

**Action Plan (HEALTHWATCH CWL)
David Evans Ward**

Version: 2.0

Date:

	Issue	Action	Responsibility	Status & Expected Completion Date (RAG)	Assurance & Evidence
Action					
1	Ensure unnecessary clutter is cleared away and look at storage solutions for any equipment or boxes that are not being used	To remove clutter and ensure equipment put back in correct place	All staff to ensure ward areas clean and tidy - ongoing check list. SN and HCa responsible to allocated areas		
2	Keep the door to the ward closed and ensure anyone entering the ward must gain access via a member of staff to ensure patient safety.	Door to remain access via intercome only.	Staff to check on entering and leaving that door is secure and report to 52424 any concerns		

3	Look at modernising the décor of the ward. This might include re-painting walls and replacing flooring.	Awaiting start of refurbishment. No date given.	Norland / sign off works - business case		
4	Ensure information displayed on boards such as patient numbers, details of staff members and infection audit are kept up to date.	Monthly checks / update with information and change details displayed	Iclp's audits		
5	Make sure that all visitors leave at 8pm to ensure other patients are not disrupted at night-time.	Ensure display of ward visiting times. Negotiate with staff in exceptional circumstances.	Nurse in charge		
6	All patients should be informed at the beginning of their stay that they have the right to discuss personal details with doctors/nurses in private if they would like to do so. This should be referred to in any documentation the patient receives relating to their stay.	For patients /relatives to have awareness and knowledge of nurse in charge. Medical notes / last word to be kept updated by staff relating to discussions	Display nurse in charge name		

7	Staff should be reminded to discuss information about individual patients only out of the earshot of other patients.	Reminders to staff re: confidentiality and dignity. Professional conduct.	All staff		
8	Look at how call bells can be answered more quickly at night-time.	Ensure that breaks are discussed to enable 1 staff member to be on break for any one time. Ensure adequate staffing to support.	Staff aware and hcas to cover all ward - team work		
9	Ensure patients have the ability to provide anonymous feedback on their experiences with staff members so that any issues with any particular individuals can be identified	Provide friends and family forms upon all discharges. PALs liason	SSN / Sr's to ensure complaints reduced and dealt with. That staff de-escalate		
10	Ensure bathrooms and toilets are checked and cleaned on a regular basis and that used towels/robes are placed in the dirty laundry	Check allocated areas by staff members daily to ensure all areas checked and that ALL staff do this.	Allocate on check list for staff		

11	Remind hospital staff to keep an eye on patient gowns and help patients re-secure loose gowns where necessary to avoid embarrassment.	Provide gowns that tie up - ensure dignity and respect maintained	Staff awareness and patients dignity respected		
12	It should be ensured that all patients receive discharge information (as much as is available) within 48 hours. The Dignity Champions' visits suggested a few patients had slipped the net. If patients' circumstances change while in hospital ensure updated discharge information is given	Discuss upon admission discharge and circumstances and update and amend changes. Discuss with patients and physio /OT	Work to ensure all information escalated - discharge staff to be aware.		
13	Ensure staff are aware of the hospitals discharge policy and are encouraged to inform patients.	Staff to confirm with SSN / SR updated knowledge	Sr / SSN		
14	Patient medication should be pre-arranged and ready to avoid delay	TTOs on ward.	Liase with DR's / pharmacy / SN to link		

15	Ensure staff communicate approximate time of discharge to patients/carers/family to support preparation.	Dates / time to be discussed with patients and relatives to support discharge	SN discharging to inform patient changes / delays		
16	Something about key information on discharge for all on display? Who to complain to?		To discuss need for another notice board!		