

Melanie Christodoulou
Healthwatch CWL

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Mrs Natalie Fox
Service Director
Older People & Healthy Ageing Service line
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14th October 2014

Dear Melanie,

Re: Dignity Champions' Assessment of Mental Health Services, Redwood Ward July 2014 OPHA Response

The report raises a number of important issues that we have been working on since receiving it. There is a full action plan in place in response to the report, a copy of which we have attached.

In response to some of the broader themes identified in the report;

- Additional hand cleanser dispensers and Dani centres have been installed
- Curtains that were identified as dirty have been replaced
- Ventilation / malodorous environment – it is worth noting, to put this comment into context that the visits happened over some of the hottest weeks of 2014. For safety reasons the ward, which is on the first floor, has had to have its sash windows securely closed at the bottom with ventilation provided at the top of each window. For fire safety reasons also many of the doors have to remain shut – it is therefore difficult to get a through draft on the ward. During the hottest weeks A/C units were rented and placed in communal areas. Where bathrooms have recently been used it is difficult to stop them being malodorous, the nursing and hotel services team work hard to ensure patient areas are clean at all times. As a result of Healthwatch drawing these issues to our attention we are working to ensure the cleanliness of the ward is being addressed and as detailed in the action plan, the Matron is carrying out a review of ventilation on the ward.
- We had, prior to the visit identified the continuous sounding of call bells was a problem. Since the visit, the ward has been disconnected from the main site call bell system for a trial period.
- The report makes reference to a cabinet used to store glass. We have checked the ward environment thoroughly and are confident there is no cabinet as described.
- The nursing station that is described in the report as being tucked around the corner is the night nursing station and is situated in the sleeping area of the ward. This station is used at night to ensure nursing staff are located closely to patients as they sleep.
- The report highlights a number of issues with meal times. Since the report we have started work to ensure the meal time experience is improved, as detailed in the attached action plan.
- The report raised issues about patients being given food they are allergic to. There are good communication systems in place on the ward to ensure that this does not happen.

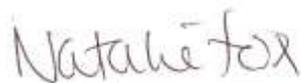
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- Following the report we have ensured that all patients know they have access to drinks at all times. We not only ensure that cold water is always available but also that when they request hot drinks, these are given. Where we received complaints that this has not happened we will address that with the staff concerned
- During the visit the Activity Coordinator had been temporarily moved and cover arrangements had to be made on an ad hoc basis due to the short notice of that move, therefore we acknowledge that at the time of the visit there were limited activities. The Activity Coordinator has now returned to post and there is a full programme of activities available to patients on Redwood Ward.
- A review of staffing levels is soon to be carried out on Redwood Ward, as there are no nationally agreed models for staffing on Older Peoples Mental Health Wards, the In-patient Sector Manager and Divisional Director of Nursing have undertaken a pilot review on one of the other assessment wards. Once the methodology of that review has been agreed the process will be applied to Redwood Ward.

Yours sincerely,

A handwritten signature in black ink that reads "Natalie Fox". The signature is written in a cursive, slightly slanted style.

Natalie Fox
Service Director
Older People and Healthy Ageing Service Line