

**Action Plan (HEALTHWATCH CWL)  
Dignity Champions Cancer Services**

**Version:** 1.0  
**Date:** 22.07.14

	Issue	Action	Responsibility	Status & Expected Completion Date (RAG)	Assurance & Evidence
<b>Action</b>					
1	Check noise levels on the Kobler Day Care Unit and find out if other patients are having problems sleeping.	Due to the nature of the clinical work on Kobler Day Unit it is recognised that it is not an ideal area for sleeping. Steps have been taken to minimise noise. Patients who are required to stay on the unit for long periods will be offered a sleeping mask and ear plugs if they want to rest or sleep. The principle of reducing noise will continue to be encouraged on all other clinical area	Kobler Staff/All	July 2014	
2	Look at making a few changes to the day room on David Erskine ward in order to create a more cheerful atmosphere.	The ward manager is currently seeking funding from the Trust Charity to redecorate both the day room and the relatives' room	Lesley-Anne Marke	December 2014	
3	Ensure that nurses check up on patients on the AAU on an hourly basis.	We are ensuring that all adult wards continue to implement comfort rounds. All staff have been reminded, they need to be aware of patients' and carers' needs at	All	Current	

		all times.			
4	Look at how feedback is given to staff by managers on the AAU and see whether a more regular and effective system can be put in place so that staff feel better supported and listened to.	AAU and all clinical areas/wards to continue to ensure regular staff meetings are held and that staff feel supported to address any concerns with a senior member of staff. Explore the possibility of using some of the specialist nurse team to support ward managers and ward based staff.	All/SNMC	July 2014	
5	Ensure that staff on David Erskine ward are interacting well with patients and sharing information effectively amongst the staff team. Regular monitoring of the patient experience on this ward may give a clear picture on patient's needs and gaps in relation to patient experience, as well as areas that need to be improved.	All wards to ensure there is clear communication within the team to ensure continuity of care for patients and carers.  All patients to be include in their plan of care in keeping with Trust Values (Respectful, Kind, Safe, Excellent).  Continue to monitor patient and carer experience through talking to patients/families and through the friends and family test.	All	Current	
6	Ensure that support is in place for those who are elderly and perhaps suffering from dementia and for whom the hospital experience may	The Trust is currently delivering a teaching package to staff on dementia, (Brenda's Story)	All	Current	

	be frightening and confusing. Appropriate assessments should be performed upon admission and regular support given to keep them as aware as possible as to what is going on	Support staff to implement the Trust Values and to ensure clear, sensitive and regular information to all patients.			
7	Check that all patients are being made to feel involved in their care and choices about their treatment. In the case of elderly patients, more time and regular reviews may be required to ensure they are clear about what is going on.	Apply the principles of the Trust Values at all times.	All		
8	Ensure that call bells on AAU and Ron Johnson are working and are answered within a reasonable time. Look at any issues that may be affecting this such as staffing levels.	Staff are to continue ensuring that all call bells are in working order and to report any faults immediately in order that they are rectified.  Ward managers/matrons to ensure that the agreed number of nursing staff are on duty and to report any variance to the Matron and head of Nurisng/Midwifery.	Ward Managers/ Matrons	July 2014	
9	Investigate shower drainage issues on Ron Johnson ward.	This issue has been investigated and the issue has been resolved.	Viv Heaslip	July 2014	
10	Ensure that patients are encouraged to drink water as well as having their jugs topped up, especially those patients who are	Continue to implement the comfort rounds so that all a patients are encouraged to drink and supported to do so	Ward Managers	July 2014	

	elderly or weak.				
11	Make sure that coffee machines and water fountains such as the ones on Ron Johnson are always topped up.	This has been brought to the attention of the staff and the catering team and this is checked on all clinical areas on a regular basis.	Rochelle Gee (Catering)/Ward staff		
12	Make sure all hospital patients receive information about discharge as early as possible in their stay for emergency patients and before they arrive for planned procedures.	Continue to ensure that all patients and families are given the discharge leaflet and all relevant numbers to prepare for a safe and supportive discharge.	All	July 2014	
13	On all wards, ensure that patients are given a discharge pack which gives them enough written information about treatment side effects, who to contact, lead consultant, and help in the community. Staff should also go through this pack with patient to ensure they understand and answer any queries.	Staff to ensure that patients and their families have all the relevant information and contact numbers prior to discharge	All	July 2014	
14	Staff to be continually reminded about dignity and the importance of ensuring that patients are appropriately clothed and not exposed, which is an integral part of a person's dignity.	Staff will continue to be reminded of the importance of dignity at all times and to ensure that the Trust values are adhered to.  Extend the Macmillan Based Values Standard from David Erskine and Nell Gwynne to all clinical areas	All	Current	

