not delivering</li> <li>• Non-verbal queues</li> <li>• Personal care – role of nurse in helping service users</li> </ul>	26.09.14	G	
6.2	Matron	Discuss each of the points in 6.1 in individual staff clinical supervision	31.10.14	G	
6.3	Matron	Allocate specific staff to be in the clinical area specifically to be with the service users	Immediately	G	
6.4	Matron	All staff to attend 'Barbara's Story' training	27.3.15	G	
6.5	Matron	Deliver customer care training	27.03.14	G	

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<b>Patient Care / Care Planning</b>					
7.1	Matron	Introduce Care Rounding	26.09.14	G	
7.2	Matron	All care plans will include service user's needs and desires.	Immediately	G	
7.3	Matron	Staff to document service users / carer involvement in care planning process.	Immediately	G	
7.5	Matron	In supervision – fully review 2 care plans with key nurses ensuring there is service users / carer involvement	26.09.14	G	
7.6	Matron	Discharge Planning – ensure service users / carer's involvement – document on JADE and at CPA meetings.	Immediately	G	
7.6	Matron	To provide more information to service users about medication – leaflets available and pharmacist to talk to service users. Medical Staff to ensure they have discussed medication with service users and document this on JADE.	26.09.14	G	
<b>Complaints</b>					
8.1	Matron	Install a dedicated notice board for the display of information relating to the Trust Complaints, Claims and Compliments procedures and PALS information.	26.09.14	G	
8.2	Matron	Discuss with service users in Patients forum / with advocate – explore negative perception relating to repercussions	26.09.14	G	